New Phone-How to Reactivate Duo Mobile

If you get a new phone and have the same cellular number, you can reactivate Duo at checkyosef.appstate.edu.

If your cell phone number has changed call the Help Desk at 828-262-6266 for assistance.

1. On your new phone, install Duo Mobile from the App Store or Google Play. Make sure to allow notifications.

2. On your computer, open a web browser and go to checkyosef.appstate.edu. Enter your username and password but do not authenticate with DUO.
3. When prompted for DUO authentication, click **Other Options**.

![Call your phone](image)

Verify it’s you by calling "Office phone" (###-###-6297)

- **Call phone**

- **Other options**

![Need help?](image)

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4. At the bottom of the list click on **Manage Devices**.

![Manage Devices](image)

- **Duo Push**
  - Send to iPad (iOS)

- **Hardware token**
  - Enter a code from your hardware token

- **Text message passcode**
  - Send to “iPhone” (###-###-2548)

- **Phone call**
  - Call “iPhone” (###-###-2548)

- **Bypass code**
  - Enter a code from your IT help desk

- **Manage devices**
  - Add a phone, Touch ID, and more.

![Need help?](image)

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5. Verify your identity to access the Manage devices settings (**A DUO push will not work at this step, try one of the below options**)

- If you kept the same phone number on your mobile device, choose **Phone Call** and it will physically call your new phone.
- Alternatively, **Text Message Passcode** will send a text message to your new phone with a bypass code.
- If you have a new device and a new phone number call the Help Desk at 828-262-6266 for further assistance.
6. On the Manage Devices page find your existing cell phone and click I have a new phone.

7. Enter your phone number and click Continue.

8. Verify that your number is correct and click Yes, it's correct.
9. Download the DUO Mobile App on your new device then click **Next**.

10. Scan the QR code in your web browser with your new device.

11. After verifying in the DUO mobile app, your App State account will be added to DUO Mobile. Make sure your notifications are turned on.

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