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 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 Universal Duo access through the Duo Mobile app:

**Step 1:**
Use [ELMO](#) with option 2 using your username and security questions.
Step 2:
Select “Security Settings”.

Step 3:
If you still have access to your phone or device that is currently linked to your DUO account, have that ready to be used. If not, under Multi-Factor Authentication (MFA) Enabled, there will be a button that says, “Generate one-day passcode”. Clicking on this will create a Bypass code to be used on Duo without having to use a mobile device. Write this passcode down on something you can delete once it’s no longer needed.
Step 4:
Click on Test multi-factor authentication to activate the Duo Prompt and click Other Options. It will give you a list of things you can try instead, with Manage Devices being on the bottom of the list.

Step 5:
Authenticate using one of the available methods. If you didn’t have the device that is currently have linked to Duo, use the one-day Passcode you generated before in the Bypass Code section of the prompt.
Step 4:
Select “I have a new phone” next to the device you need to update (usually this is your cell or mobile device)

Step 5:
Select “Get started”.

Let’s set up your phone
Same number? You can connect to Duo Mobile in a few steps.
If you got a new number, you’ll need to close this screen and add a new device.

Get started
Step 6:
Download the app on your phone or mobile device and then click “Next” when you’re done.

Step 7:
It will show a QR code to scan. On your phone with the Duo app, tap on the “+ Add”. Tap on the first option “Use QR Code” and scan the code on the computer screen with your mobile device.
Step 8:
Once scanned, you will get a message letting you know of the push notification feature used for Duo. Click “Continue” and you’re done!

For more information, visit the Duo support page for reactivating Duo a new device with Universal Duo. Or you can contact the Helpdesk at (907) 796-6400.