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. This is indicated by a particular screen in the app:

You can resolve this with the following steps.

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

**Step 1**: go to any UA login page in a web browser, not in the app, that uses Duo and log in to see the Duo menu
Step 2: select “My Settings & Devices”

Your account is secure. MFA is set up and 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.

Your account is secure. MFA is set up and 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)

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