PROTECT YOUR PENN & PERSONAL DATA!

TWO-STEP VERIFICATION USER GUIDE

TWO-STEP PROTECTS YOUR DATA EVEN IF YOUR PENNKEY PASSWORD IS COMPROMISED
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Two-Step Verification User Guide

1. Introduction

Two-Step Verification is a service requiring the use of two forms of authentication with your PennKey to access Penn systems. The purpose is to increase the level of security when accessing University sensitive data and systems. Besides selecting a strong, complex password as your PennKey password, you are provided with three methods of verification to select from. These second layer verification methods include:

- A “Push” notice on a mobile device
- A land-line phone call
- Entering a code sent via text or generated by a registered fob

2. Access to the Two-Step Verification Service

The first step is to enroll in the Two-Step Verification service. You can follow one of two paths to enroll in the service:

2.1. The first path is to visit Penn Information Systems & Computing website at upenn.edu/twostep

2.1.1. You are directed to the Two-Step Verification service page. Scroll down to How to Get Service and then click on enroll in Two-Step Verification.

2.1.2. On the Penn Web Login Two-Step Verification web page. You can enroll by clicking on the ENROLL button.
2.2. The second path is to go directly to the Penn Two-Step Verification WebLogin page at https://twostep.apps.upenn.edu

2.2.1. Then, select ENROLL.

2.3. You are directed to Penn WebLogin. Enter your PennKey username and Password. Click on the Log in button.

3. **Enroll**

   After entering your PennKey Username and Password, you are directed to the **Two-Step Verification Settings** web page. On the **Verification settings** page, you can click ENROLL to be directed to the first out of nine steps.

   3.1. The first step is to confirm your birthday. Select your birthdate from the drop down menu for Month, Day and Year and then click NEXT.
3.2. The second step requires you to verify your email address which will be used to send you confirmation of changes to your Two-Step Verification account.

3.2.1. Verify your Penn email address.

3.2.2. Click NEXT.

3.3. On the “Enroll: step 3 of 9 - phones” web page, you are asked to enter three phone numbers, or a minimum two. It is recommended to enter three numbers or at least two so you can have the option to receive a text or a call to log in. You also have the option to select a text for one number (e.g. your mobile phone) and a call for another number (e.g. your office or home phone), or select a text and a call for two numbers (e.g. your personal and work mobile numbers).

3.3.1. Enter three phone numbers.

3.3.2. Select from the right hand menu whether you want to receive a text, voice or both for each number.

3.3.3. Click NEXT.

3.4. The next step, Enroll: step 4 of 9 – friend, provides you with the option to list two to five lifelines (phone numbers or email addresses of Penn affiliates). This enables you to list friends’ emails and/or numbers who can help you access your account if you don’t have access to your verification device.

3.4.1. Enter email addresses or phone number of friends or co-workers affiliated with a PennKey.
3.4.2. Click NEXT.

**Note:** An email message is sent to the friends you listed to inform them that you identified them as friends who can help in case of trouble logging in using Two-Step Verification. This is a sample email message to a friend.

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Dear John Doe,

John Doe has identified you as a friend who can help in case of trouble logging in using two-step verification.

Should help be needed, John Doe will use a two-step verification web page to authorize you to assist.

If you are contacted to provide help, please go to [https://twostep.apps.upenn.edu/twoFactor/twoFactorUi/app/UIMain/helpColleague](https://twostep.apps.upenn.edu/twoFactor/twoFactorUi/app/UIMain/helpColleague) and follow the instructions to opt someone out of the service.

John Doe can provide this URL again when contacting you for help.

For more information about two-step verification, see: [http://www.upenn.edu/computing/weblogin/two-step/](http://www.upenn.edu/computing/weblogin/two-step/).

Thanks!
The Penn WebLogin team.

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3.5. On the next page, “Enroll: step 5 of 9 - select method,” you are provided with three options as a second method of verification besides your password. These options include:

- A phone app
- Text or phone call
- Keychain fob

The next steps cover the selection of each option.

**Phone app – Duo**

Duo is a two-factor authentication application which provides a second step authentication service to protect against account takeover and data theft. Downloading the Duo application on your smartphone is free. Penn’s Two-Step Verification Service encourages all PennKey holders to select Duo as the second method of verification.

3.6. Select **Phone app** on the “Enroll: step 6 of 9 - select method.”
3.6.1. Click NEXT.

3.7. When you are directed to the page to install the Duo phone app, you are asked to open the app store on your phone to search for Duo app.

3.7.1. Click NEXT.

3.7.2. On your mobile phone, go to the app store to search for the Duo app.

3.7.3. Click on Open.
3.8. **On the “integrate the Duo phone app” web page, you are directed to two steps:**

- Open the Duo app on your phone
- Select “add” then scan the QR code

3.8.1. **Open the Duo app on your phone.**

3.8.2. **Select add then scan this QR code.**

3.8.2.1 **To add an account, tap the plus + sign.**

3.8.2.2 **Point your phone camera at the QR code.**
3.8.2.3. Once your phone camera captures the QR code, the University of Pennsylvania verification secure account appears.

**Note:** If you tap on the key icon next to the University of Pennsylvania account title, a code is generated. In the next few steps, you’ll learn you can use this code as a second verification method besides your password, when accessing a secure website.

3.8.3. Click **NEXT**.

3.9. The next page “generate codes” informs you that “You have successfully enrolled in Two-Step Verification. You’ll notice a list of valid codes to use in the event your activated device is not available or not working. Please print the codes list and maintain in a secure location. You can use each code only once, in order. Once you use a code, cross it out from the list.
Enroll: step 9 of 9 - generate codes

You have successfully enrolled in Two-Step Verification.

Note: If your activated device is not available or not working, use one of the single-use verification codes below to log in.

Print the codes and instructions now using your browser, and keep them safe.

You can use each code once, in sequence. It is recommended that you cross out the codes that you have already used. If you forget which code you used last, enter any two unused codes in sequence (separated by a space). If you lose your printed codes, or use them all, go to the “Manage settings” page and click the “Generate codes” button to create a new set. Any previously unused codes will be invalidated.

Currently valid codes:

<p>| | | |</p>
<table>
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<th></th>
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</tr>
<tr>
<td>26</td>
<td>767642</td>
<td>36</td>
</tr>
</tbody>
</table>

3.9.1. Click NEXT.

4. Log Out

4.1. A page displays “Success: you are now enrolled in Two-Step Verification. On the upper right corner click Log out.

Success: you are now enrolled in Two-Step Verification

4.2. You need to click Log out again on the Log out page to terminate the session.

5. Authentication Using Duo

5.1. Type the URL of the web page or website you plan to access, e.g. www.knowledgelink.upenn.edu

5.2. To log in, enter your PennKey and password.
5.3. **Approve a request.** When you click Log in, you are directed to a Penn WebLogin page where additional authentication is required.

5.3.1. Make sure to check the Trust this browser. By checking the box, you indicate that you do trust this browser: therefore, you shouldn’t be asked to authenticate again when using this browser during the next 30 days.

5.3.2. Once you access this page, a push notice to authenticate using Duo on your phone appears in a form of a request waiting. You are asked to tap on the request.

5.3.3. By tapping on the Request Waiting notification, you are directed to Approve or Deny the request to access. Go ahead and tap **Approve**.
5.3.4. By tapping Approve, you have authenticated yourself and granted access to the website or web page. You’ll notice you now have access to the webpage or website you were attempting to access.

5.4. Use a code. Sometimes a Request may not show up on your Duo. In this case:

5.4.1. Open Duo on your phone and tap on the key icon next to “University of Pennsylvania”.

5.4.2. A code appears under “University of Pennsylvania”.

5.4.3. Enter his code in the Two-Step Verification code field on your web-browser.

5.4.4. Make sure to check the Trust this browser box.
5.4.5. Click Log in.

Call or Text a Code

6. In **Enroll: Step 3 of 9 – Phones** you identified three phone numbers. You checked which numbers to can receive a text message and which number can only receive a voice call.

6.1. If you don’t have a smart phone, or you are not carrying your smart phone on you, you can click on the Call or Text me a code on the Penn WebLogin “**Additional authentication is required**” page.

6.2. Check the **Trust this browser** box.

6.3. Click **Call or text me a code**.

6.4. You’ll receive a text with a code or a phone call with a code.

6.5. **Enter the code** in the Two-Step Verification code field.

6.6. Click **Log in**.
Call a Friend

In Enroll: Step 4 of 9 – Friend you identified two or three friends who can help you when you don’t have access to your phone or is experiencing trouble with Two-Step Verification.

7. In the event you are experiencing trouble with Two-Step Verification or don’t have your smartphone on you, and/or are not near a phone:

7.1. Check the Trust this browser box.

7.2. Click Call a friend on the Penn WebLogin “Additional authentication is required” page.

7.3. Your friend will be contacted to generate a code. This friend is authorized to complete the process. Your friend will access a Two-Step Verification: help a friend webpage.

7.4. Your friend clicks on a button to generate a code.

7.5. The friend provides you with a code.

7.6. Enter the code in the Two-Step Verification code field.

7.7. Click Log in.