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Two-Step: Account Recovery

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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 [Wharton Computing 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 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. Here are some steps you can take to access your account.

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PennKey and PennO365

DuoMobile PassCodes

If you have another device with the DuoMobile app installed, you can use it to generate a new passcode.

1. Launch **DuoMobile**.
2. Choose the **PennKey Account** (if you have multiple accounts).
3. Click **Show** to show the passcode. You may need to refresh your passcode.

If you don't have another device enrolled in DuoMobile, you can add it via the [Duo Device Management Portal](#).

Voice or Text Message

If you have access to another device or phone, you can add it in the [Duo Device Management Portal](#) and configure it to call you with your passcode.

1. Choose **Add a device** in your [Duo Device Management Portal](#).

2. Choose **Phone Number**
3. If it's a landline, check the box.
4. Next time you try to log in, you should be able to get a text/phone message to that device with a code.

Trusted Browser

When logging in to your PennKey, you have the option to trust a browser for 60 days. If you recall doing this, try logging in from that device/browser and then un-enrolling & re-enrolling via [Duo Device Management Portal](#).

Two-Step Help Hotline

If you are unsuccessful using any of the above methods, 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, 8:00 am - 6:00 pm EST).

Google

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These steps only apply to students whose accounts were created **before December 2023**.

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. 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 your Wharton Computing Representative

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If you cannot recover your accounts via the methods above, please contact the appropriate support team listed below ASAP.

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Questions?

For help or questions about recovering your account, please contact [Wharton Computing Client Support Services](#).
