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 old smartphone. In the right column "Geräteinformationen (Device information)", click on the wastebin symbol next to your mobile device.

Option 2: Help from the IT.SERVICES service center.
If you no longer have your recovery codes, the IT.SERVICES service center can help you. Your RUB LoginID will then be disconnected from the 2-factor authentication and reset to the 1-factor authentication. You will then have the option to register a new device and use the 2-factor authentication again.
To do so, send an email with your RUB LoginID and a copy of your ID card to its-helpdesk@ruhr-uni-bochum.de.