Two-Step: Account Recovery

This article is meant to provide guidance if you’re unable to access your account because of Two-Step Verification. Your options may vary from service to service.

Faculty, Staff, and PhD Students

Contact your IT Support Representative for the best option to use for recovery.

New Device

If you’ve recently gotten a new device, and still have access to your old one, and are simply looking to reconfigure Two-Step, see Two-Step: New Phone/Device (Students).

Two-Step Verification is an increasingly important aspect of account security. However, whether you’ve lost your phone or simply no longer have access to your Two-Step device, recovery can be a confusing process. Below we list some of the various steps you can take to recover your account.

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PennKey

Backup Codes

If you generated a list of backup codes when you first setup Two-Step, you can use these instead of your device when prompted for a code. Keep in mind that each code can only be used once.

1. Navigate to twostep.apps.upenn.edu
2. Log in with your PennKey username & password
3. Enter one of your one-time use backup codes
4. Un-enroll & re-enroll your new two-step device

Voice or Text Message

1. Navigate to twostep.apps.upenn.edu
2. Click Call or text me a code
3. Under Option 2, select the phone number you’d like to receive the code at
4. Follow the instructions to enter the code sent via SMS at your next login

Contact a Friend

1. Navigate to twostep.apps.upenn.edu
2. Click Call a friend
3. Under **Option 3**, select **Authorize Friend(s) to Retrieve a Single-Use Verification Code**

4. Have your friend navigate to:
   1. twostep.apps.upenn.edu
   2. Click Manage Settings
   3. Click Help a friend

5. **Enter the code** provided by your friend at your next login

**Trusted Browser**

When logging in to your PennKey, you have the option to trust a browser for 30 days. If you recall doing this, try logging in from that device/browser and then un-enrolling & re-enrolling via twosteps.apps.upenn.edu.

**Two-Step Help Hotline**

The Two-Step Verification Code Hotline may be able to assist. The hotline can be contacted at (215) 746-2222 during business hours (Monday - Friday, 8:00am - 6:00pm EST).

**Google**

**Backup Codes**

If you generated a list of backup codes when first setting up Two-Step, you can use these instead of your device when prompted for a code. Keep in mind that each code can only be used once.

1. Navigate to https://accounts.google.com/signin
2. Log in with your username & password
3. Enter one of your one-time use backup codes
4. Un-enroll & re-enroll your new two-step device

**Text Message**

1. Navigate to https://accounts.google.com/signin
2. Click Having trouble?
3. Click Get a verification code at (***)***-**XX
4. Enter the code you receive
5. Click Next

**Trusted Device**

When logging in with your Google account, you have the option to trust a browser for 30 days. If you recall doing this, try logging in from that device/browser. If successful, go to your Google Two-Step settings and change your two-step device by clicking Change Phone under Authenticator App.

**Contact Student Support**

If you are unable to recover your accounts via the methods above, please contact the appropriate support team listed below ASAP.

**Questions?**

Students - Wharton Computing Student Support
Faculty - Academic Distributed Representatives (login required)

Staff - Administrative Support (login required)