

# Two-Step Verification (PennO365 Email Accounts)

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Two-Step Verification for PennO365 email accounts provides an added layer of protection for your account. After you log in with your username and password, you'll be prompted to verify your identity -- the second step -- using a device in your possession such as a mobile phone or key fob.

PennO365 Two-Step Verification uses the same technology as PennKey Two-Step Verification, so PennO365 will use your already configured PennKey Duo app, or other code generator.

## Before You Start

You will need an *active Faculty or Staff* account (e.g. PennKey, PennO365).

- **Undergrad and MBA students** should see the article on [Two-Step Verification for Google Accounts](#).
- **PhD students** should contact their **Academic Distributed Representative** to be enrolled.

For more information about choosing between Two-Step methods, see our [Two-Step: Methods of Verification](#) article.

## Getting Enrolled

### 1) Enroll Your Penn0365 Account

To enroll in PennO365 Email Two-Step Verification follow the instructions below.

### 2) Logging into Penn0365 Using Two-Step

Logging into PennO365 using Two-Step Verification is very similar to using PennKey Two-Step verification.

## Making Two-Step Easy

### Download and Install an Authenticator App

Installing an app on your smartphone makes the two-step process very simple. We recommend doing this, and choosing the Duo app, which allows you to receive

automated push notifications that you tap and approve.

**Note:** You will need administrative access to your smartphone to complete this task.

## Generate Backup Codes

These codes are used in case all of your Two-Step verification methods fail and you still need access to your account.

## Troubleshooting

If you get an email on your mobile device that says "Your e-mail access has been blocked" follow [these directions to remove/re-add your PennO365 account onto your device](#).

## Questions?

Students - [Wharton Computing Student Support](#)

Faculty - [Academic Distributed Representatives](#)

Staff - [Administrative Support](#)

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