Reactivating the Duo Mobile App with New Phone (Same Phone Number)

This article is for faculty, students, and staff who wish to reactivate the Duo app on a new mobile device, provided that it maintains the same phone number.

1. Go to https://netid.uconn.edu/tools/duo/.
2. Login with your NetID and NetID password.
3. Click Manage Devices on the Two-Factor Authentication Portal.
4. When you are prompted to “Choose an authentication method,”
5. Authenticate with your backup device and then skip to step 6, or
6. If you only set up a mobile phone initially, continue with the following instructions:

7. Then, in the bottom right hand corner of the page, click **Text me new codes**. Your new phone should receive a text message with a 7-digit passcode. Enter your passcode in the box next to **Log in**. You have now authenticated your sign on.

8. On the My Settings and Device page, click **Device Options** for your mobile phone.
9. Click **Reactivate Duo Mobile**.
10. Select the type of mobile phone you are adding, and click **Continue**.
11. For iPhone, Android, and Windows phones, you will be prompted to install the app Duo Mobile. The portal will provide instructions on how to get and install the appropriate app for the mobile device selected. ITS recommends using the Duo Mobile app to simplify 2FA. Proceed to step 7 once you have installed the app on your phone.

   **Android users may see a “Google Duo” app when searching for Duo Mobile on Google Play Store. The correct application to install is the version developed by Duo Security.**

12. If you choose “Other (and cell phones)”, you are finished with the process after your click **Continue**. You do not need to continue to the next step.
13. Click **I have Duo Mobile installed**.
14. Next you will activate Duo Mobile for your phone. You can do this two ways. You can scan the onscreen QR code (point the camera on your phone at your screen) or have an activation link emailed to you. Click **Continue** once you complete either activation option.
15. The process is complete, and you have successfully added a new mobile phone.

Related Articles

- Reactivating the Duo Mobile App with New Phone (Same Phone Number)
- Authentication Method Overview
- Generating an Alternative Passcode for Forgotten/Lost Devices
- Logging In with 2FA
- Authenticating Using a Passcode