



UNIVERSITY OF THE PHILIPPINES

OFFICE OF THE VICE PRESIDENT FOR DEVELOPMENT



Advisory: UP Mail 2-Step-Verification Codes Using SMS

October 18, 2022

To All UP Users:

We wish to inform you that Republic Act 11934, also known as the SIM Card Registration Act, has been signed into Philippine law. A copy of this can be found here, for reference: <https://www.officialgazette.gov.ph/2022/10/10/republic-act-no-11934/>

With RA 11934 in place, we anticipate that changes will be initiated by our telecommunication companies (i.e. Globe and Smart) which may affect the transmission of verification codes sent to mobile phones. These codes are used in the UP Mail 2-step-verification and are sent through SMS (i.e. as a text message).

As part of our preparations and to avoid issues related to receiving SMS, we encourage all UP Mail users to download, install, and use the **Google Authenticator mobile app**. This will allow you to perform the 2-step-verification when you sign in to your UP Mail account (@up.edu.ph).

We already received reports that some Globe subscribers are not receiving the codes from Google. The Google Authenticator mobile app is an alternative way to log into our UP Mail.

To learn how to download, set up, and use the Google Authenticator in your mobile devices, please see the instructions and information in this link:

For Android users: <https://bit.ly/GoogleAuthenticatorAndroidApp>

For iOS (iPhone, iPad) users: <https://bit.ly/GoogleAuthenticatorIOSapp>

If you need further assistance, please contact the UP System ICT Support by filing a ticket at <https://ictsupport.up.edu.ph/>

For your kind information and guidance.