Washburn Password Self-Service

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

2. For security reasons, you will be asked to re-enter your current password. Re-enter your current password and select ‘Continue’.
3. 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’.
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**: portalguard.test@washburn.edu

**Password**: ********

**Country**: United States

**Cell Phone Number**: Cell Phone Number

**Cell Phone Provider**: Verizon

[ ] Don’t remind me again

[ ] Continue
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’.

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

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Password Management <password@washburn.edu>

Here is your one-time use passcode: 6175
Enter this value to continue enrolling your email address.

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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: portalguard.test@washburn.edu

One Time Passcode: 

[Buttons: Cancel, Continue]
Set New Password

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

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

3. Enter your CURRENT password and select ‘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’.
Reset Forgotten Password

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

![Username and Password fields with 'Forgot Password?' button highlighted]

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

![End-User Self Service page with 'Continue' button highlighted]

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

![End-User Self Service page with 'Unlock Account' and 'Reset Forgotten Password' options highlighted]
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’.
5. Answer the Challenge Answers or enter your One-Time Passcode (OTP) and select ‘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’.