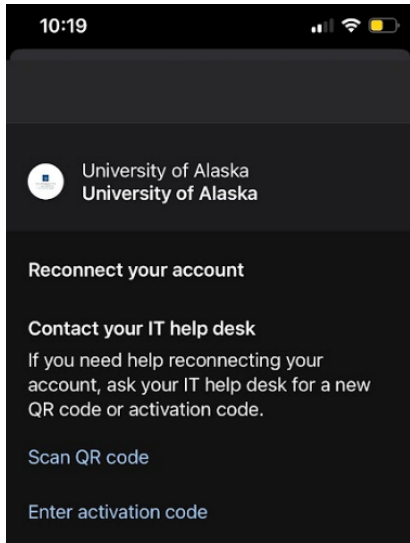


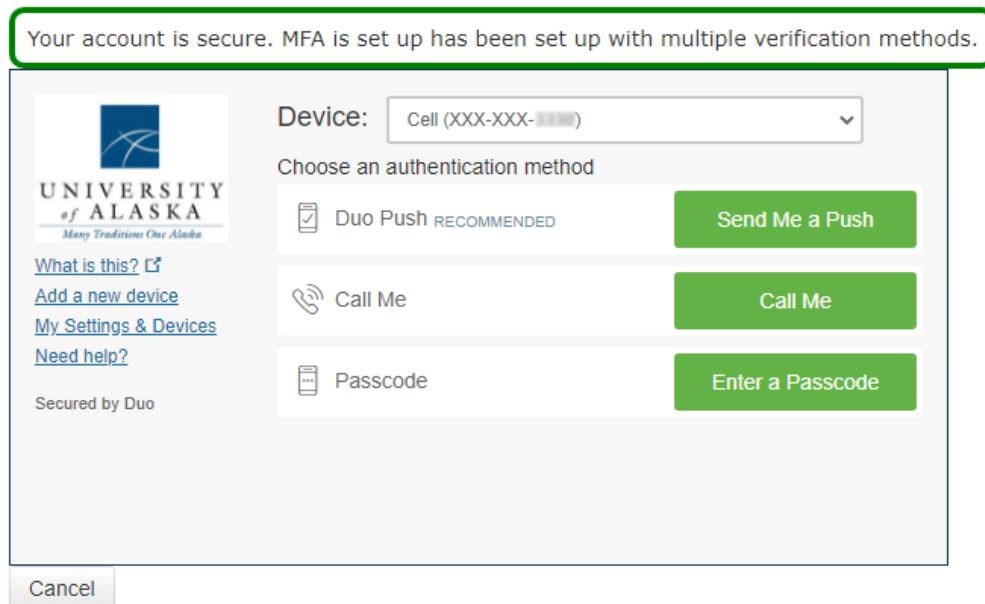
When someone gets a new phone with the same number, they need to re-sync their app with their Duo profile. The app gets carried over, but it is no longer synced up with their profile. This is indicated by a particular screen in the app:



You can resolve this with the following steps.

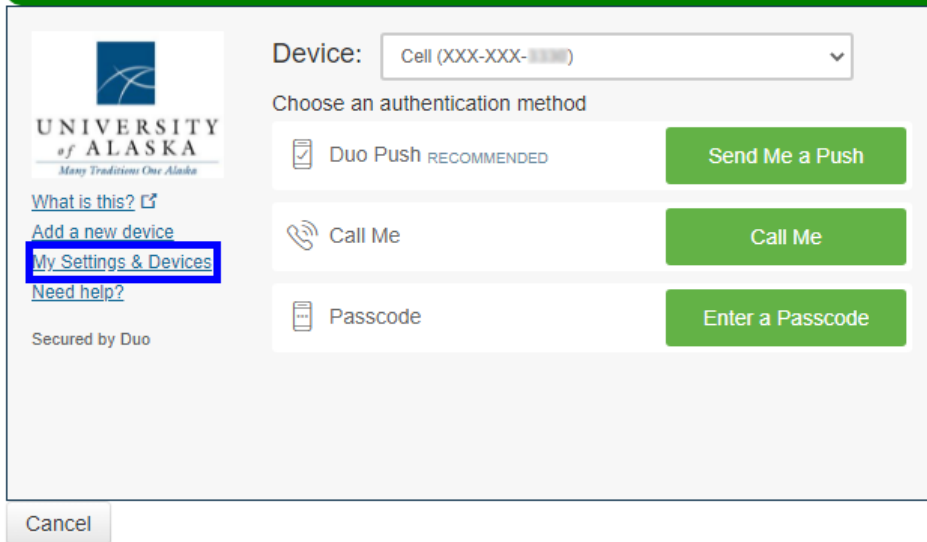
To re-enable Duo access through the Duo Mobile app:

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"

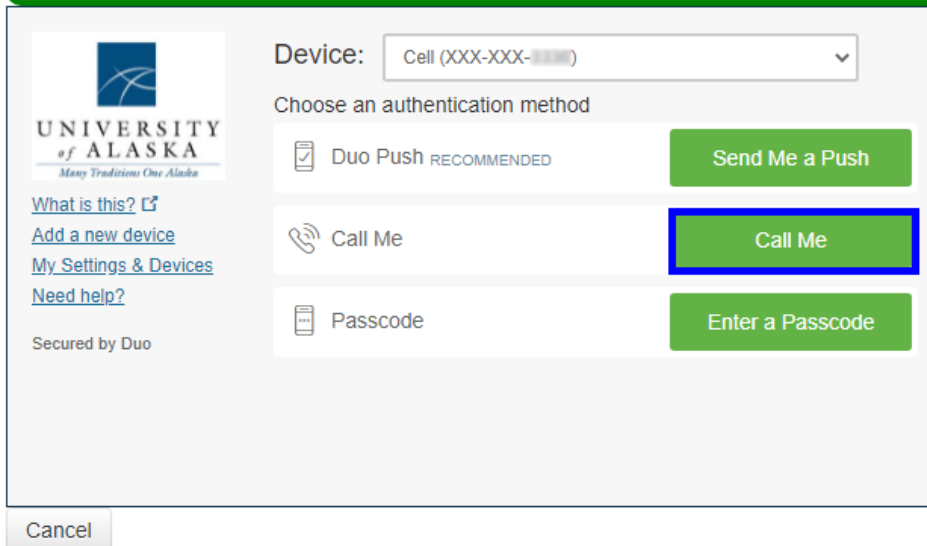
Your account is secure. MFA is set up has been set up with multiple verification methods.



The screenshot shows the Duo MFA settings page. On the left, there is a sidebar with the University of Alaska logo and several links: "What is this?", "Add a new device", "My Settings & Devices" (highlighted with a blue box), and "Need help?". Below the sidebar, it says "Secured by Duo". On the right, there is a "Device:" dropdown menu set to "Cell (XXX-XXX-XXXX)". Below that, the heading "Choose an authentication method" is followed by three options: "Duo Push RECOMMENDED" with a "Send Me a Push" button, "Call Me" with a "Call Me" button, and "Passcode" with an "Enter a Passcode" button. At the bottom left, there is a "Cancel" button.

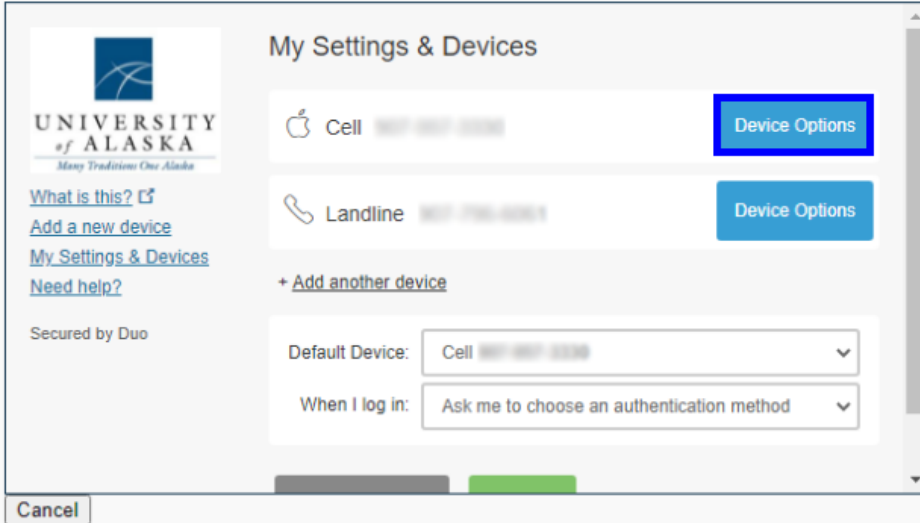
Step 3: choose "Call Me" and press pound (#) after answering the phone call. The push feature will not work until your Duo profile has been updated.

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



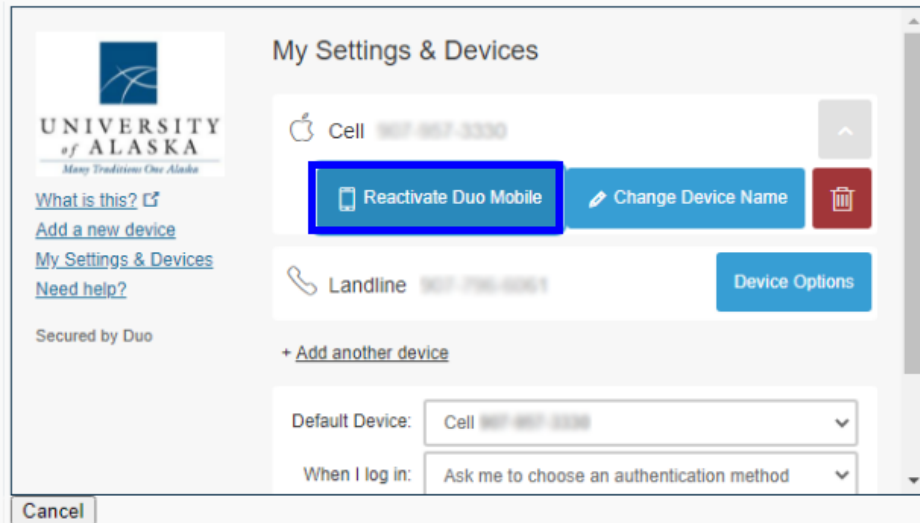
This screenshot is identical to the previous one, showing the Duo MFA settings page. However, in this version, the "Call Me" button is highlighted with a blue box, indicating the selection of this authentication method.

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



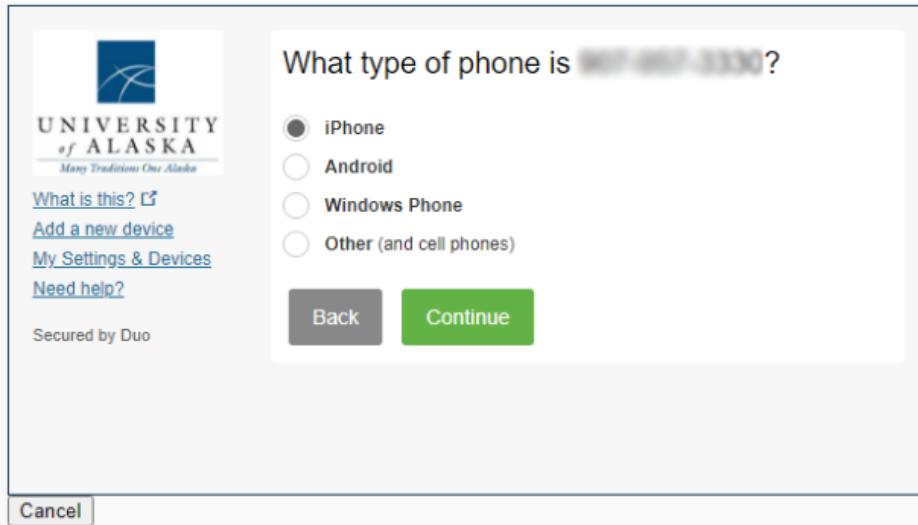
The screenshot shows the 'My Settings & Devices' page. On the left is the University of Alaska Southeast logo and navigation links: 'What is this?', 'Add a new device', 'My Settings & Devices', and 'Need help?'. Below these links is the text 'Secured by Duo'. The main content area lists two devices: 'Cell' and 'Landline'. The 'Cell' device entry has a blue 'Device Options' button highlighted with a red box. Below the device list is a '+ Add another device' link. At the bottom of the main content area are two dropdown menus: 'Default Device:' set to 'Cell' and 'When I log in:' set to 'Ask me to choose an authentication method'. A 'Cancel' button is located at the bottom left of the page.

Step 5: select “Reactivate Duo Mobile”



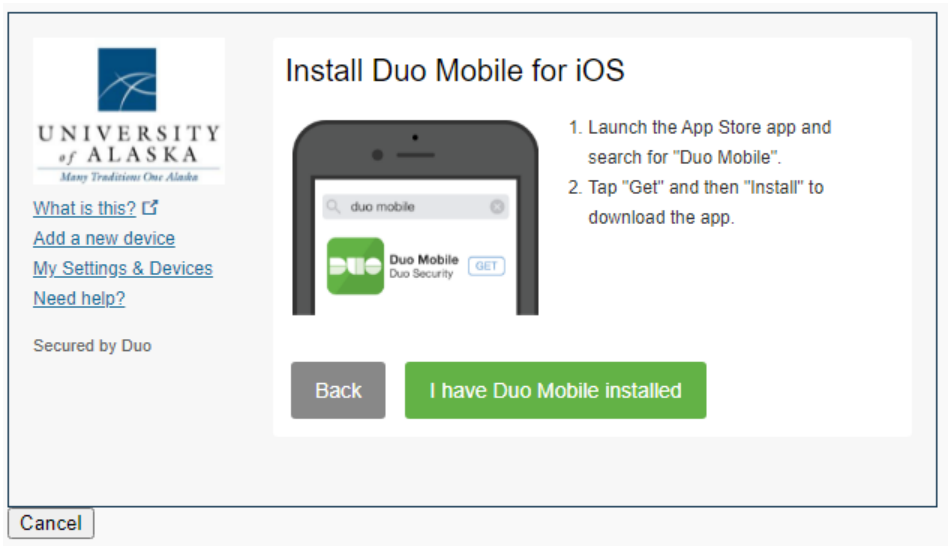
This screenshot shows the same 'My Settings & Devices' page as the previous one. The 'Cell' device entry now has three buttons: 'Reactivate Duo Mobile' (highlighted with a red box), 'Change Device Name', and a trash icon. The 'Landline' device entry still has a 'Device Options' button. The '+ Add another device' link, the 'Default Device:' dropdown (set to 'Cell'), and the 'When I log in:' dropdown (set to 'Ask me to choose an authentication method') are also visible. The 'Cancel' button remains at the bottom left.

Step 6: select what type of device you are using.



The screenshot shows a web interface for Duo Mobile setup. On the left, there is a sidebar with the University of Alaska logo and navigation links: "What is this?", "Add a new device", "My Settings & Devices", and "Need help?". Below these links, it says "Secured by Duo". The main content area has the heading "What type of phone is [redacted]?" and three radio button options: "iPhone" (selected), "Android", and "Windows Phone". Below these options are "Back" and "Continue" buttons. A "Cancel" button is located at the bottom left of the main content area.

Step 7: you will see a QR code. Open your Duo Mobile app by selecting "I have Duo Mobile installed"



The screenshot shows a web interface for Duo Mobile setup. On the left, there is a sidebar with the University of Alaska logo and navigation links: "What is this?", "Add a new device", "My Settings & Devices", and "Need help?". Below these links, it says "Secured by Duo". The main content area has the heading "Install Duo Mobile for iOS". It features an image of an iPhone displaying the Duo Mobile app in the App Store search results. To the right of the image, there are two numbered instructions: "1. Launch the App Store app and search for 'Duo Mobile'." and "2. Tap 'Get' and then 'Install' to download the app." Below these instructions are "Back" and "I have Duo Mobile installed" buttons. A "Cancel" button is located at the bottom left of the main content area.

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

