Generating an Alternative Passcode for Forgotten/Lost Devices

This article is for faculty, students, and staff who have forgotten or misplaced the device they configured for 2FA.

1. Call the ITS Help Desk at (860) 486-HELP.
2. You will be asked to verify your identity, and then you will be sent a bypass code.
3. Go to the 2FA authentication page and use the code you received to log in with 2FA using the Passcode option. If you have enabled 2FA Everywhere, you will need to request 2 codes to complete this step.
4. Set Up a Backup device to your 2FA account.

A bypass code allows you to configure a backup device (such as your work phone) that will enable you to access your applications.

ITS recommends that all users configure a backup device when they first set up 2FA.

Related Articles

- Reporting a Lost or Stolen University-Issued Cellular Device
- Reactivating the Duo Mobile App with New Phone (Same Phone Number)
- Authentication Method Overview
- Generating an Alternative Passcode for Forgotten/Lost Devices
- Logging In with 2FA