This article provides guidance for students with new devices needing to reconfigure Two-Step for Pennkey and Google accounts.

**Faculty, Staff, and PhD Students**

Use this page for self service directions, or contact your IT Support Representative for the best option to enroll your new device.

**Lost Device**

If you no longer have access to your original two-step device (i.e. lost, stolen, or broken), then please follow the instructions in our Two-Step: Account Recovery article.

**Before You Start**

You may need the DUO Mobile app installed before you follow the instructions below.

Two-Step Verification is an increasingly important aspect of account security. However, sometimes it might not be clear what to do if you’ve gotten a new phone and need to update your two-step settings.

**Table of Contents**

- PennKey
- Google
- Questions?

**PennKey**

1. On your laptop or desktop, navigate to [http://twostep.apps.upenn.edu](http://twostep.apps.upenn.edu).
2. Click Manage Settings
3. Log in with your PennKey credentials
4. Enter a 6 digit code if prompted
5. Click New Phone For Duo Push button
6. Follow the instructions to install Duo Mobile on your new device and:
   - On laptop or desktop: scan the QR code provided
   - On a mobile device: copy & paste the URL provided into a web browser
7. Open Duo Mobile and either:
   - Approve the push notification OR
   - Enter the 6 digit code
8. Congrats-- two-step verification is now set up on your new device!
Google

1. On a laptop or desktop, navigate to https://myaccount.google.com
2. Log in with your Google@Wharton credentials
3. Click the Security tab on the left
4. Scroll down to Signing in to Google
5. Click 2-Step Verification
6. Sign in again with your Google@Wharton credentials
7. Add your new device to your account
   - Click Add Phone under Voice or text message
   - Click Set Up under Authenticator App
8. Follow the instructions to enroll your new device

Questions?

Students - Wharton Computing Student Support

Faculty - Academic Distributed Representatives (login required)

Staff - Administrative Support (login required)