When someone gets a new phone with the same number, they need to re-sync their app with their Duo profile. The app gets carried over, but it is no longer synced up with their profile.

To re-enable Duo access through the Duo Mobile app:

**Step 1:** go to any UA login page that uses Duo and log in to see the Duo menu

![Image of Duo login screen]

Your account is secure. MFA is set up has been set up with multiple verification methods.

**Step 2:** select “My Settings & Devices”

![Image of Duo settings screen]

Your account is secure. MFA is set up has been set up with multiple verification methods.
Step 3: choose "Call Me" and press pound (#) after answering the phone call. The push feature will not work until your Duo profile has been updated.

![Screen showing Duo interface with Call Me option highlighted]

Your account is secure. MFA is set up has been set up with multiple verification methods.

Step 4: select “Device Options” next to the device you need to update (usually this is your cell or mobile device)

![Screen showing My Settings & Devices interface with Device Options button highlighted]
Step 5: select “Reactivate Duo Mobile”

Step 6: select what type of device you are using.
Step 7: you will see a QR code. Open your Duo Mobile app by selecting “I have Duo Mobile installed”

Step 8: scan the QR code within the app by tapping the “+” button