

SHORT GUIDE

Smartphone defective or lost - How do I get my security codes for 2-factor authentication?

Notes

- In this short guide, we will show you what to do if you have lost your smartphone or your smartphone is defective and you no longer have access to your security codes.

Option 1: Login with a recovery code instead of the one-time code

- Open the website of the [Identity Management Portal of the RUB](#).
- Log in with your RUB LoginID and the corresponding password.

Welcome to Ruhr-Universität Bochum

Login with 2-Factor-Authentcation

LOG IN

[Reset Password](#)

[Information & instructions about 2-Factor-Authentication](#)

- Click "USE RECOVERY CODE" below the "SUBMIT" button.

Welcome to Ruhr-Universität Bochum

Login with 2-Factor-Authentcation

SUBMIT

USE RECOVERY CODE

[Reset Password](#)

[Information & instructions about 2-Factor-Authentication](#)

- Enter one of the 10 recovery codes that were shown to you when you first set up 2FA on your old device and Log In.

Please note: Each code is only valid once. If you have already used all 10 recovery codes, please skip to **Option 2** in this guide.

Welcome to Ruhr-Universität Bochum

Login with 2-Factor-Authenticcation

LOG IN

[Reset Password](#)

[Information & instructions about 2-Factor-Authentication](#)

- You are now logged in to the RUB Identity Management Portal. To register a new smartphone, click on "2-Faktor-Authentifizierung" (2-factor authentication).

 Passwortverwaltung	 2-Faktor-Authentifizierung
 Mailbox verwalten	 Account-Informationen
 Persönliche IP-Adresse (PIP)	 Nutzung Homepageserver

- You are now on the page with the heading "2-Faktor-Authentifizierung verwalten" (manage 2-factor authentication).
- Remove your registered smartphone. To do this, click on the wastebin icon in the right column "Geräteinformationen (Device information)". Register your new smartphone.

Einstellungen

Ihre Einstellung wirkt sich auf das Login-Verhalten folgender Dienste aus:


- Identity-Management-Portal
- eCampus-Webclient

Anmeldung mit Smartphone
(2-Faktor-Authentifizierung)



Übernehmen

Geräteinformationen

Gerät verbunden: **Mobilgerät** 

Anleitungen

Beachten Sie die [Informationen und Anleitungen](#) zum neuen Authentifizierungsverfahren.

Option 2: Help from the service center of IT.SERVICES

If you no longer have your recovery codes (or have used them all), please contact the IT.SERVICES service center for assistance. To do this, please send an email with your **RUB LoginID** and a **copy of your ID card** to its-helpdesk@ruhr-uni-bochum.de and ask our employees to reset your 2FA.

They can then remove your old device from your account and reset your account back to single factor authentication.

Once that is done, you'll be able to log into the [Identity Management Portal](#) using your LoginID and password. There, you will have the option to reactivate 2FA and to register a new phone.

Any questions?

For questions please contact our helpdesk: its-helpdesk@ruhr-uni-bochum.de