

# FAQ for Two-Factor Authentication (2FA) by Duo

Two-Factor Authentication (2FA) by Duo for Wharton Research Data Services

## What is Two-Factor Authentication?

**Two-Factor Authentication (2FA)** adds a second layer of security to your online accounts. Verifying your identity using a **second factor** (such as your phone or another mobile device) prevents anyone but you from logging in, even if they know your password. Passwords are increasingly easy to compromise. They can often be stolen, guessed, or hacked — you might not even know someone is accessing your account.

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## Why do I need 2FA?

Passwords are increasingly easy to compromise. They can often be stolen, guessed, or hacked — you might not even know someone is accessing your account. Two-factor authentication adds a second layer of security, keeping your account secure even if your password is compromised. With Duo Push, you'll be alerted right away (on your phone) if someone is trying to log in as you. This second factor of authentication is separate and independent from your username and password — **Duo never sees your password**.

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## What if I forgot my WRDS username/ password?

Verify your WRDS username or reset a forgotten password [here](#).

*\*Tip: Type your email into the form instead of copy/paste to ensure there are no hidden spaces in your email address, which would impede email delivery.*

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## What if I don't have the Duo mobile app?

Download the Duo Mobile application.

- [iOS](#)
- [Apple Watch](#)
- [Android](#)



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## Is my browser compatible?

Review supported browser versions [here](#).

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## I don't have a smartphone; how do I complete 2FA?

If you do not have a smartphone, you can still register with Duo by selecting the "Phone number" option to receive a text message with the SMS passcode or an automated phone call to a landline.

[Support](#)

## What if I lost my phone?

Please contact [WRDS Support](#) to obtain a bypass code. As a courtesy, WRDS users may utilize a bypass code only twice per year.

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## I'm not getting the Duo push?

Please check the settings on your smartphone to ensure that the Duo Mobile app has notifications enabled. Next, verify that you are connected to a reliable Wi-Fi or cellular connection, as a weak connection can delay or interrupt a push notification.

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## I have a new phone, how do I log in with DUO?

Please add or manage your devices according to the [Duo guide to adding or managing devices after enrollment](#).

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## Are Class Accounts required to enroll with Duo?

WRDS Class Accounts will not require two-factor authentication at this time. WRDS Class Accounts are special accounts set-up for student usage that is associated with a specific class. As of now, all students in the class will continue to share the same password.

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## Are Access Pass connections required to enroll with Duo?

WRDS Access Pass connections are by their nature already 2FA in that the user must have access to both their school network AND their email address in order to proceed. Users accessing WRDS via Access Pass will not encounter the Duo 2FA login requirements.

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## Related Information

» [Log In to WRDS Using Two-Factor Authentication \(2FA\)](#)