FAQ: Two-Step Verification for Brown Accounts

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Incoming students: You may not be able to activate your account until **up to 2 business days** after you've committed.
Two-step verification (Duo) will not be required until closer to the start of your first semester.
During this period you can manage your Brown email password via MyAccount.

- **Is two-step verification required?**
  Yes, it is required for students, staff, faculty, and affiliates when accessing any Brown resources via SSO or on the Brown network. Other populations, like guest accounts, are also required to use it when accessing the secure, non-public Brown network.
- **How do I set this up? How do I use it?**
  See 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.
- **Can I use this if I don’t have a smartphone?**
  Yes, you can use it on "non-smart" cell phones and even landlines. Duo can call or text your phone as an authentication method. The Duo app can also be installed on tablets. The IT Service Center can consult with you on other alternatives if you have no other options.
- **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 page to connect Duo to your new smartphone. (Not a smartphone? You don't need to do anything).
- **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. The same device can be shared across multiple accounts if needed.

- **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 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
- **What if I get an unexpected Duo notification on my phone when I am not logging in myself?**
  Do not panic! First, deny the request on your device. Consider if you have any shared Brown accounts (departmental inboxes, etc.) that other people can access with the credentials. If not, it could mean that your your Brown username and password have been compromised. You should:
  1. First, report the fraudulent login attempt from Duo to the IT Service Center (help@brown.edu).
  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 invalid authorization attempts (these might have been malicious or might have been a mistake - for example, if you accidentally typed an incorrect passcode several times, or let requests time out without approving). You will need to either wait a few minutes or contact the IT Service Center to unlock your account at (401) 863-4357. They will verify your identity and can provide you a one-time bypass code so you can get in and update your settings.
- **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