

## Two-factor authentication - token forgotten or lost

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### FAQ-Artikel-Ausdruck

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### Schlüsselwörter

Token Zweifaktor 2FA Smartphone Smartphonewechsel

### Lösung (öffentlich)

Two-factor authentication - token forgotten or lost (e.g. when changing smartphones) If you lose your token, please proceed as follows:  
- If you have your recovery code to hand, please go to the [1]self-service portal and select "Recovery code" as the token type in the login screen

Self-Service-Portal login with username and password    Self-Service-Portal choosing Recovery Code    Self-Service-Portal input Recovery Code  
- Once you have successfully logged in to the self-service portal, you can set up a new token  
- If you have lost your token AND the recovery code, please contact the [2]Service Desk for further steps

[1] <http://selfservice.tu-dresden.de/services/idm/token/>

[2] <mailto:servicedesk@tu-dresden.de>