

Washburn Password Self-Service

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

WASHBURN PASSWORD MANAGEMENT

Username

Password

WASHBURN UNIVERSITY

Login **Set New Password** **Forgot Password?**

2. For security reasons, you will be asked to re-enter your current password. Re-enter your current password and select 'Continue'.

ENROLLMENT - CHALLENGE ANSWERS

Please enter your current password and click the button below to enroll your challenge answers. You can skip this enrollment **10** more times before being forced to enroll.

Username

Password

Skip **Continue**

- Choose three (3) challenge questions to answer. These are used in case you forget your password or need to reset your password. Once answered, click 'Continue'.

END-USER SELF SERVICE

Please answer at least 3 of the 11 questions below.
NOTE: Answers must be at least 4 characters long.

Username portalguard.test@washburn.edu

1) What city were you born in?

2) What is your mother's maiden name?

3) What is your father's middle name?

4. You will now be prompted to enroll a mobile phone for One-Time Passcode (OTP) delivery. This step may be skipped, but may be more convenient for some individuals. To permanently skip, check the 'Don't remind me again' box and select 'Skip'. To enroll a mobile phone, enter your cell phone number (with area code), choose your cell phone provider, and select 'Continue'.

ENROLLMENT - MOBILE PHONE

Please enter your current password and your phone number to enroll. You may also be prompted to select a mobile phone carrier from a drop-down list. A test message will be sent immediately for confirmation. You can skip this enrollment but you will be asked to enroll again during your next login.

To **permanently** suppress reminders for this authentication type, check the box below before skipping. You can always enroll from the Account Management page.

Username	<input type="text" value="portalguard.test@washburn.edu"/>
Password	<input type="password" value="••••••••"/>
Country	<input type="text" value="United States"/>
Cell Phone Number	<input type="text" value="Cell Phone Number"/> <input type="checkbox"/> Enable Multi-Factor Login
Cell Phone Provider	<input type="text" value="Verizon"/>

Don't remind me again

5. If you chose to enroll a mobile device, you should receive a text message with your One-Time Passcode (OTP) shortly. Enter the One-Time Passcode (OTP) and select 'Continue'.

END-USER SELF SERVICE

A One Time Passcode (OTP) has been sent to your phone. It could take 10 to 15 seconds to be delivered. Upon receipt, please enter the OTP below and click the button to continue.

Username

One Time Passcode

Cancel **Continue**

6. You will now be prompted to enter a third-party email address (**NOT** a washburn.edu email address) in case you need to reset or recover a password. Enter your third-party email address and select 'Continue'.

ENROLLMENT - EMAIL ADDRESS

Please enter your current password and an alternative email address to enroll. You may not use your Washburn email address. A test message will be sent immediately for confirmation. You can skip this enrollment 10 more times before being forced to enroll.

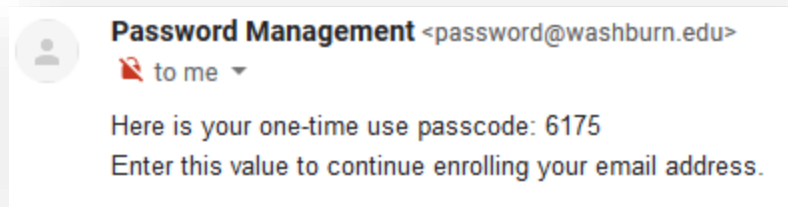
Username

Password

Email Address

Skip **Continue**

7. You should receive an email shortly that contains your One-Time Passcode (OTP). Enter the One-Time Passcode (OTP) and select 'Continue'.



END-USER SELF SERVICE

A One Time Passcode (OTP) has been emailed. It could take 20 to 30 seconds to be delivered. Upon receipt, please enter the OTP below and click the button to continue.

Username

One Time Passcode

Set New Password

1. From the Main Page, select 'Set New Password'.



WASHBURN PASSWORD MANAGEMENT

Username
first.last@washburn.edu

Password

WASHBURN UNIVERSITY

Login Set New Password Forgot Password?

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



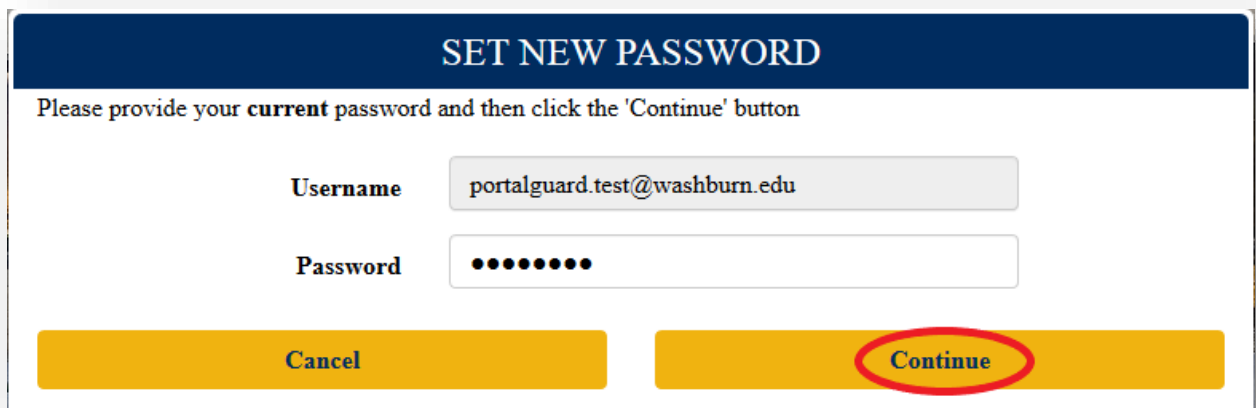
SET NEW PASSWORD

Please provide your username below and then click the 'Continue' button

Username first.last@washburn.edu

Cancel Continue

3. Enter your **CURRENT** password and select 'Continue'.



SET NEW PASSWORD

Please provide your **current** password and then click the 'Continue' button

Username portalguard.test@washburn.edu

Password ●●●●●●●●●●

Cancel Continue

4. Create a new password that meets Washburn University's password guidelines. Note that in addition to the requirements in the green box, your new password **cannot** contain your name. Once the requirements have been satisfied, click 'Continue'.

SET NEW PASSWORD

Please provide your new password, confirm it, and then click the 'Continue' button.

Please note that along with the requirements outlined below, your new password **cannot** contain your name.

Password Complexity Rules

Your new password must satisfy the following rules:

- Must be at least **10** characters long
- Must have at least **1** uppercase character (A - Z)
- Must have at least **1** numeric character (0 - 9)
- Must have at least **1** special character (!, \$, #, or %)

Username

New Password

Confirm Password

Reset Forgotten Password

1. From the main page, select 'Forgot Password'.



WASHBURN PASSWORD MANAGEMENT

Username
first.last@washburn.edu

Password

WASHBURN UNIVERSITY

Login **Set New Password** **Forgot Password?**

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



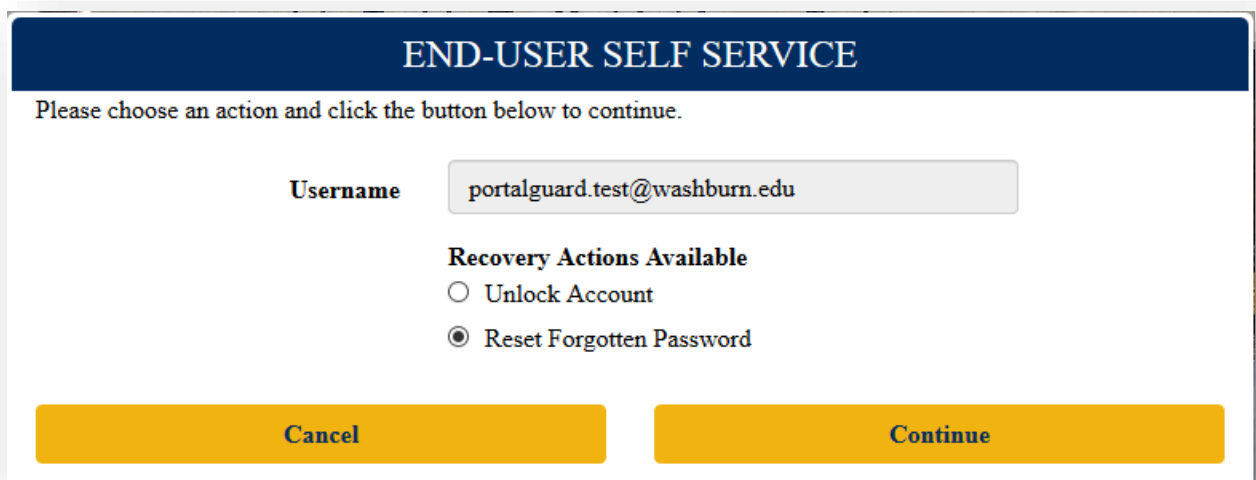
END-USER SELF SERVICE

Please enter your username and click the button below to view the options currently available to you.

Username first.last@washburn.edu

Cancel **Continue**

3. Choose whether you want to unlock your account or reset your password and select 'Continue'.



END-USER SELF SERVICE

Please choose an action and click the button below to continue.

Username portalguard.test@washburn.edu

Recovery Actions Available

Unlock Account

Reset Forgotten Password

Cancel **Continue**

4. If you entered enrolled with a secondary email address or mobile phone in addition to Challenge Answers, you will be asked which you would prefer. If you haven't enrolled a mobile phone or secondary email address, you will be asked to answer challenge questions. If given the option to choose, make your selection and select 'Continue'.

END-USER SELF SERVICE

Please choose an authentication type and click the button below to continue.

Username portalguard.test@washburn.edu

Requested Action Reset Forgotten Password

Authentication Types Available

2 Challenge Answers

One Time Passcode

Cancel **Continue**

5. Answer the Challenge Answers or enter your One-Time Passcode (OTP) and select 'Continue'.

END-USER SELF SERVICE

Please answer any 2 of the 3 questions below

Username portalguard.test@washburn.edu

Requested Action Reset Forgotten Password

1) What city were you born in?

.....

2) What is your mother's maiden name?

.....

Cancel **Continue**

END-USER SELF SERVICE

A One Time Passcode (OTP) has been emailed to:
xxxxxxxxxxxx@gmail.com

It could take 20 to 30 seconds to be delivered. Upon receipt, please enter the OTP below and click the button to continue.

Username portalguard.test@washburn.edu

Requested Action Reset Forgotten Password

One Time Passcode

Cancel **Continue**

6. Create a new password that meets Washburn University's password guidelines. Note that in addition to the requirements in the green box, your new password **cannot** contain your name. Once the requirements have been satisfied, click 'Continue'.

END-USER SELF SERVICE

Please enter your new password in the fields below.

Password Complexity Rules

Your new password must satisfy the following rules:

- Must be at least **10** characters long
- Must have at least **1** uppercase character (A - Z)
- Must have at least **1** numeric character (0 - 9)
- Must have at least **1** special character (!, \$, #, or %)

Username	<input type="text" value="portalguard.test@washburn.edu"/>
Requested Action	Reset Forgotten Password
New Password	<input type="password"/>
Confirm Password	<input type="password"/>