

2-Step Verification Set Up

General Information

To retrieve your verification code, you can use text messaging, a voice call, printable codes or the Google Authenticator app on your smart device. Be sure to set-up multiple retrieval methods so that there is more than one way to access your codes at any given time.

We recommend installing the free Google Authenticator app if you ever need to access your Google account:

- From a location where cellular service is not available
- You prefer not to receive a text message
- You travel abroad

If you do not have a cell phone or smart device, you are still able to access codes through a voice call to a land line or printed codes that should be kept with you.

Use the following links to navigate this document

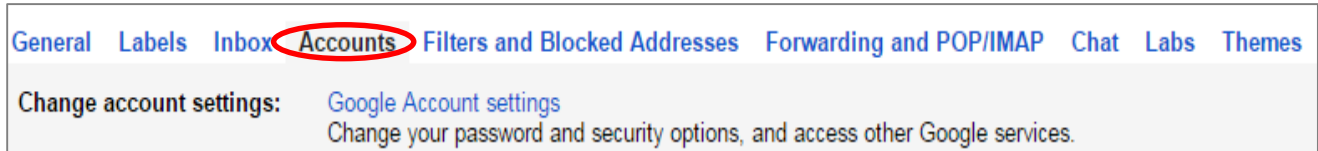
- I. [How to Access the 2-Step Verification Settings](#)
- II. [Complete the Enrollment Process](#)
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- IV. [How to Install the Google Authenticator App](#)
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How to Access the 2-Step Verification Settings

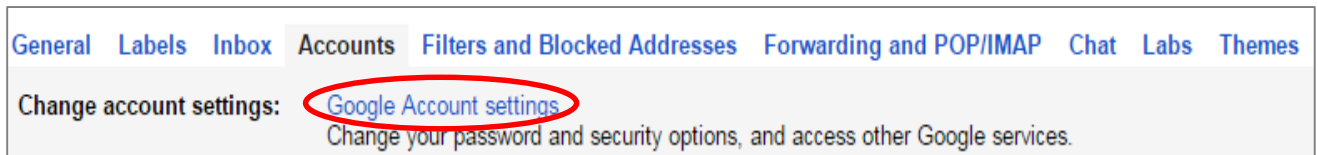
1. Log into Gmail
2. Click on the **Gear** icon located on the top right of the page



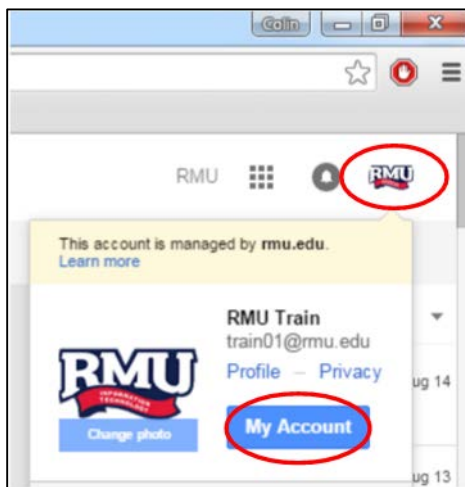
3. Select **Settings**
4. Access to your account can be accomplished in one of two ways:
 1. Select the **Accounts** tab



2. Select **Google Account Settings**



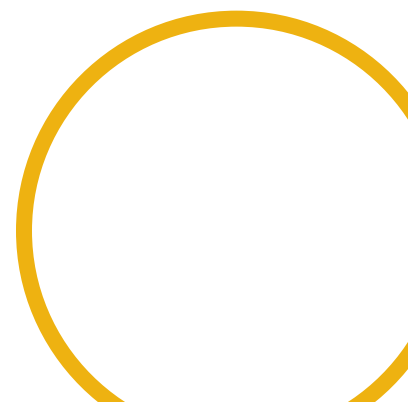
3. From the top right corner of the page click on the circle or email address displayed , then click **My Account**



5. On the next screen/**My Account** screen , select **Sign-in & security**



6. Scroll down to the section that says **Signing in to Google**



7. Select **2-Step Verification**

2-Step Verification Off >

8. You may be asked to re-enter your password because you are making changes to the security settings

Complete the Enrollment Process

1. Select **Start setup**

Start setup »

2. Enter your cellphone number

Phone number ex: (201) 555-5555

▼

3. Choose **Text message (SMS)** or **Voice Call**

How should we send you codes?

Text message (SMS)

Voice Call

4. Select **Send code**

« Back Send code

5. You will receive a 6-digit code from Google

a. *Note: if you received the code via SMS message open the text message to view the 6-digit code*

6. Enter the code in the textbox

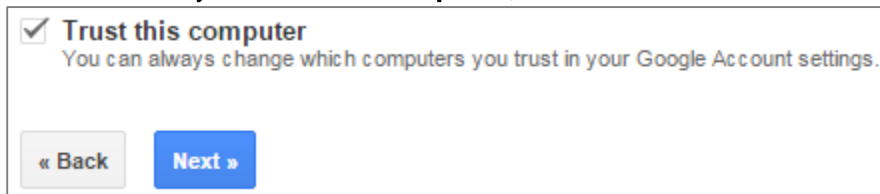
Enter verification code

7. Click **Verify**

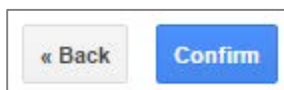


- a. Note: if you did not receive a SMS message or Voice call click **Didn't get the code?** so Google can resend a code, make sure the phone number you entered is correct and you have that phone with you

8. Click **Next** if you are using your personal computer, if using a public computer uncheck the box that says **Trust this computer**, then click **Next**



9. Select **Confirm**



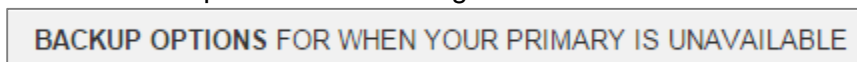
Never Get Locked Out of Your Account

After you have successfully enrolled in Google's 2-Step Verification a few more things need to be done. These additional steps need to be complete to ensure you as the user can always regain access to your account.

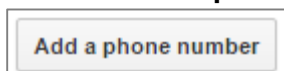
Adding Backup Numbers

We recommend adding at least one additional number other than your primary.

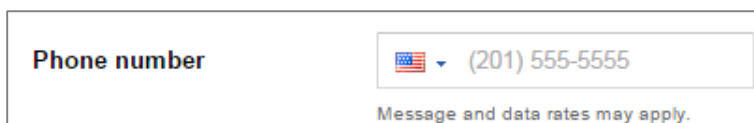
1. In the 2-Step Verification settings find the section called **BACKUP OPTIONS**



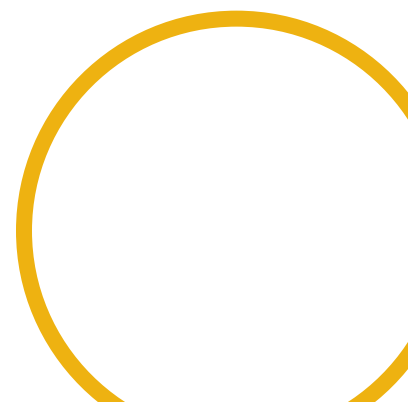
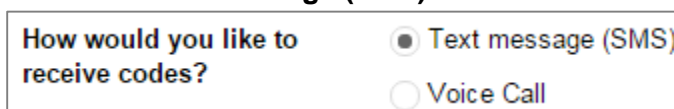
2. Click **Add a phone number**



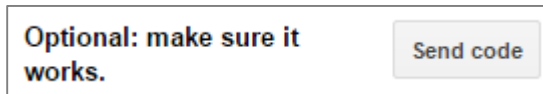
3. Enter the number



4. Select **Text message (SMS)** or **Voice Call**



5. Select **Send code** (optional)



6. Select **Save**

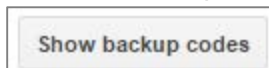


7. Repeat this step as many times as necessary

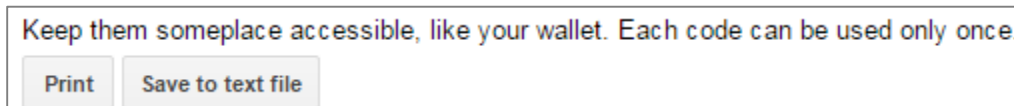
Printing or Downloading Backup Codes

These codes can be used as a last resort, the codes that Google is providing you with are 8-digits and are only good for one-time use.

1. In the 2-Step Verification settings, again find the section called **BACKUP OPTIONS**

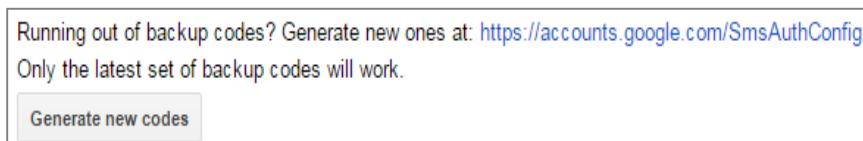


2. Click **Print or download**, or **Show backup codes**



3. Choose **Print** and/or **Save to text file** to save the codes on your computer

4. If you do not have 10 valid codes select **Generate new codes** to get a new set



How to Install the Google Authenticator App

On your Phone

1. Download the free Google Authenticator app
2. Select **Begin Setup**
3. Select **Scan barcode**
 - a. *Note: when using Android a barcode scanner will need to be temporarily installed or you may choose the option **Manual entry***

On the computer

4. Log into Gmail
5. Click on the **Gear** icon located on the top right of the page
6. Select **Settings**
7. Select the **Accounts** tab
8. Select **Google Account Settings**
9. Select **Sign-in & security**

- 10. Scroll down to the section that says **Signing in to Google**
- 11. Select **2-Step Verification**
- 12. Find the section called **PRIMARY way you receive codes**

PRIMARY WAY YOU RECEIVE CODES

- 13. Select **Switch to app**

Get codes via our mobile app instead
Our app for Android, iPhone, or BlackBerry even works when your device has no data or phone connectivity.

Switch to app

- 14. Select the type of device you use (**Android, iPhone, BlackBerry**)

Switch to the Google Authenticator app

We'll still ask for codes when you (or anyone else) tries to sign in to your account from **other computers or devices**. With this option, you'll receive verification codes from the Google Authenticator app. You can still use SMS/voice as a backup. Select your phone type:

- Android
- iPhone
- BlackBerry

- 15. Select **Continue**

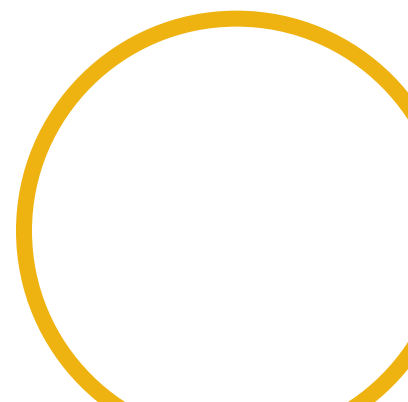
Continue Cancel

- 16. Hold your smartphone or smart device up to **scan the QR Code**
- 17. A 6-digit number will be added to the Google Authenticator on the tablet, enter this number in the computer by the box that says **Code:**
- 18. Select **Verify and Save**

Code: Verify and Save Cancel

- 19. You will get a message saying the Google Authenticator setup was successful, select **Ok**

Note: After the Google Authenticator app is successfully installed it is important to remember any time you need a code to open this app. A text message will no longer be automatically sent to you unless your request one from Google.



How to Reconnect Your Gmail and Smartphone

Gmail Application - Android/iOS

If you use the **red** Gmail app that looks like the one displayed here you will need to re-sign into your account using the email address, password, and 2-Step Verification code. You will login the same as you do on a computer.



Mail - iOS

If you have an iPhone/iPad and want to use the native **blue** Mail app as shown here you will need an application specific password. Once you generate this 16 character password and enter it into your devices' settings, you will never need to re-enter this password again.

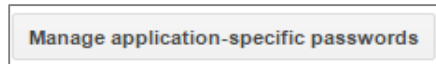


On the computer we will need to generate an app specific password

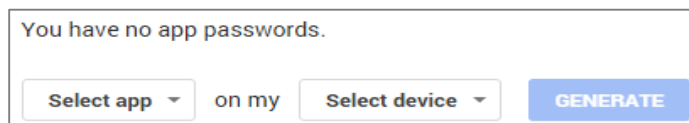
1. Log into Gmail
2. Click on the **Gear** icon located on the top right of the page
3. Select **Settings**
4. Select the **Accounts** tab
5. Select **Google Account Settings**
6. Select **Sign-in & security**
7. Scroll down to the section that says **Signing in to Google**
8. Select **2-Step Verification**
9. At the top under 2-Step Verification select **App-specific passwords**



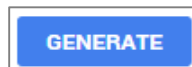
10. Select **Manage application-specific passwords**



11. Choose the app (**Mail**), Choose type of device (**iPhone, iPad, Windows Phone, other etc.**)

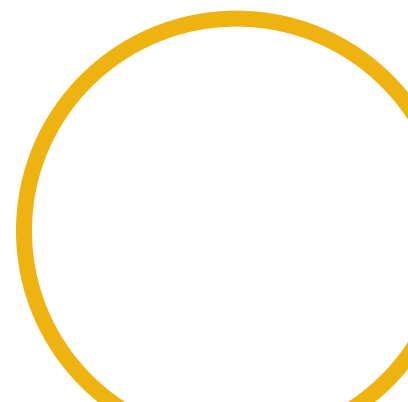
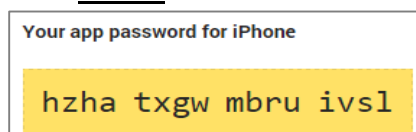


12. Select **Generate**



13. Your app-specific password will be displayed in yellow, this is going to be your new password that will be entered one time in your iOS device.

*Do not click **Done** until the Mail app on your iOS device is successfully synchronized.*





On your iPhone/iPad go to

14. **Settings**
15. Select **Mail, Contacts, Calendars**
16. Select your RMU Google Account from the list
17. Click **Account**
18. Enter the 16-digit app specific password we just created
19. Select **Done**

Your account should be successfully synchronized

Additional Information

For more information about 2-Step Verification visit rmu.edu/2step

For information about Google Apps for Education, Mobile Device (Android, iOS), SMART Boards, Unit4, and more visit rmu.edu/training

Locked out? Don't forget, you can also get a code from Sentry Secured Services by resetting your password at rmu.edu/reactivate.

(You will need the last 10-digits of your Freedom Card, last 4-digits of your social security no., and date of birth.)

Faculty & Staff, Having problems?

Contact the Help Desk

Email help@rmu.edu

Call Extension 2211

Students, Having problems?

Contact ResTech

Email restech@rmu.edu

Call 412-397-2299