New Phone-How to Reactivate Duo Mobile

If you get a new phone but keep the same number, you’ll need to install the Duo Mobile app on the new phone and reactive Duo via the web. Follow the steps below.

1. On your 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 https://checkyosef.appstate.edu and login.

3. Click on Manage Devices
4. Click on "Add a device".

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

First you'll verify your identity.

Need help? Secured by Duo
5. Authenticate your identity first with another method. (For example: choose your office phone for the authentication device and click on "Call Phone." Answer the call and follow the prompt by clicking any keys to authenticate.) Next, Choose the type of device you are adding.

Call your phone

Verify it's you by calling "Office phone" (***-***-6297)

Call phone

Other options

Need help? Secured by Duo
Select an option
You'll use this to log in with Duo. You can add another option later.

<table>
<thead>
<tr>
<th>Option</th>
<th>Action Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Touch ID</td>
<td>Recommended Use Touch ID on this device</td>
</tr>
<tr>
<td>Duo Mobile</td>
<td>Get a notification or code on your device</td>
</tr>
<tr>
<td>Security key</td>
<td>Use a security key</td>
</tr>
<tr>
<td>Phone number</td>
<td>Get a text message or phone call</td>
</tr>
</tbody>
</table>

6. Enter your phone number:
Click Add Phone number and verify that it is correct by clicking **Yes, it's correct**.

7. Make sure you have Duo installed on your new device. Then click, **I have Duo Mobile installed**.
8. Use your phone’s camera to activate Duo with the QR code from your browser.

Scan this code in Duo Mobile

In the app, select Use QR code to scan.

Get an activation link instead
• Duo Two-Factor Authentication Enrollment for Faculty & Staff
• Duo Two-Factor Authentication for Incoming Students
• Duo Universal Prompt
• Duo: Manage Devices After Enrollment
• How to Activate Duo Push Notifications to your Smartphone
• Logging into Ivanti with Duo Token
• What is Duo 2-Factor Authentication (2FA)

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