

## FAQ: Two-Step Verification for Brown Accounts

Stephanie Obodda - 2020-02-20 - Comments (0) - Two-Step Verification

- **Is two-step verification required?**

Yes, it is required for students, staff, and faculty. Other populations, like guest accounts, are required to use it when accessing Brown's VPN.

- **How do I set this up? How do I use it?**

See [brown.edu/go/twostephelp](https://brown.edu/go/twostephelp) for all instructions.

- **When will I be prompted to verify?**

When logging into the Brown single sign on screen with your Brown account.

- **Does this apply to my email account, too?**

No. Google has a similar feature but it works a little differently. You can enable it separately, and it's recommended but not required. For more information, visit <https://accounts.google.com/SmsAuthConfig>

- **Can I use this if I don't have a smartphone?**

Yes, you can use it on "non-smart" cell phones and even landlines. You can also use the bypass codes instead of a phone. Also, the IT Service center has tokens for anyone who needs them.



- **What if I get a new phone with the same number?**

If you get a new smartphone with the same number, you can use the Reactivate link in MyAccount's Two-Step Verification to load your account. (Not a smartphone? You don't need to do anything). We have more detailed instructions in our article [Set up a Replacement Smartphone \(same phone number\) for Two-Step Verification](#).

- **What if I share a phone with someone else?**

If you add a phone number that is already in use, you will be asked to verify that you have access to the phone by receiving a text message or phone call with a verification code.

- **Can I add an international number?**

Yes, just add a + in front of the country code (for example, a German number would start +49). Note that Chinese phone numbers (+86) can't receive automated phone calls from the US, but can use other methods of verification.

- **What should I do if I will be traveling? Does this work outside of the US?**

Please see our article [Use Two-Step Verification When Traveling](#)

- **What should I do if I'm not receiving the verification phone calls?**

Check that the Duo calling phone number (401-200-4873) is not blocked. Also, if you have a Chinese +86 number, you will not be able to receive automated phone calls from the US, but you can use other verification methods.

- **How can I verify if a call or text to my phone is legitimate?**

Make sure it is associated with an authentication attempt you made, and that it is directed to you. If a call, it will come from the Duo calling number 401-200-4873.

- **If I request a new set of codes, does the first set continue to work?**

No, only your latest set of codes works.

- **What should I do if I am locked out of my account?**

Contact the IT Service Center at (401) 863-4357. They will verify your identity and can disable Two-Step temporarily so you can get in and update your settings.

- **How can I add additional devices or phone numbers after setting up Two-Step?**

The process is the same as when you originally added your current device: just click the "Add Devices" button in the [two-step verification section of MyAccount](#). See this article for more: [Add Phones and Devices for Two-Step Verification](#)

- **When do my bypass codes expire?**

See this article for details: [Use Bypass Codes with Two-Step Verification](#)

- **What if I get an unexpected Duo notification on my phone when I am not logging in myself?**

Yikes! This means that your account's password must have been compromised and Duo is keeping someone from maliciously accessing your account. You should:

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1. First, deny the fraudulent login attempt from Duo.
2. Second, log into [myaccount.brown.edu](#) and change your Brown password.
3. If you used the same password for other accounts, change those as well.

- **I received a message about being locked out of my account. What should I do?**

This means that there were 10 invalid authorization attempts (these might have been malicious or might have been a mistake - for example, if you accidentally typed in 10 incorrect codes, or let 10 requests time out without approving). You will need to contact the [IT Service Center](#) to unlock your account.

- **What else should I be aware of?**

If after logging in with two-step, you are directed to an unexpected location, this could mean that your account might have been compromised. You should change your password and contact the [IT Service Center](#) to report this.

Related Content

- [Enable Two-Step Verification for your Brown Account](#)
- [Set up a Replacement Smartphone \(same phone number\) for Two-Step Verification](#)
- [About Two-Step Verification](#)