

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, the corresponding password and (instead of the one-time code) with one of the 10 recovery codes that you wrote down when you registered.
- You are now logged in to the RUB Identity Management Portal. To register a new smartphone, click on "2-Faktor-Authentifizierung (2-factor Authentication)".
- 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)". Then register your new smartphone.

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

If you no longer have your recovery codes, the service center of IT.SERVICES can help you. The service center can help you to disconnect your RUB LoginID from 2-factor authentication and reset your LoginID to 1-factor authentication. After that you can register a new device and use 2-factor authentication again.

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.

Any questions?

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