2-Step Verification for Norse Apps

If you do not have a cell phone

Luther email accounts for students, faculty and staff require Google 2-Step Verification. Below are the steps to enable Google 2-Step Verification if you do not have a cell phone.

1. Sign in to Norse Mail from a computer near a phone.
   a. You’ll want this to be the location from which you most often check your Norse Mail, whether that’s your home or office.
   b. You may set up multiple phone numbers with 2-Step; the default phone number will be the first phone number you set up.
   c. Have paper and a writing utensil available.

2. Click on your “Google Account” icon in the top right corner of your Norse Mail screen.
   a. This icon is a circle that either has the first letter of your first name, or the picture you set up for your account.
   b. To help you find the “Google Account” icon, you can hover your mouse over the icons and text will appear indicating the function of each icon.

3. Click “My Account”, then under under “Sign-in & security” click “Signing in to Google”

4. Click “2-Step Verification” and follow the steps to turn it on and set up your second step.
   a. Read the information on the screen “Protect your account with 2-Step Verification” and click “Get Started”.
   b. When prompted, enter your password.
   c. On the screen “Let’s set up your phone”, enter the phone number nearest you. This should be the phone number of the location from which you most often check your Norse Mail.
   d. Change “How do you want to get codes?” to “Phone call”.
   e. Click “Try It”.
   f. You will receive a phone call. Listen to the message and write down the code when prompted.
   g. Enter the six-digit code on the screen and click “Next”.
   h. If the message “It worked! Turn on 2-Step Verification?” appears, click “Turn On”. If it doesn’t appear, contact the Technology Help Desk at 563-387-1000 or email helpdesk@luther.edu and do not continue with the following steps.

5. Set up at least one alternative step. You may not always sign in to your Norse Mail from your current location so it is important to set up additional steps. It is important to think about the different scenarios in which you might want to access your Norse Apps account, and ensure that you’ve set up enough alternative steps to handle each scenario.
a. If there is another location from which you check your mail, click “Backup phone”.
   i. On the screen “Let’s set up your phone”, enter the phone number for another location from which you check your Norse Mail.
   ii. Change “How do you want to get codes?” to “Phone call”.
   iii. Click “Done”.

b. If there is another location from which you check your mail, under “Backup phone” which is now found under “Your second step”, click “Add Phone”.
   i. Enter the phone number, change “How do you want to get codes?” to “Phone call”, and click “Done”
   ii. Repeat this process for all phone numbers at locations from which you might check your Norse Mail.

c. You may want to print your “Backup codes” if you check your Norse Mail from a location other than those for which the phone numbers have been entered.
   i. Under “Backup codes”, click “Setup”.
   ii. Read the information provided on the screen.
   iii. Print or Download these codes based on your preference.
   iv. When finished, click the “X” in the top right corner of the “Save your backup codes” screen.

d. If you have a laptop and want to install an application on your laptop so a phone call is not necessary for your second step, use GAuth. GAuth is a web browser plugin that generates Google authenticator codes and is available for both Windows and OSX computers. Contact the Technology Help Desk for assistance with this option.
   ii. Web Browser Plugin for Chrome: https://chrome.google.com/webstore/detail/gauth-authenticator/ilgcnhelpc

  e. When you’re finished setting up alternative second steps, close the tab by clicking on the “x” in the top right corner of the tab.

Contact the Technology Help Desk at 563-387-1000 or email helpdesk@luther.edu with questions.