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/is/security/tools-downloads/two-factor/Pages/default.aspx”
  - Note: This is the landing page for the two-factor authentication.

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

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. →

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.
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.