Duo: Same number, new device (only if using smartphone)?

Summary:
This guide will focus on what to do if you get a new smartphone with the same number. You will be required to reinstall/reactivate Duo Mobile.

Overview:
1. Login to Duo
2. Reactivate Duo Mobile

Notes:
- These instructions only apply if you are using a smartphone with the Duo Mobile application.
  - There is no need to continue if you got a new landline or cellphone. Authentication should work as long as the number stays the same.
- If you do not have a backup device, please call the Help Desk.

Instructions

Start by navigating to "https://offices.depaul.edu/information-services/ security/tools-downloads/two-factor/Pages/Using-DUO-with-the-VPN.aspx"

- Note: This is the landing page for two-factor authentication for the VPN.

Go to "Manage/Add Devices" and click the first link as displayed on the right →
- Note: This will take you to a sign in page; sign in with your campus connect user name and password

Manage/Add Devices:
This section is for users who need to manage or add new devices. Please follow the instructions in the PDF 🔨. To get started follow the link
https://wapp.is.depaul.edu/duologin/default.aspx ↗

Please visit the FAQ page or call the Help Desk for any further assistance.

After logging in, you will be displayed with an authentication screen. Click on "My Settings & Devices." Now, use the dropdown menu to select your backup device and authenticate. →

My settings and devices

First, we need to confirm it's really you. Choose an authentication method below to manage your settings and devices.

What is this? ☐
Add a new device
My Settings & Devices
Need help?

Powered by Duo Security

Choose an authentication device

Landline (XXX-XXX ████)   ▼

Choose an authentication method

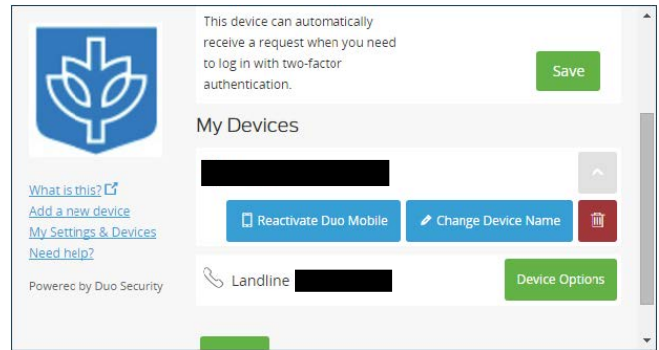📞 Call Me   Call Me

Dialing XXX-XXX-████   Cancel

Once approved, a management screen will be displayed. Click "Device Options" next to your smartphone and click "Reactivate Duo Mobile →

- After clicking "Reactivate Duo Mobile…" the instructions to reactivate the Duo Mobile application are the same as when you first setup your device.
  - Please refer to the "First-Time Setup" instructions if extra assistance is required. The instructions can be found under the "First-Time Setup" header.