I’m Not Getting the Request

WHAT TO DO IF YOU DON’T GET THE AUTHORIZATION REQUEST

If you ever log into a WVU application requiring two-factor authentication and do not receive the push notification or other authentication request, you can re-initiate the request. For example, if your account is set to automatically send a push request to your cell phone, but you don’t have internet access at the moment, you won’t see the authentication request.

In the event that you see a message on the two-factor authentication screen indicating that a request has been sent, but you have not received the notification:

1. Click the Cancel button on the message ribbon at the bottom of the two-factor authentication screen to stop the current request.

2. Click the Device dropdown menu to choose which device you would like to use to receive the authentication request. Click to choose the desired device.

3. Click a button to select the authentication request type that you want to receive.

4. A new authentication request should be sent to the selected device.

5. Approve the authentication request to be connected to the WVU service you were logging into.