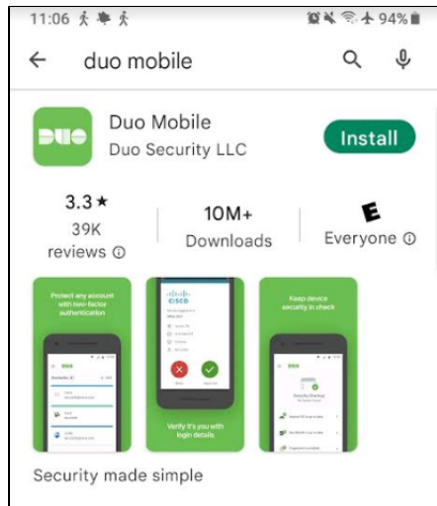# New Phone-How to Reactivate Duo Mobile

If you get a new phone and have the the **same** cellular number, you can reactive Duo via the web.

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

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 https://checkyosef.appstate.edu. Enter your username and password and **pause** at the Duo prompt.
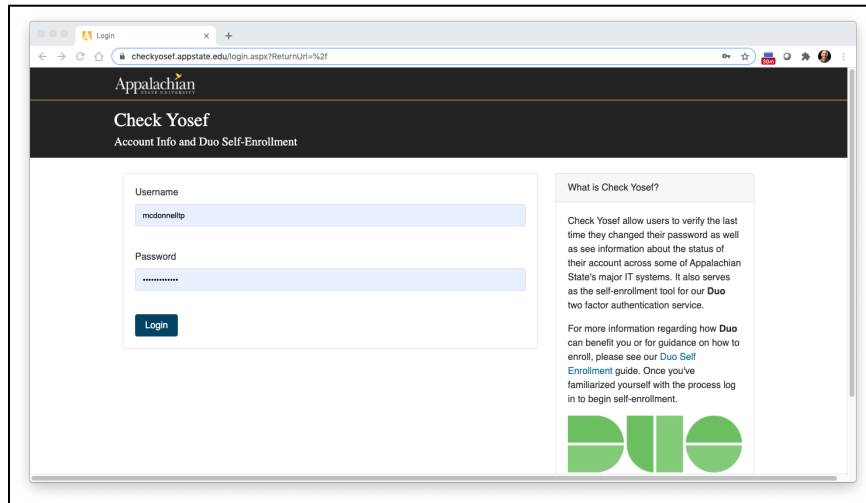
3. On the DUO prompt click **Other Options**

Call your phone

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

Call phone

Other options

Need help?   Secured by Duo

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

Duo Push
Send to iPad (iOS) >

Duo Mobile passcode
123
Enter a code from the Duo Mobile app >

Hardware token
Enter a code from your hardware token >

Text message passcode
Send to "iPhone" (•••-•••-2548) >

Phone call
Call "iPhone" (•••-•••-2548) >

Bypass code
123
Enter a code from your IT help desk >

Manage devices
Add a phone, Touch ID, and more.
ⓘ **First you'll verify your identity.** >

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5. Verify your identity to access the Manage devices settings **(A DUO push will not work at this step, please 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 **and** a new phone number please call the Help Desk at 828-262-6266.

6. On the Mange devices page find your existing cell phone and select **I have a new phone.** Click the **Get started** button.

7. Scan the QR code with your Duo mobile App. Open the DUO app on your new phone, click the **plus** sign icon and select **Use QR code**.

A successful scan of the QR code will add your App State account to your DUO mobile app.

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