

# Two-Step: New Device/Phone (Students)

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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.

## 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 **3 digit code** provided by the login method
  1. If using the same phone number but a different or new device choose for your # to be sent a call or text message
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 **3 digit code**
8. Congrats-- **Two-Step verification is now set up** on your new device!

## Google

1. For logging into Google@Wharton accounts, setting up 2-step Verification is not necessary as signing in already prompts Single-Sign on with your Pennkey credentials.

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

## Questions?

Students - [Wharton Computing Student Support](#)

Faculty and Staff - contact your [Wharton Computing Representative](#).

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