



## Guide on how to update or save your password recovery answers

- **Step 1:** When prompted to update/save your security answers, click “OK”
- **Step 2:** Fill out the form
  - Select security question
  - Type security answers
  - Enter non-Wesleyan recovery email
    - If you don't have alternative email, you can quickly sign up for a free [here](#)
    - This recovery email will be used to send you a verification code that is required to recover your Portal password (in the case you forget it). It is critical that you maintain access to this email so that you can receive the verification code.
- **Step 3:** Submit the form
- **Step 4:** Continue using Portal

### Step 1: When prompted to update/save your security answers, click “OK”

The screenshot shows the Wesleyan College Portal interface. At the top, there is a navigation bar with links for HOME, BOARD OF TRUSTEES, WESNET, ADMISSIONS, STUDENT, STAFF, FACULTY, LMS, CAMPUS LIFE, ACADEMICS, ATHLETICS, and MORE. Below the navigation bar, the page title is "Recovery Settings". The main content area contains a form with the following fields: "Please select a security question:", "Security answer:", "Recovery Email:", and "Confirm Recovery Email:". A modal dialog box is overlaid on the form, featuring a yellow warning icon and the name "Sergey Chernokov". The dialog box contains the following text: "please complete your password security questions." followed by "New students:" and "Existing users:". The "New students:" section states: "Before successfully login in to your Portal account, please complete security questions form. Please click 'OK' button and use the form to create your security questions and email. This information will be used if you forget your password and need to reset it." The "Existing users:" section states: "It is time to update your recovery password settings. Please verify your answers and click the submit button." At the bottom of the dialog box is a blue "OK" button. In the background, a "Recovery Options explanation" box is partially visible, stating: "Security question and recovery email are needed to be able to reset your Portal password in the case you forget it." The footer of the page includes "About Us" on the left and "Powered by Jenzabar. v8.4.3" on the right.

## Step 2-a: Fill out the form: provide answers

The screenshot shows the Wesleyan Portal Recovery Settings form. At the top is a navigation bar with the Wesleyan logo and menu items: HOME, BOARD OF TRUSTEES, WESNET, ADMISSIONS, STUDENT, STAFF, FACULTY, LMS, CAMPUS LIFE, MORE. Below the navigation bar is a search bar and a 'Login' link. The main heading is 'Recovery Settings'. The form contains the following fields and elements:

- Please select a security question:** A dropdown menu.
- Security answer:** A text input field.
- Recovery Email:** A text input field.
- Confirm Recovery Email:** A text input field.
- Submit:** A blue button at the bottom of the form.
- Recovery Options explanation:** A grey box containing the text: 'Security question and recovery email are needed to be able to reset your Portal password in the case you forget it.'

## Step 2-b: Use non-Wesleyan recovery email

Make sure to use your personal (non-Wesleyan) email as your recovery email. If you don't have another email, you can quickly sign up for a free one here: <https://accounts.google.com/SignUp>

This recovery email will be used to send you a verification code that is required to recover your Portal password (in the case you forget it). It is critical that you maintain access to this email so that you can receive the verification code.

This screenshot is identical to the one in Step 2-a but includes several annotations:

- A large red speech bubble with white text: 'Make sure to use your personal (non-Wesleyan) email as your recovery email. If you don't have another email, you can quickly sign up for a free one here: <https://accounts.google.com/SignUp>'
- The 'Recovery Email' field contains the text 'student@wesleyancollege.edu' and is highlighted with a red border.
- A yellow warning box with a black exclamation mark icon and the text: 'Can NOT be Wesleyan email. Use your personal email.'
- The 'Security question' dropdown menu is set to 'Which was the...'.
- The 'Security answer' field contains the text 'England'.

### Step 3: Submit the form

First for Women  
**WESLEYAN**  
*pioneering the way*

HOME BOARD OF TRUSTEES WESNET ADMISSIONS STUDENT STAFF FACULTY LMS CAMPUS LIFE MORE ▾

You are here: Welcome

Login

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### Recovery Settings

**Please select a security question:**  
Which was the first foreign country you visited? 1

**Security answer:**  
England 2

**Recovery Email:**  
student@gmail.com 3

**Confirm Recovery Email:**  
student@gmail.com 4

**Submit** 5

**Recovery Options explanation**  
Security question and recovery email are needed to be able to reset your Portal password in the case you forget it.


### Step 4: Continue using Portal

First for Women  
**WESLEYAN**  
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You are here: Welcome

Login



**Recovery Settings**

**Please select a security question:**  
What was the name of your first pet?

**Security answer:**  
[Redacted]

**Recovery Email:**  
[Redacted]@gmail.com

**Confirm Recovery Email:**  
[Redacted]@gmail.com

**Submit**

**Recovery Options explanation**  
Security question and recovery email are needed to be able to reset your Portal password in the case you forget it.

**Now that you have saved/updated your answers, you can proceed using Portal.**