

# Device Passwords

## What is a device password?

A device password is a password designed for apps and devices that are not set up to use two-factor authentication systems. Your device password is automatically managed by the system and will be changed for you every 90 days.

As more devices are updated to natively support two-factor authentication systems, the use of the device password will be less necessary.

## When do I need a device password?

At present, applications that do not support two-factor authentication include email and calendar software such as Microsoft Outlook, Apple Mail, or Thunderbird. Additionally, you may need your device password if you currently synchronize your Drew University email and calendar with your smartphone or tablet.

Device passwords are not necessary for accessing your Drew Google account via a web browser.

Please be aware of a recent update to the Gmail app on newer versions of Android and iOS devices, allowing the apps to support two-factor authentication like we have with Duo Security.

If you are directed to a uLogin page, you should enter your regular Drew password and approve a Duo login.

Users with these new versions of the Gmail app/mobile device operating systems will not need to use their device password. They will still be prompted to log in again every 90 days with the changing of their device password by the system.

Please note that this update does not yet affect third-party email programs (such as Thunderbird, Apple Mail, or Microsoft Outlook).

## Where can I find my device password?

Navigate to [drew.edu/duo](http://drew.edu/duo).

- If you are not yet logged in to your Drew uLogin account, you will be prompted to log in.

- You will then be prompted to log in to the Duo self-service site.

### Two Factor Authentication Self Service

Welcome Your Name Here

For help with Duo Two-Factor Authentication, please see our guide to [Two-Factor Authentication with Duo Security](#).

Device: Cell Phone (XXX-XXX-XXXX)

Choose an authentication method

Duo PUSH RECOMMENDED [Send me a Push](#)

Call Me [Call Me](#)

Enter a Passcode [Enter a Passcode](#)

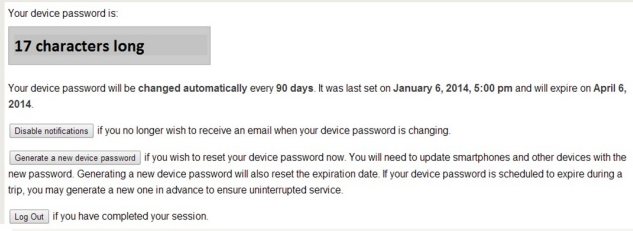
Powered by Duo Security

You can choose to log in using the various devices assigned to you, which are listed in the drop down.

If you only have one device set up on your account, that is the device you will need to use to log in.

For devices like your smartphone, you can select Duo Push, a phone call, or a passcode.

- Once logged in, scroll down to the large grey box near the bottom of the page.



We recommend selecting **Enable Notifications** so that you will receive an email automatically when your device password is about to expire.\*

You will also get an email when the password has been changed automatically.

In the image to the left, this selection was already made, so the button reads **Disable Notifications**.

\*If you no longer need the device password, you can leave this turned on so that you know when you will be prompted to log in with your normal password again, or you can disable notifications.

## What happens when my device password expires?

When your device password expires, the system will generate a new one for you. If you have selected **Enable Notifications**, the system will send you an email several days before the device password expires and after it has been automatically changed. Once your device password changes, your smartphone, tablet, or other email software may stop receiving new email and calendar updates. Most phones will automatically prompt you to sign in, or will specifically ask for the new password. If you are directed to a uLogin page, you can log in using your Drew username and normal password (and two-factor Duo approval). Otherwise, visit the [self-service site](#) to obtain your new device password and enter it into your device. Your device should start sending and receiving email and calendar updates normally. You can find more detailed instructions below.

If you are not prompted for your password, try restarting your phone. You can also search for information about changing the password on your device at your service provider's site (for example, at <http://www.apple.com/support/> or <http://www.verizonwireless.com/support/>).

For those with the updated Gmail app that works with two-factor authentication: You will need to log in using your Drew username and password every 90 days, when your device password expires.

## I am planning to go on a trip. How do I ensure that my phone's email service is not interrupted due to my device password changing?

We cannot extend the 90 day deadline for device password changes. However, you can reset your device password early to ensure uninterrupted service while you are away. Before your trip, simply visit the [self-service site](#) to check when your device password expires. If it will expire during your trip, click **Generate a new device password** to expire your current password immediately and generate a new one. This new password will expire in 90 days. Enter the new password into your phone and you will be able to enjoy uninterrupted service while you are away.

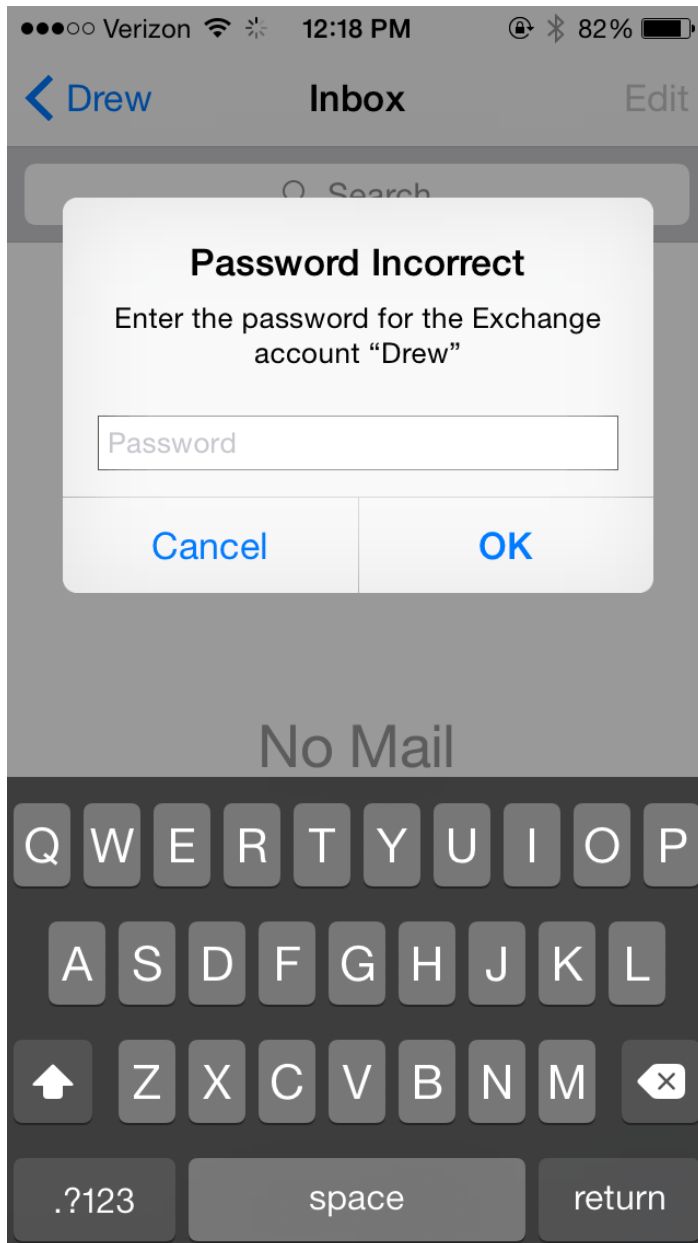
## Changing your Device Password on an Apple Device

This is for your average Apple device, and does not cover the large range of devices available. For further help contact the **UT Service Center at 973-408-4357**.

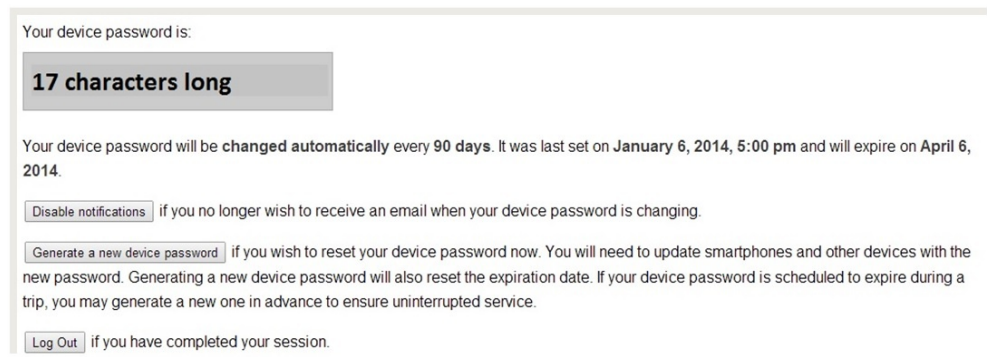
✓ [Click here to expand for instructions...](#)

When your device password changes, your phone will display an error message asking for your password when it tries to retrieve your email.

\*\* NOTE \*\* Newer versions of the Gmail app will direct you to a uLogin page. If your phone does this, log in with your regular username and password - NOT your device password. \*\*



To get your new device password, proceed to the [self-service site \(drew.edu/duo\)](http://drew.edu/duo). For security reasons, you will be prompted to perform two-factor authentication **again** even if you have already logged into uLogin. Information about your device password is displayed towards the bottom of the page. Input the new device password into the error message window on your Apple mobile device.



We recommend selecting **Enable Notifications** so that you will receive an email automatically when your device password is about to expire and when it has been changed automatically (in the image above, this selection was already made, so the box reads **Disable Notifications**).

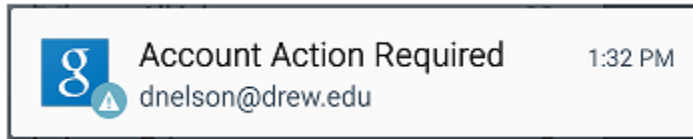
## Changing your Device Password on an Android Device

This is for your average Android device, and does not cover the large range of Android devices. For further help contact the **UT Service Center at 973-408-4357**.

✓ [Click here to expand for instructions...](#)

When your device password changes, your phone will display an error message when it tries to retrieve your email.

You will see either a notification like this at the top of your screen:



Or within the Gmail app like this:

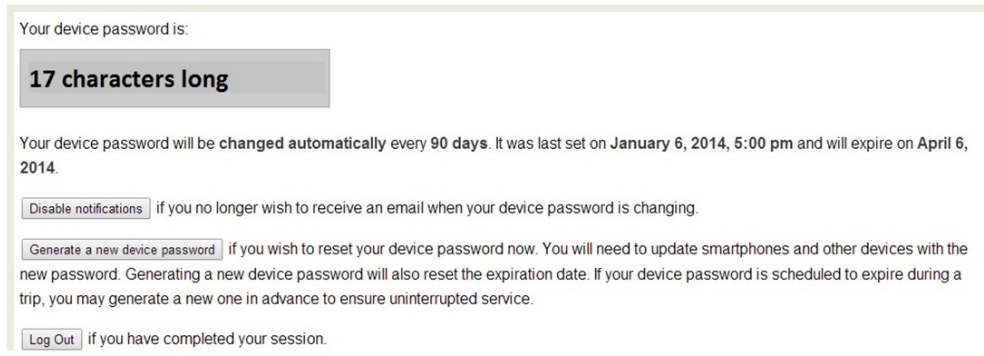


Either tap the notification or click **Sign-In**.

**\*\* NOTE \*\*** Newer versions of the Gmail app will direct you to a uLogin page. Log in here with your regular username and password - NOT your device password. **\*\***

If you are directed to a screen that does not look like the uLogin screen, you should enter the device password.

To get your new device password, proceed to the [self-service site \(drew.edu/duo\)](http://drew.edu/duo). For security reasons, you will be prompted to perform two-factor authentication **again** even if you have already logged into uLogin. Information about your device password is displayed towards the bottom of the page, you can then input the new device password into the error message window on your Apple mobile device.



We recommend selecting **Enable Notifications** so that you will receive an email automatically when your device password is about to expire and when it has been changed automatically (in the image above, this selection was already made, so the box reads **Disable Notifications**).

If you experience further issues changing your Device Password please contact the **UT Service Center at 973-408-4357 (or xHELP)**.