UNIVERSITY of ALASKA SOUTHEAST | INFORMATION TECHNOLOGY SERVICES

11066 Auke Lake Way
Juneau, Alaska 99801
Tel: (907) 796-6400
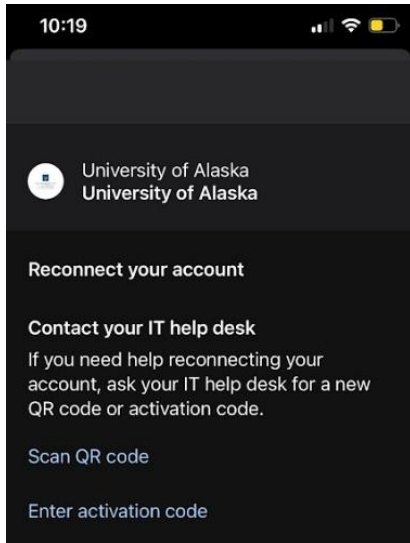Toll Free: 1-877-465-6400
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When someone gets a new phone with the same number, they need to re-sync their app with their Duo profile. The app gets carried over but is no longer synced up with their profile. This is indicated by a particular screen in the app:
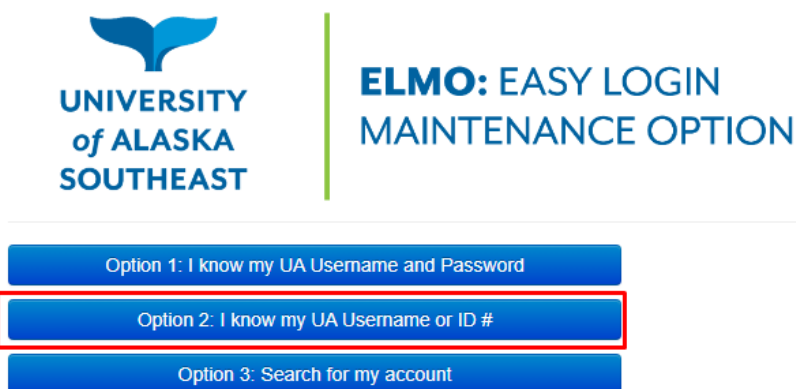

You can resolve this with the following steps.

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

Step 1:
Use ELMO with option 2 using your username and security questions.

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Step 2:

Select "Security Settings".

Welcome

Employee (UAS)
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.

Multi-Factor Authentication (MFA) enabled

UA uses multi-factor authentication to provide additional security for many systems.
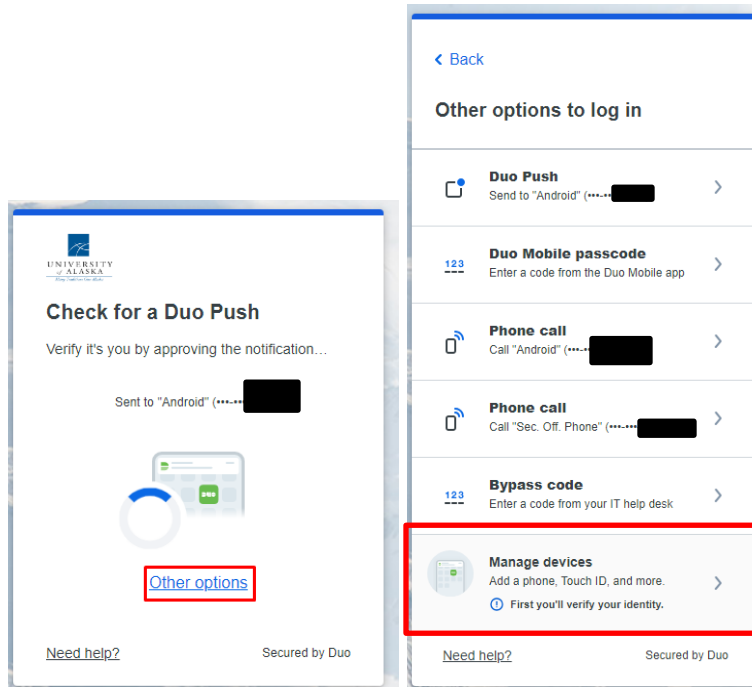Multi-Factor Authentication is currently enabled for your computer account.

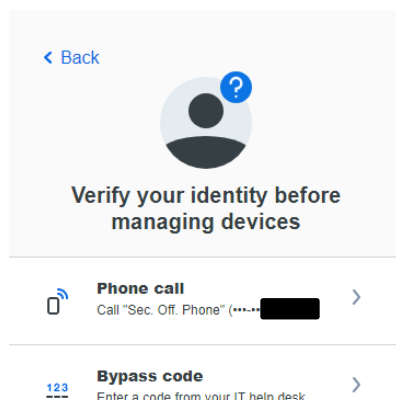| Test multi-factor authentication | Generate one-day passcode | Hardware keys |

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.
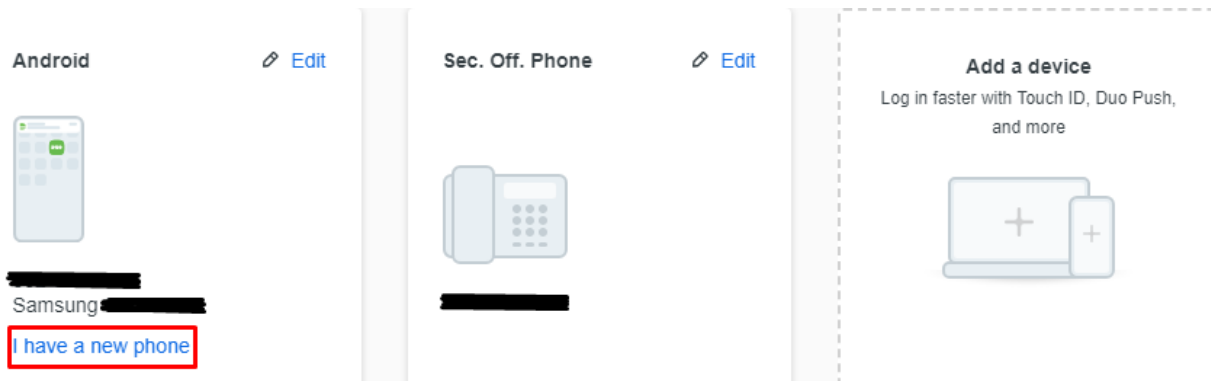

Step 5:

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.

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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".

Secured by Duo

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Step 6:

Download the app on your phone or mobile device and then click "Next" when you're done.
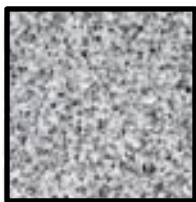

Step 7:

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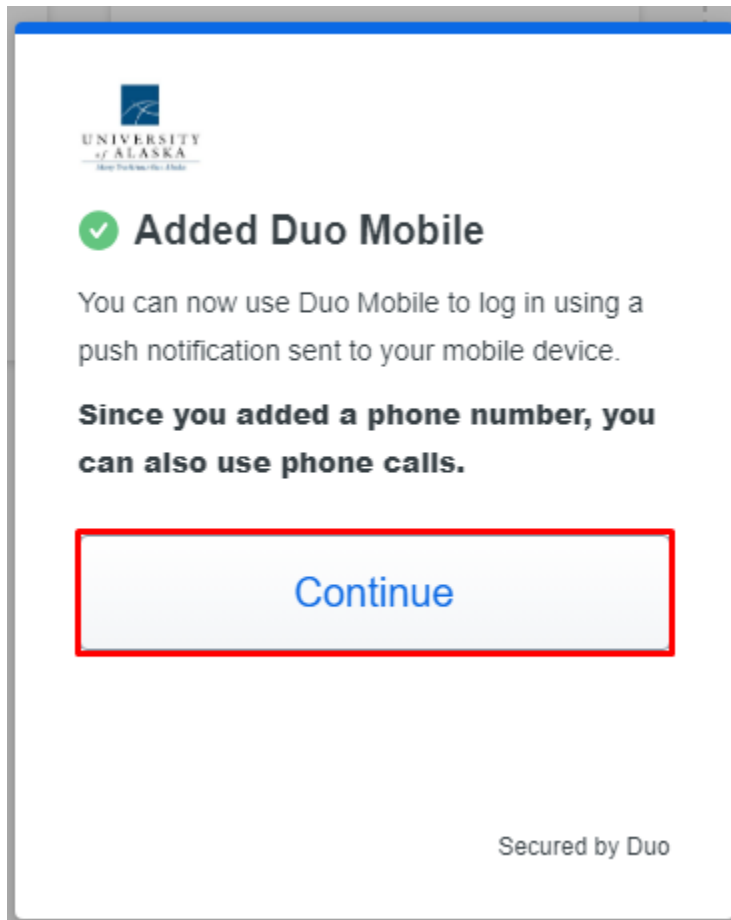
For more information, visit the Duo support page for reactivating Duo a new device with Universal Duo. Or you can contact the Helpdesk at (907) 796-6400.