Two-Step: New Device/Phone (Students)

Last Modified on 02/02/2024 12:23 pm EST

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 have a new phone and need to update your Two-Step settings.

Table of Contents

PennKey

1. On your laptop or desktop, navigate to Duo Device Management Portal
2. Log in with your **PennKey credentials**
3. Select a login method by clicking **Other options**
   1. Do not use **Hardware Token** as an option
4. Enter the **6 digit code** provided by the login method
5. Choose **Add a device**
6. Follow the instructions to **install Duo Mobile** on your new device
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

Note: If your account was created **after December 2023**, these steps do not apply to you.

Questions?

^Top

Students - Wharton Computing Student Support

Faculty and Staff - contact your Wharton Computing Representative.