

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've gotten a new phone and need to update your two-step settings.

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PennKey

1. On your laptop or desktop, navigate to <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

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Questions?

Students - [Wharton Computing Student Support](#)

Faculty - [Academic Distributed Representatives](#) (login required)

Staff - [Administrative Support](#) (login required)
