Two-Step: New Device/Phone (Students)

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

**Faculty, Staff, and PhD Students**

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.

### 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](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)