

Duo Security: Managing Your Devices

- **I need to re-activate Duo Mobile.** If you have a new phone (or have done a factory reset on an existing phone) and have kept your phone number, you will need to re-activate the Duo Mobile app. Your options here depend on what devices you have on your account. If you cannot log in to your account using an alternate means, you will need to visit the UT Helpdesk in the Academic Commons of the Library with photo ID.



(Please [click here](#) if you would like to print a copy

of this document for your office!)

✓ If you are still able to log into your Drew account via a phone call, or by using another phone or token registered to your account, follow these steps.

- Go to the **Two-Factor Self-Service site** (drew.edu/duo) on a computer (not the phone you are re-activating)
- Click on the **My Settings & Devices** link on the left.

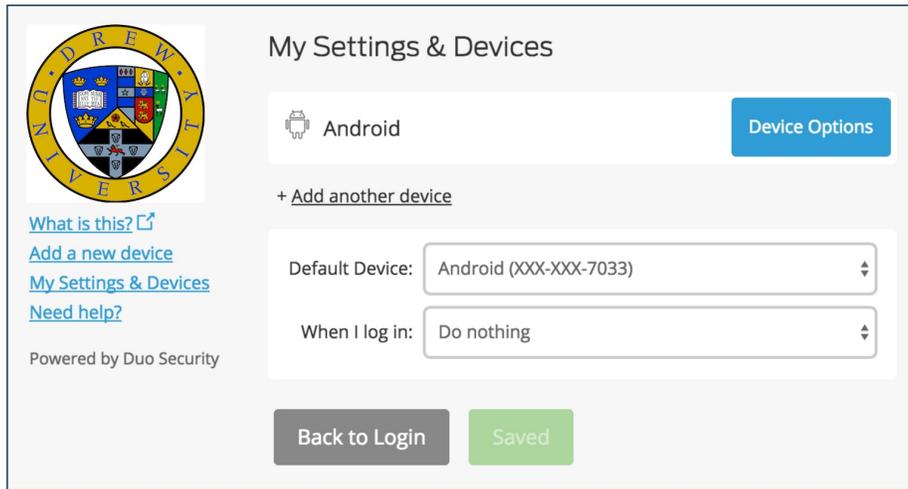
Two Factor Authentication Self Service

Welcome

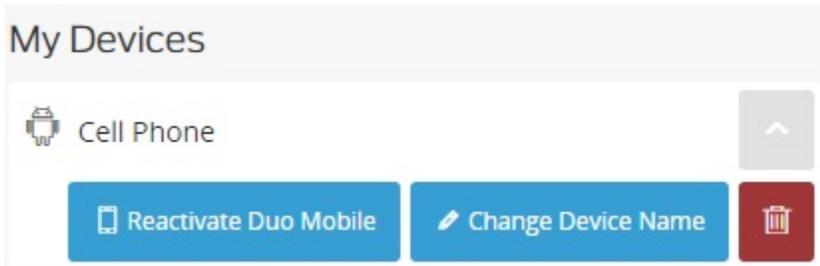
For help with Duo Two-Factor Authentication, please see our guide to [Two-Factor Authentication with Duo Security](#).

A screenshot of the Duo Two-Factor Authentication Self-Service web interface. The page features a header with the Duo Security logo and a "Welcome" message. Below the header, there is a "Device:" dropdown menu with "Cell Phone (XXX-XXX-)" selected. Underneath, the section "Choose an authentication method" lists three options: "DUO PUSH RECOMMENDED" with a "Send me a Push" button, "Call Me" with a "Call Me" button, and "Enter a Passcode" with an "Enter a Passcode" button. On the left side of the page, there are three links: "What is this?", "Add a new device" (highlighted with a red circle), and "My Settings & Devices" (highlighted with a red circle). At the bottom left, it says "Powered by Duo Security".

- Choose the device you would like to use and click the appropriate green button to log in (usually, you will use Call Me).
- Click the button for "Device Options" next to the appropriate device.



- Click "Reactivate Duo Mobile".



- Follow the prompts, which will be similar to those you followed when enrolling in Duo the first time, including scanning a barcode.
 - You may need to allow the Duo Mobile app to use your camera.
- You will return to the My Settings & Devices page when finished.

- To learn more about using self-service to manage your devices, please see [Duo's help page](#).
- If you are working on an IOS device, you need to allow the Duo Mobile app to access your camera. If you've already said no:
 - Go to "Settings" (for your phone)
 - Scroll down the left to the list of apps and select "Duo Mobile"
 - On the right, select "Privacy"
 - Make sure the toggle for the Camera is on
- To install the Duo Mobile app on your mobile device:
 - Apple: appstore.com/apps/duomobile (Open in App Store)
 - Android: <https://play.google.com/store/apps/details?id=com.duosecurity.duomobile> (Complete action using Play Store)
 - Other: search "duo mobile"

• **I need to add an additional phone number.**

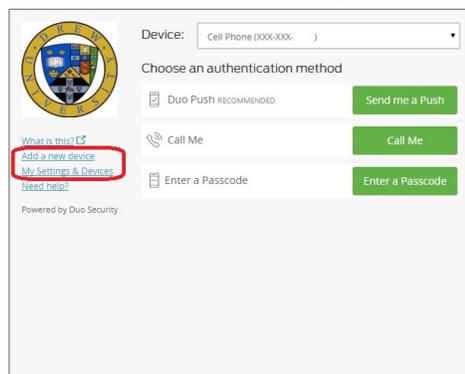
↳ [Click here for detailed instructions.](#)

- Go to the **Two-Factor Self-Service site** (drew.edu/duo)
- Click the "Add a new device" link on the left

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For help with Duo Two-Factor Authentication, please see our guide to [Two-Factor Authentication with Duo Security](#).



- Choose the device you would like to use and click the appropriate green button to log in.
- Follow the prompts to add the new device.
- To learn more about using self-service to add a new device, please see [Duo's help page](#).

- **I want to change my default phone.**

- ✓ [Click here to expand...](#)

- Log into the **Two-Factor Self-Service** site (drew.edu/duo)
 - Click on the **My Settings & Devices** link on the left.
 - Choose the device you would like to use and click the appropriate green button to log in.

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- Choose the dropdown to change which device is your default.

- To learn more about using self-service to manage your devices, please see [Duo's help page](#).