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:** 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. Click on “Other Options”.

![Check for a Duo Push]

*Verify it’s you by approving the notification…*

*Sent to "Android" (....-*redacted*)*

*Other options*

*Need help? Secured by Duo*
Step 2: Select “Manage devices”.

Other options to log in

Phone call
Call “Sec. Off. Phone” (-----)

Bypass code
Enter a code from your IT help desk

Manage devices
Add a phone, Touch ID, and more.
First you’ll verify your identity.

Need help?  Secured by Duo
Step 3: Choose a "Phone Call" and press pound (#) after answering the phone call. The push feature will not work until your Duo profile has been updated.
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.

Download Duo Mobile

On your mobile device, download the app from the [App Store](https://appstore.com) or [Google Play](https://play.google.com).
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 on a new device with Universal Duo.