

Washburn Account Self-Service Enrollment

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

WASHBURN ACCOUNT MANAGEMENT

Username
first.last@washburn.edu

Password

WASHBURN
UNIVERSITY

Login Set New Password Forgot Password?

2. Enter your current password and a **non-Washburn** email address, then select 'Continue'.

EMAIL ENROLLMENT

You must login using One Time Passcodes (OTP) sent to your email.

Please enter your current password and **non-Washburn** email address to enroll. A test OTP will be sent immediately for confirmation.

Username portalguard.test@washburn.edu

Password

Email Address |

Continue Cancel

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'.

ONE TIME PASSCODE REQUIRED

A One Time Passcode (OTP) will be delivered as an email to:
xxxxxxxxxxxx@gmail.com

It could take 10 to 15 seconds to be delivered. Upon receipt, please enter the OTP below to continue.

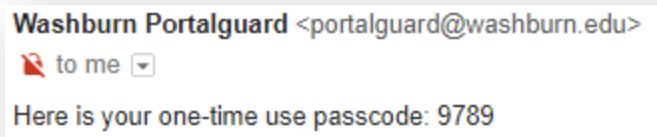
Username

Password

One Time Passcode

Login **Cancel**

Example of One-Time-Passcode:



4. Enter your password and select 'Continue' to enroll your Challenge Answers.

ENROLLMENT - CHALLENGE ANSWERS

Please enter your current password and click the button below to enroll your challenge answers.

Username

Password

Continue

5. Choose 3 questions and answer them. Answers must be at least 4 characters. After answering your questions, select 'Continue'.

END-USER SELF SERVICE

Please answer at least 3 of the 7 questions below.
NOTE: Answers must be at least 4 characters long.

Username

-- Please choose a question --

-- Please choose a question --

-- Please choose a question --

Answers remaining: 3 optional

END-USER SELF SERVICE

Please answer at least 3 of the 7 questions below.
NOTE: Answers must be at least 4 characters long.

Username

-- Please choose a question --

-- Please choose a question --

1) What city were you born in?
2) What is your mother's maiden name?
3) What is your father's middle name?
4) What was the model of your first car?
5) What is your pet's name?
6) What high school did you attend?
7) What college did you attend?

Answers remaining: 3 optional

- 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.

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 Web Two-Factor Login (More Secure)
Cell Phone Provider	<input type="text" value="Verizon"/>

Don't remind me again

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	<input type="text" value="portalguard.test@washburn.edu"/>
One Time Passcode	<input type="text"/>

Forgot Password Instructions

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



WASHBURN ACCOUNT MANAGEMENT

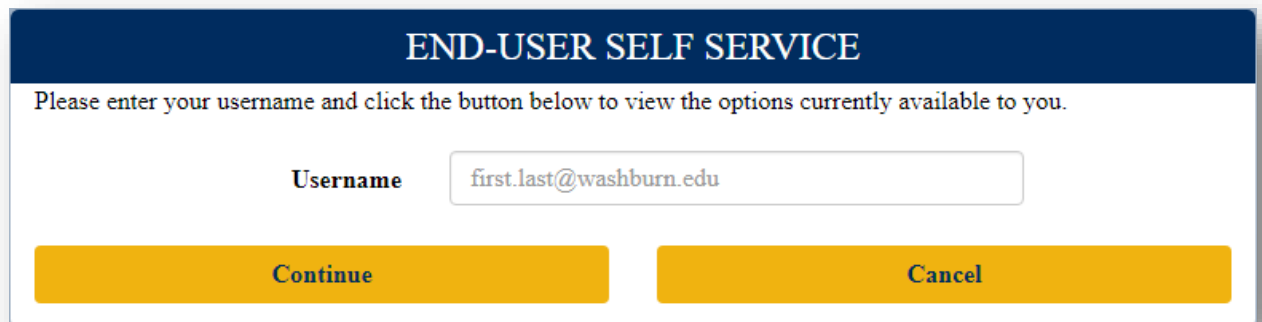
Username
first.last@washburn.edu

Password

WASHBURN UNIVERSITY

Login Set New Password **Forgot Password?**

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



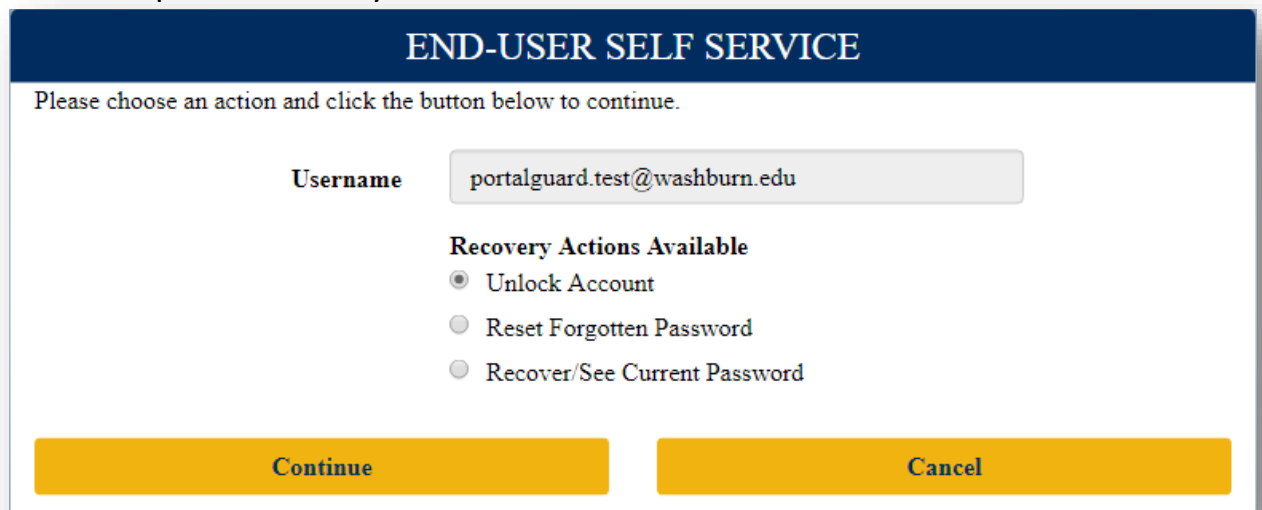
END-USER SELF SERVICE

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

Username first.last@washburn.edu

Continue Cancel

3. Select the option that fits your needs 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
- Recover/See Current Password

Continue Cancel

- 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.

END-USER SELF SERVICE

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

Username portalguard.test@washburn.edu

Requested Action Unlock Account

Authentication Types Available

- 2 Challenge Answers
- One Time Passcode

Continue **Cancel**

- 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.

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

Continue **Cancel**

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

Requested Action Recover/See Current Password

Answers remaining: **1 optional**

Set New Password

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



WASHBURN ACCOUNT MANAGEMENT

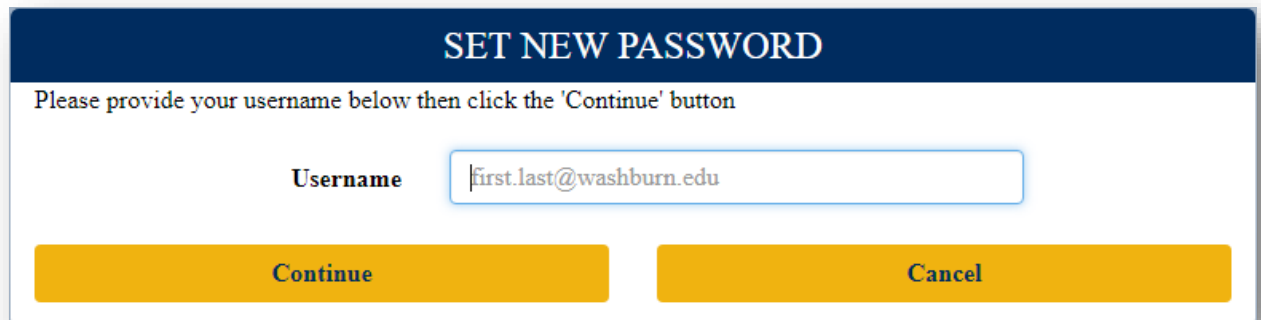
Username

Password

WASHBURN UNIVERSITY

Login Set New Password Forgot Password?

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



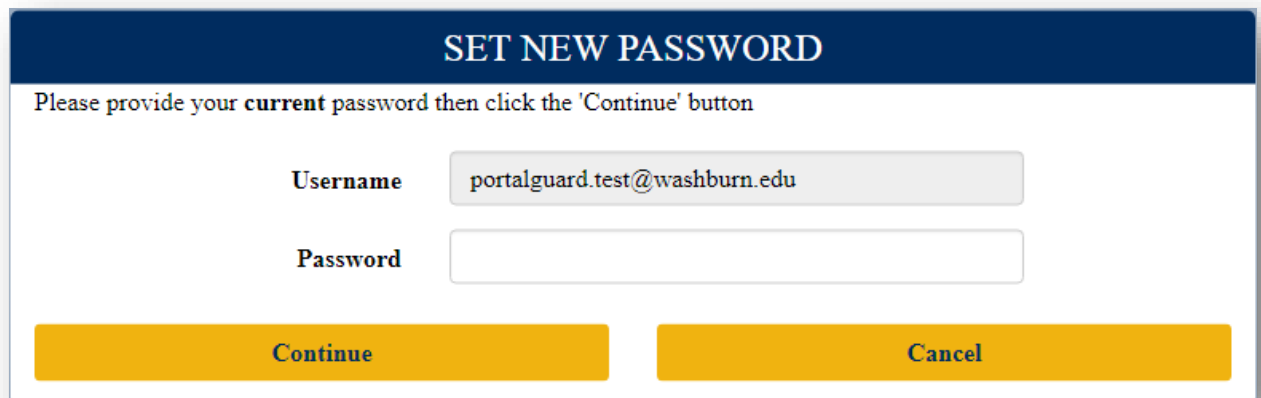
SET NEW PASSWORD

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

Username

Continue Cancel

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



SET NEW PASSWORD

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

Username

Password

Continue Cancel

4. Wait for your One-Time-Passcode to arrive, and enter it in the box provided. Select 'Continue'.

SET NEW PASSWORD

A One Time Passcode (OTP) will be delivered as an email to:
xxxxxxxxxxxx@gmail.com

It could take 10 to 15 seconds to be delivered. Upon receipt, please enter the OTP below to continue.

Username

One Time Passcode

Continue **Cancel**

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

SET NEW PASSWORD

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

Password Complexity Rules

Your new password must satisfy the following rules:

- Must be at least **6** characters long
- Must have at least **1** uppercase character (A - Z)
- Must have at least **1** numeric character (0 - 9)

Username

New Password

Confirm Password

Continue **Cancel**