

# How to Log In to WRDS Using Two-Factor Authentication (2FA)

Learn how to register your smartphone and use Duo Mobile two-factor authentication

## Getting Started

### Two-Factor Authentication (2FA) at WRDS

To better protect your data—as well as our data—from unauthorized access, WRDS will require two-factor authentication. This requirement will be implemented in phases. You will know when you need to register a device for two-factor authentication if, when you log in to WRDS, a message appears alerting you that you need to enroll.

Logging in to WRDS using Duo Mobile is quick and easy to set up, and enhances WRDS security on your account. If you have any questions that are not covered in the following materials, please visit the documentation at [Duo Guide](#).

### Enabling Two-Factor Authentication Using a Smartphone

We recommend you use a smartphone for the verification process. To do so, you need to install the Duo Mobile app on your phone. This free app can be downloaded for iPhone, Android, or Windows phone through the device's app store.

## I. Begin By Verifying Your Email

1. The WRDS site will prompt you to verify your email. Click the **Please click here** button to begin.

WRDS Two-Factor Authentication by Duo Security is required for your account.  
Please complete enrollment in WRDS 2FA by Duo before continuing to use WRDS.

You have not yet enrolled in WRDS 2FA by Duo.  
Please see below for instructions to begin enrollment

## WRDS Two-Factor Authentication

### Enrollment Status

[Please click here](#) to receive an email with instructions to begin WRDS 2FA.

2. Access the email account that is associated with your WRDS account and click the link to verify.

Hello,

Welcome to WRDS Two-Factor Authentication by Duo Security. To complete your enrollment please visit: [https://wrds-www.wharton.upenn.edu/duo-2fa](#).

WRDS has partnered with Duo Security, recognized as an industry standard, and designed to be a simple and secure method for enhancing security.

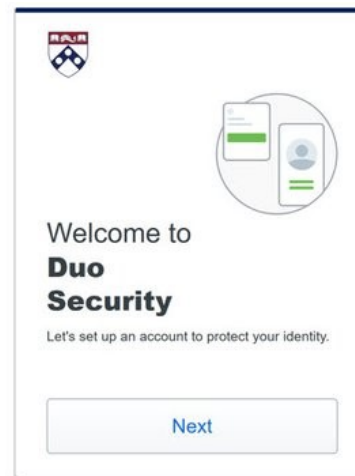
To learn more about WRDS 2FA by Duo, please see our FAQ for Two-Factor Authentication (2FA) by Duo Security: <https://wrds-www.wharton.upenn.edu/duo-faq>.

## II. Register Your Smartphone to Your Duo Account

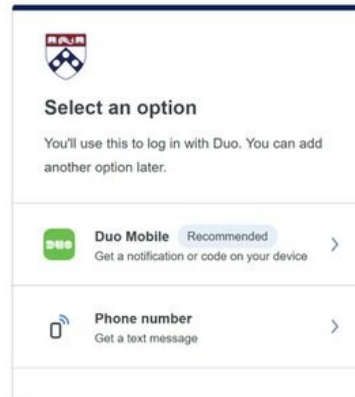
If you do not have a smartphone, skip to the section below entitled, "Registering for Two-Factor Authentication Without a Smartphone."

1. Log in to your account by using your WRDS username and password. The Duo Mobile welcome screen will appear.

2. Click the Next button.

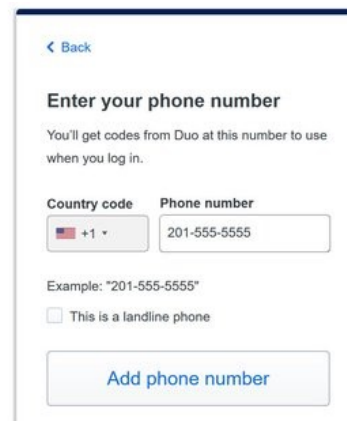


3. Select the recommended Duo Mobile option to continue.



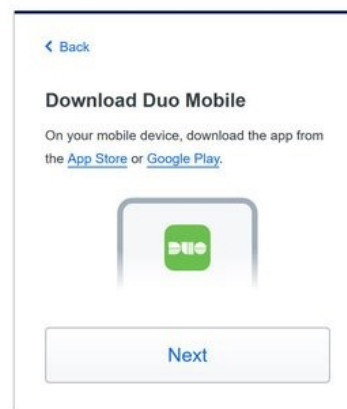
4. Enter your phone number.

5. Click the Add phone number button; verify your phone number to continue.



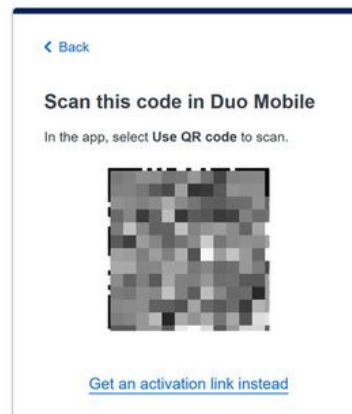
6. The Download Duo Mobile screen will appear. If you have not already done so, download the Duo Mobile app to your smartphone.

7. Click Next.

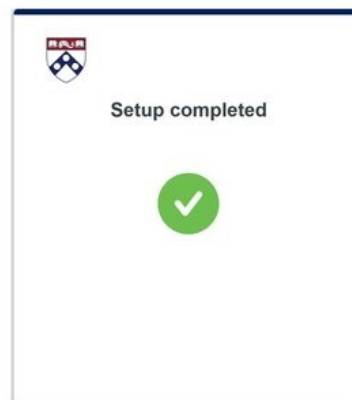


- A QR code screen will appear. Open the Duo Mobile app on your smartphone. In the app, click **Add +** and select to **Use QR Code**.

Use your phone to scan the QR code. (Duo Mobile must have access to your camera.)

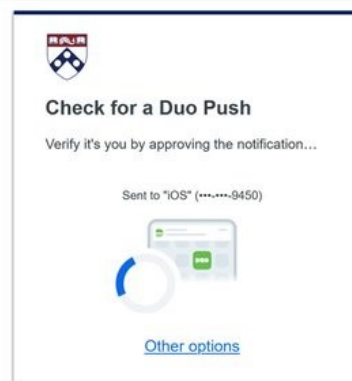


- Phone setup is complete! Return to the WRDS website to log in for the first time using your smartphone.



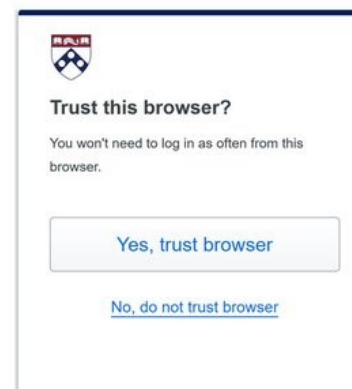
### III. Log in to WRDS Using Your Smartphone and Duo Mobile

- Log in to the WRDS site. Duo Mobile will send your phone a push notification.
- Open the Duo app on your phone. The app asks you to verify it is you by checking the green checkmark on your phone.



- If you click the Yes, trust browser button you will not need to log in as often from this browser.

You should now be logged in to WRDS.



#### Remembered Devices

If you use the same computer, same browser, and same IP address to log in to WRDS, and you do not clear your cookies, the system will remember you for 30 days. After 30 days you will be prompted for reauthentication.

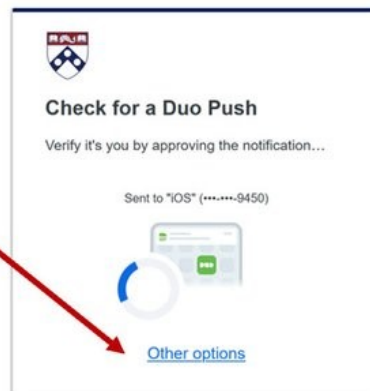
#### WRDS Class Accounts

WRDS Class Accounts will not require multi-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.

## Selecting Other Smartphone Options

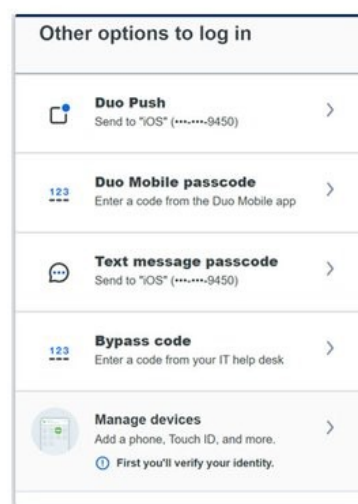
### How to Change Your Smartphone's Verification Method

- Click the [Other options](#) link to choose a different verification method for your phone, or to manage your devices.



### Other Options:

- If you followed the instructions above, Duo Push will be selected by default.
- Switching to Duo Mobile Passcode enables you to enter a verification code from the Duo Mobile app on your phone.
- Switching to Text Message passcode will send a text passcode to your phone.
- Bypass code is **not available from your IT help**. This option is only obtainable by contacting WRDS Support—and only to be used for emergencies.
- The Manage devices option allows you to add, delete, or rename your authentication devices.

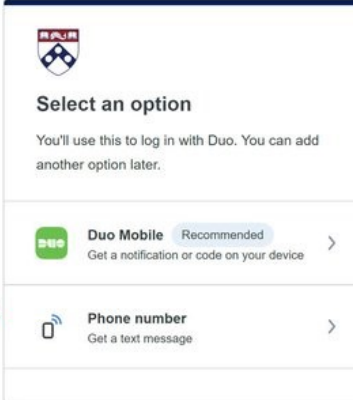


## Registering with Two-Factor Authentication Without a Smartphone

### Registering Using an SMS passcode or Via a Phone Call to a Landline

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

1. Select the Phone number option to receive either a text message to your cell phone, or an automated phone call to a landline phone.

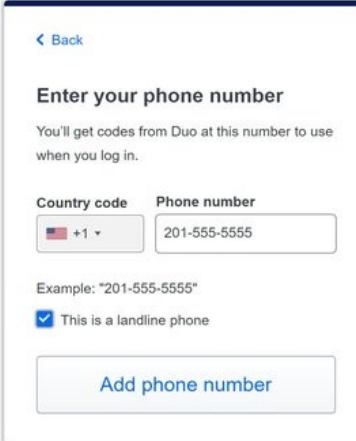


**Select an option**  
You'll use this to log in with Duo. You can add another option later.

**Duo Mobile** Recommended  
Get a notification or code on your device

**Phone number**  
Get a text message

2. If the device is a landline phone, select the landline phone checkbox. If your device can receive text messages, leave this checkbox blank.



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**Enter your phone number**  
You'll get codes from Duo at this number to use when you log in.

**Country code** **Phone number**

Example: "201-555-5555"

This is a landline phone

[Add phone number](#)

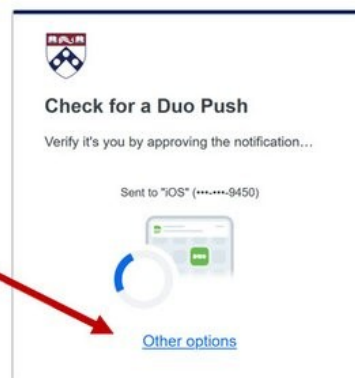
3. Click the Add phone number button.

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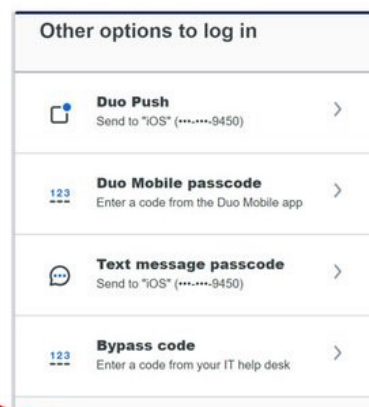
## Managing Your Devices

To manage enrollment of your duo devices, please log in from an unremembered device and select "Other Options" instead of continuing to log in. If you do not have an unremembered device, you may try using incognito mode on your browser. If you cannot do either of these, please contact WRDS support.

1. Instead of checking for a duo push notification, Select the Other options link.



2. Select Manage devices to continue. You will be asked to verify your identity.



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## Troubleshooting

### What if I lose my phone?

Please contact WRDS Support at: <https://wrds-www.wharton.upenn.edu/contact-support/>

IMPORTANT: When opening your support ticket you must use the email associated with your WRDS account.

### What should I do if I'm not receiving the verification on my phone?

Check your smartphone's settings to make sure that the Duo Mobile app has the ability to send notifications.

Verify that you are connected to a reliable WiFi or cellular connection, as a weak connection can delay a push or can cause you to not receive a push notification.

### What if I need a bypass code?

Bypass codes will be used sparingly and only in extreme cases. If you need a bypass code, please contact WRDS support at <https://wrds-www.wharton.upenn.edu/contact-support/>

IMPORTANT: When opening your support ticket you must use the email associated with your WRDS account.

### What if I have a WRDS Class Account?

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.

**What if I cannot use a personal cell phone at work?**

You can use a landline telephone to both register for Duo and use it to log in to WRDS. See the instructions above on [Registering with Two-Factor Authentication Without a Smartphone](#).

**Can I use Okta (or another 2FA provider) for the two-step verification process?**

No. You must download the Duo Mobile app and use that app to complete the verification process and log in to WRDS.

**How Do I Add Another Device for Authentication?**

In order to add another device you must still have access to a device registered with Duo. If you still have access to a device enrolled with Duo, you can add your new device, such as a smartphone, to your Duo account. See the instructions in the section above, entitled [Managing Your Devices](#). If you no longer have a device registered with Duo, contact WRDS Support at: <https://wrds-www.wharton.upenn.edu/contact-support/>

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