

**D**ivision of Information Technology TheePortal (ClassLink) NetID Password Reset Options

Set Up Recovery button.

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





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.

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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.

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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 an click the confirmation link.





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



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

