Washburn Account Self-Service Enrollment

1. At the main page, enter your username (first.last@washburn.edu) and password. Select ‘Login’.

2. Enter your current password and a non-Washburn email address, then select ‘Continue’.
3. Enter your current password where provided, and check the email address that you provided for a One-Time-Passcode. Enter the 4-digit code and select ‘Login’.

Example of One-Time-Passcode:

Washburn Portalguard <portalguard@washburn.edu>
Email to me
Here is your one-time use passcode: 9789

4. Enter your password and select ‘Continue’ to enroll your Challenge Answers.
5. Choose 3 questions and answer them. Answers must be at least 4 characters long. After answering your questions, select ‘Continue’.
6. To enroll a cell phone for authentication, fill out the form and select ‘Continue’. A cell phone may be used for Two-Factor authentication on the web for more account security. Cell phone authentication is not required and can be skipped.
Forgot Password Instructions

1. On the main page, select ‘Forgot Password’.

2. Enter your username (first.last@washburn.edu) and select ‘Continue’.

3. Select the option that fits your needs and select ‘Continue’.
4. To unlock a locked account, select an authentication type and select ‘Continue’. Follow the instructions provided on the next window and select ‘Continue’ again to finish.

5. To reset a forgotten password, select an authentication type and select ‘Continue’. Follow the instructions provided on the next window and select ‘Continue’ again to finish.
6. To display a forgotten password, answer a challenge question and select ‘Continue’. Your password will be displayed, and you can continue logging in.

END-USER SELF SERVICE

Please answer any 1 of the 3 questions below

Username: portalguard.test@washburn.edu
Requested Action: Recover/See Current Password

-- Please choose a question --

Answers remaining: 1 optional
Set New Password

1. From the Main Page, select ‘Set New Password’.

   ![Set New Password Banner](image1)

2. Enter your username (first.last@washburn.edu) and select ‘Continue’.

   ![Username Entry](image2)

3. Enter your CURRENT password and select ‘Continue’.

   ![Current Password Entry](image3)
4. Wait for your One-Time-Passcode to arrive, and enter it in the box provided. Select ‘Continue’.

5. Following the guidelines provided, enter your new password and retype your new password where provided. Click ‘Continue’.