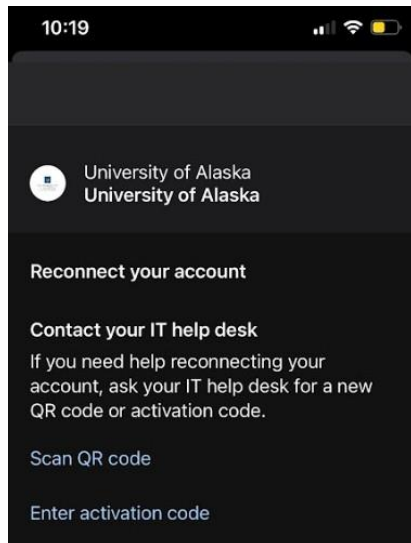


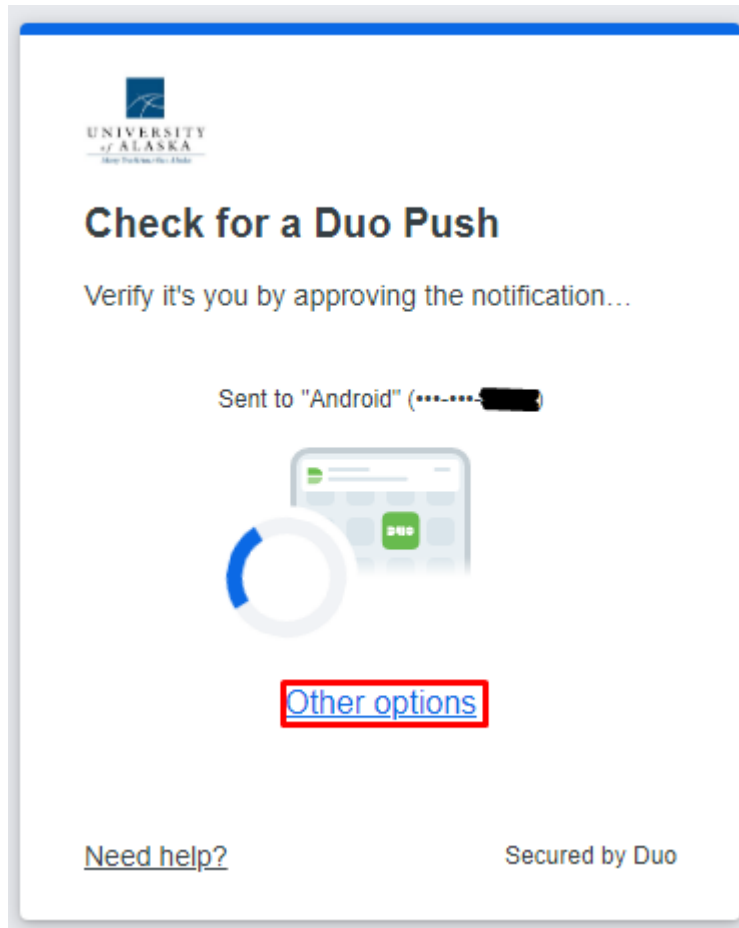
When someone gets a new phone with the same number, they need to re-sync their app with their Duo profile. The app gets carried over but is no longer synced up with their profile. This is indicated by a particular screen in the app:



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”.



Step 2: Select “Manage devices”.

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Other options to log in



Phone call

Call “Sec. Off. Phone” (.....)



123

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.

[< Back](#)




**Verify your identity before
managing devices**




Duo Push
Send to "Android" (.....)

>




Duo Mobile passcode
Enter a code from the Duo Mobile app

>




Phone call
Call "Android" (.....)

>



Phone call
Call "Sec. Off. Phone" (.....)

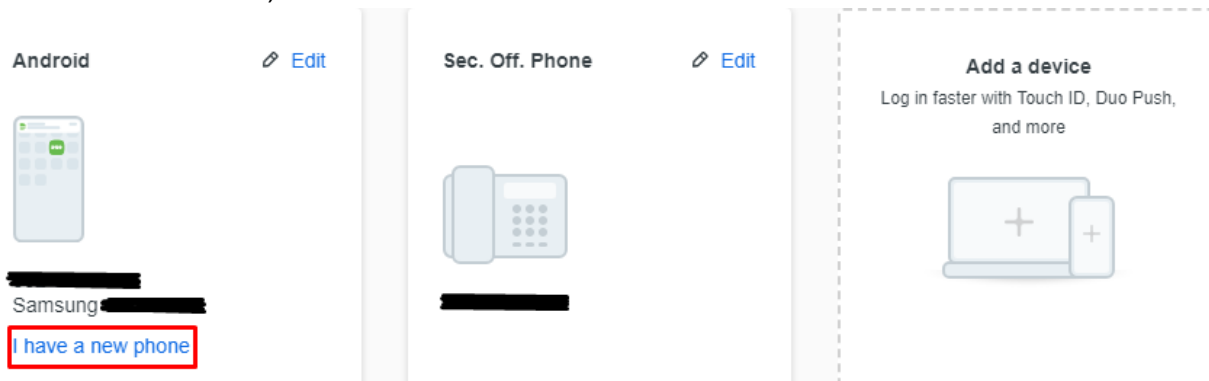
>



Bypass code
Enter a code from your IT help desk

>

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”.



Close X

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](#)

Secured by Duo

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

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[Close X](#)

Download Duo Mobile

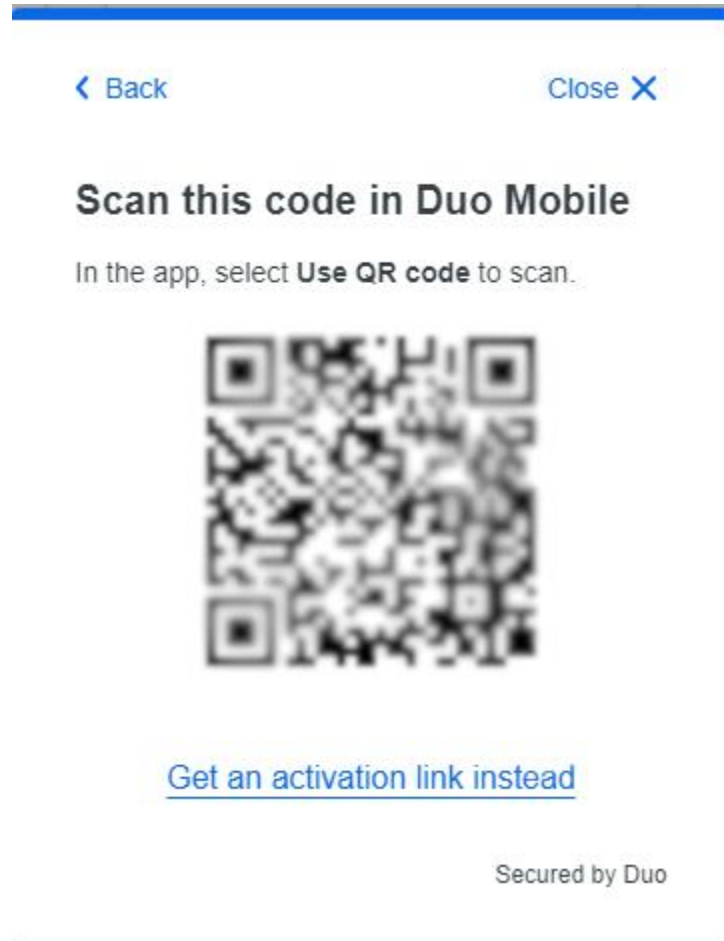
On your mobile device, download the app from the [App Store](#) or [Google Play](#).



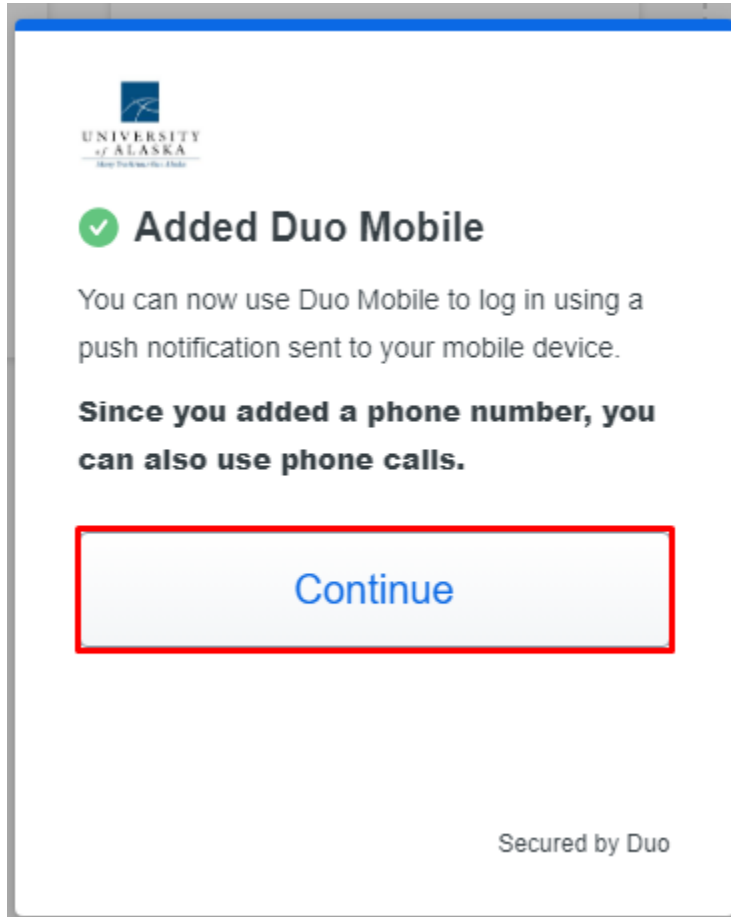
Next

Secured by Duo

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.