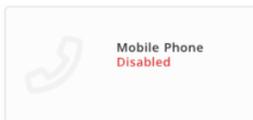
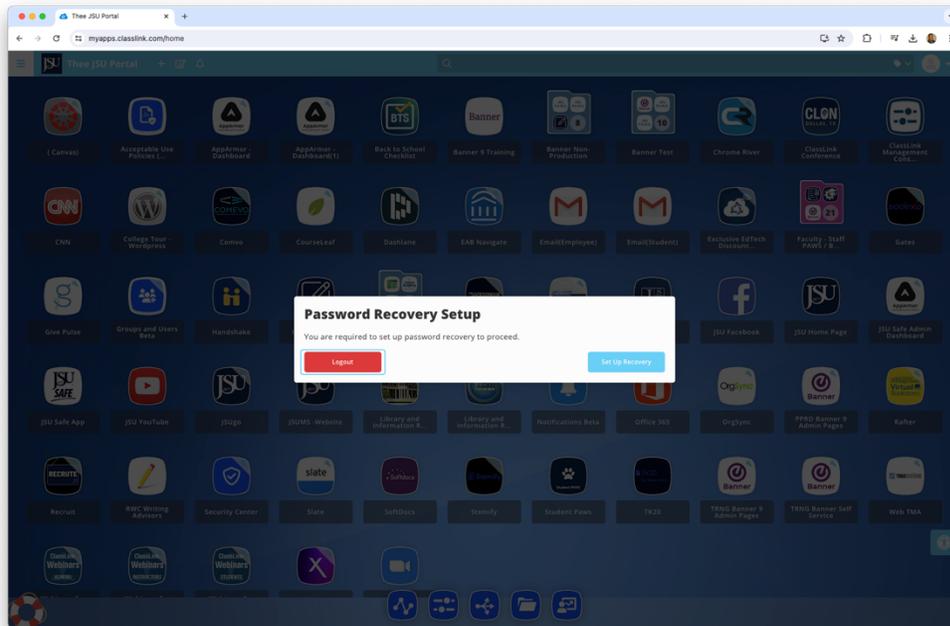


After signing in to TheePortal, the following screen should appear. Click the See the image below.

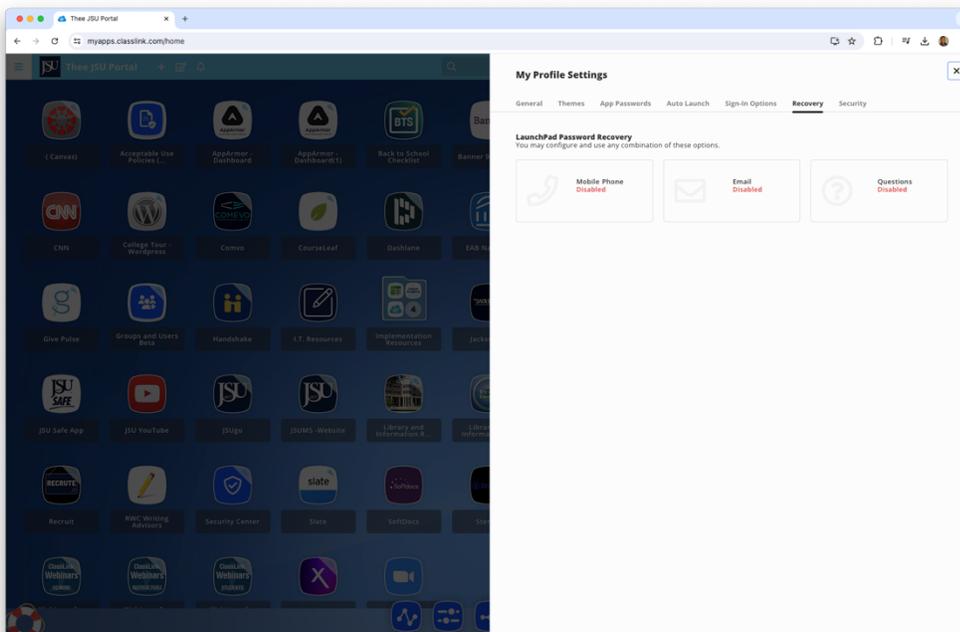


button.

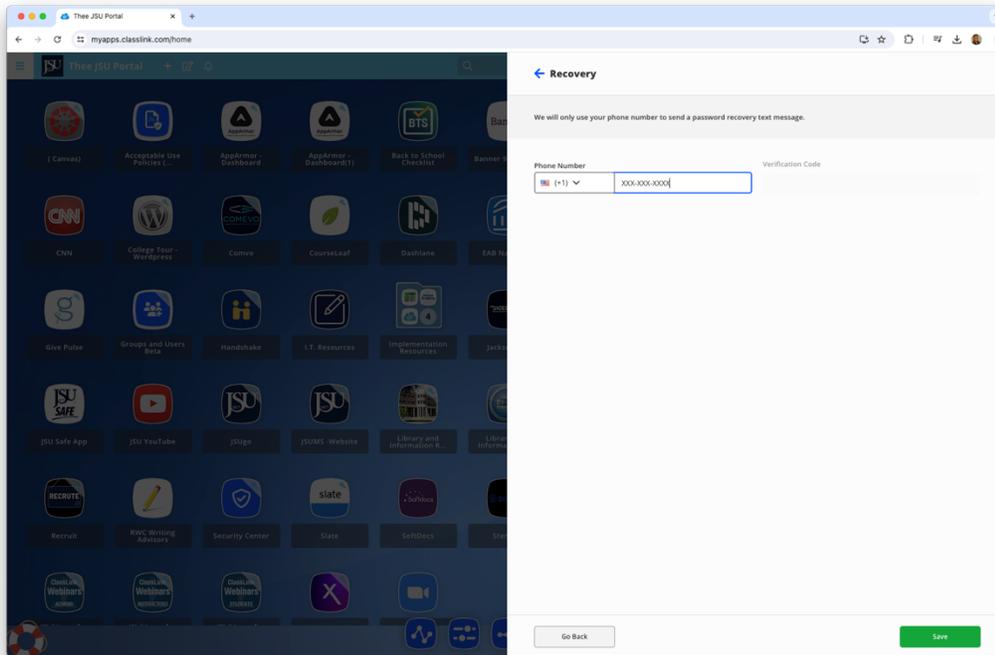


Click the

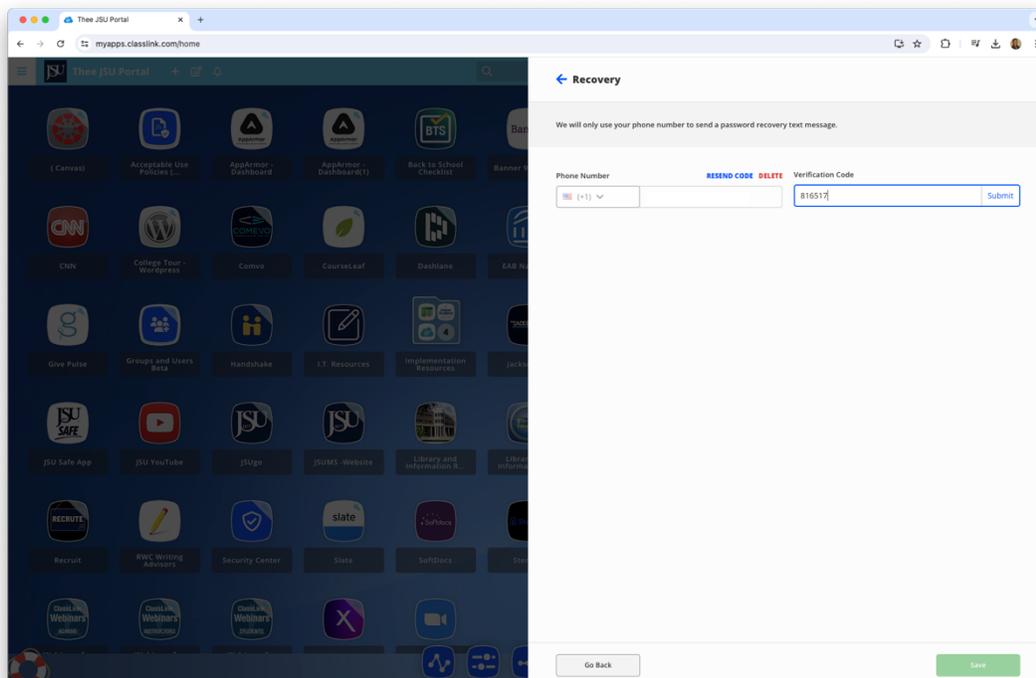
button to setup your mobile phone as a password recovery option.



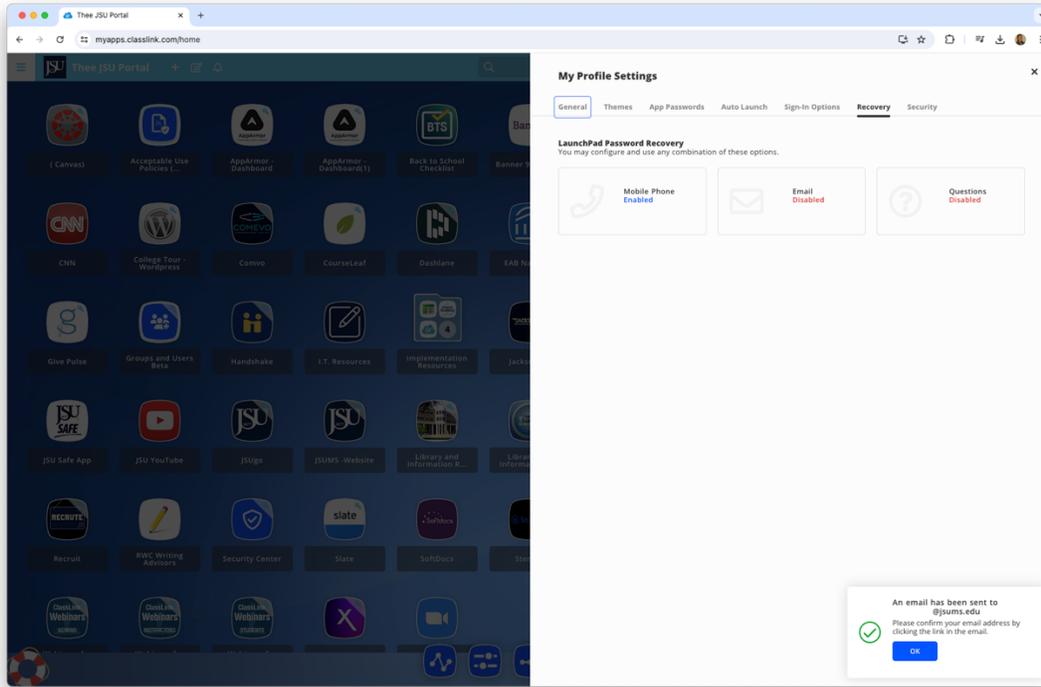
Enter your mobile phone number then click the Save button. A verification code will be sent to your mobile phone.

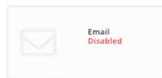


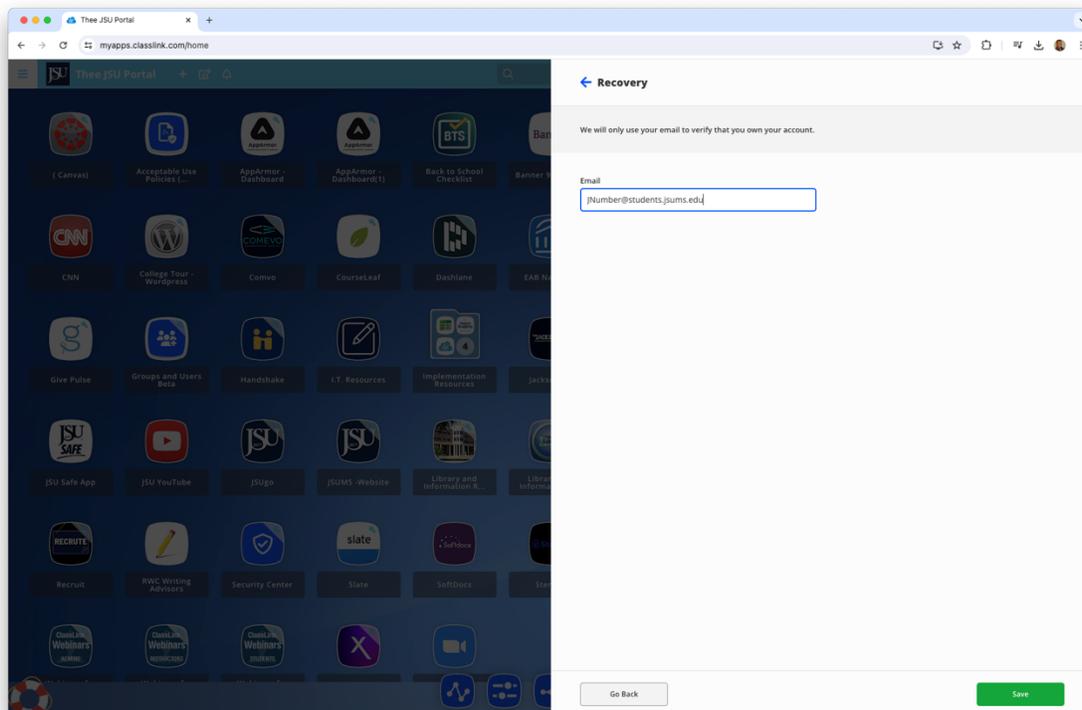
Enter the verification code in the Verification Code box then click the Save button.



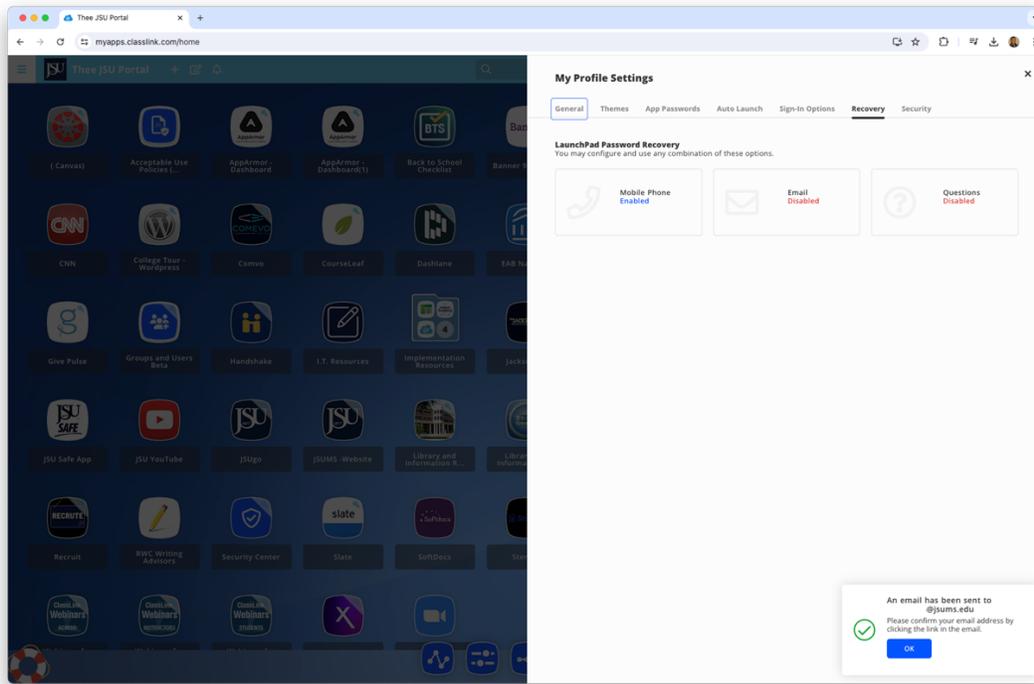
Your mobile phone is now an option for resetting your NetID password.



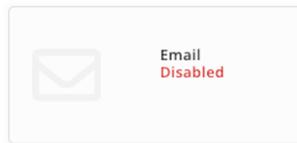
Now you will click the  button to configure an alternate email address. The window below will appear after clicking the Email Disabled button. Enter your JSU email address then click the  button.



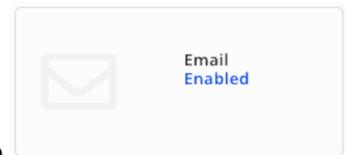
A confirmation email will be sent to the address your entered. Login to that email account and click the confirmation link.



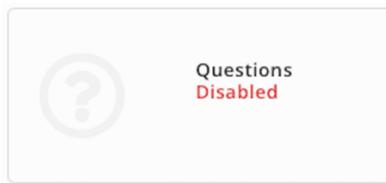
After confirming your email, the



button will change to

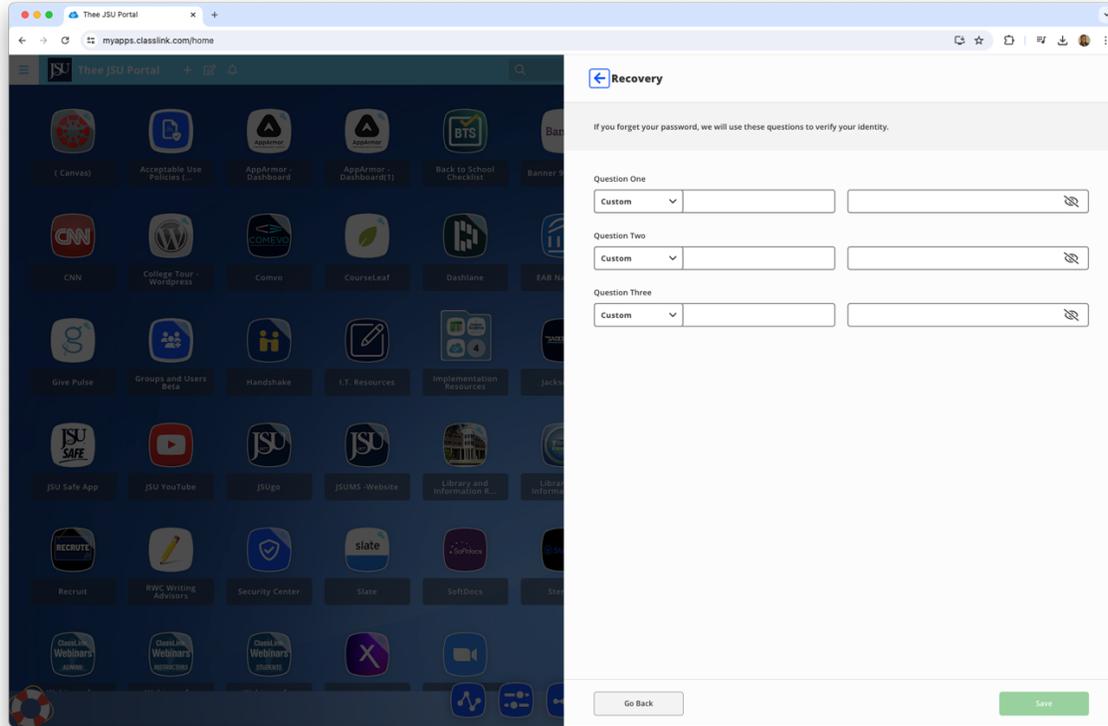


Now click the



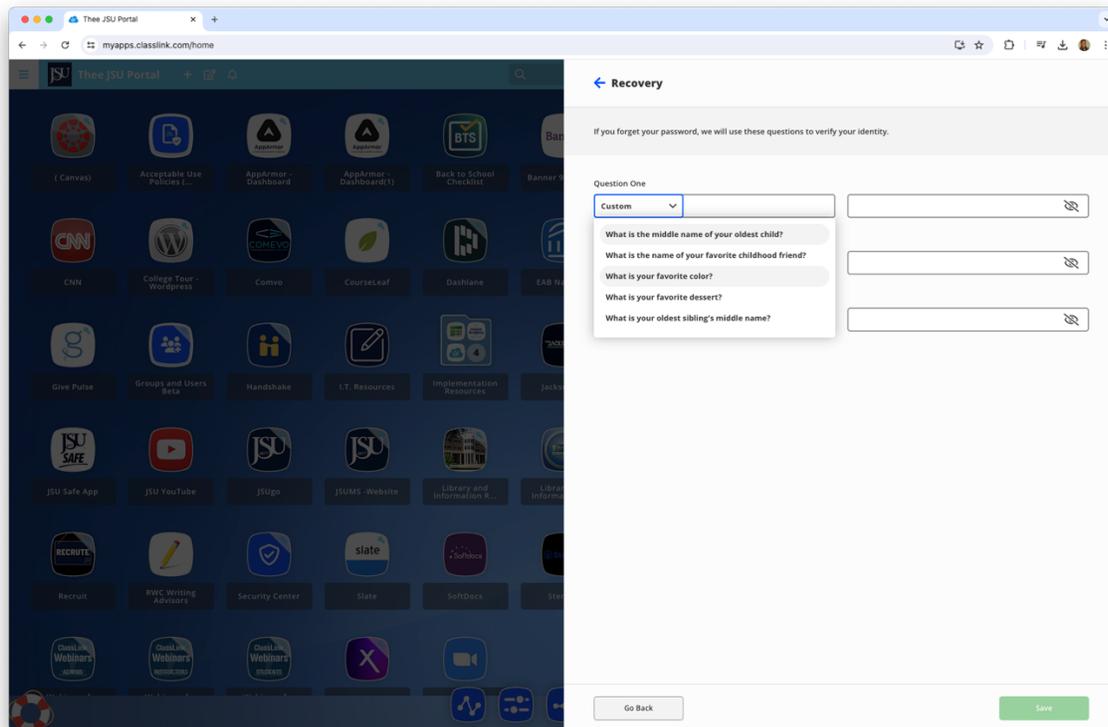
button to setup your three security questions.

The image below shows screen that appears after clicking the Questions Disabled button.

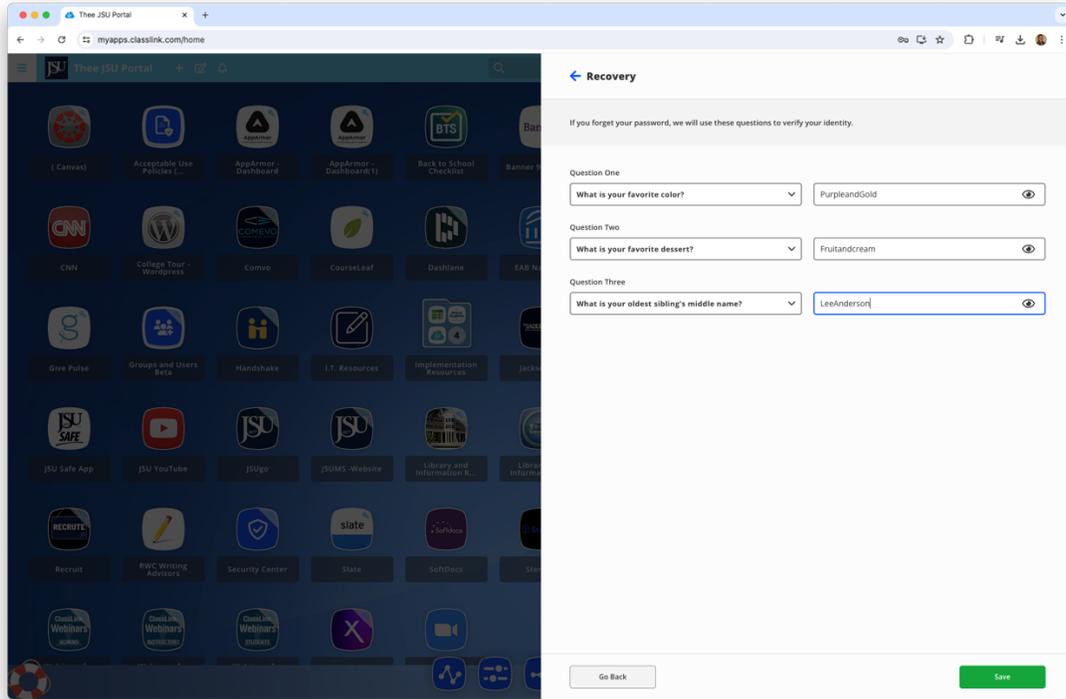


Select a common question or type a custom question and answer for all three then click the Save button.

NOTE: Your answers must be at least 10 characters long.



Click the  button.



You have enabled the Mobile Phone, Email, and Questions options for recovering or resetting your NetID password.

