

Updating Duo with a New Phone

The Duo "Push" authentication method is specific to your individual device. If you have replaced or upgraded your phone, you will need to reactivate the Duo Mobile app on your new phone.

- Go to https://myaccount.ucdenver.edu/cusecure and log in with your username and password.
- At the Duo Authentication screen, click "My Settings & Devices" (if you are in a mobile browser, this choice will be under the "Settings" menu in the upper right)

Denver Anschutz <u>What is this?</u> C ⁴ <u>Add a new device</u> <u>My Settings & Devices</u> <u>Need help?</u>	Choose an authentication method Duo Push RECOMMENDED	Send Me a Push
	🛞 Call Me	Call Me
	Passcode	Enter a Passcode
	Remember me for 8 hours	

Duo Authentication

• You will be prompted to authenticate. Use the "Call Me" option, which should still work unless you have changed phone numbers.

Duo Authentication

Denver Anschutz What is this? C Add a new device My Settings & Devices Need help?	My Settings & Devices		
	First, we need to confirm it's really you. Choose an authentication method below to manage your settings and devices.		
	Choose an authentication method		
		Send Me a Push	
	Call Me	Call Me	
	Passcode	Enter a Passcode	

• Click "Device Options" next to your phone number.

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Denver Anschutz <u>What is this?</u> L ² <u>Add a new device</u> <u>My Settings & Devices</u> <u>Need help?</u>	My Settings & Devices
	iPhone 11 720 Device Options
	+ Add another device
	Default Device: iPhone 11 720
	When I log in: Ask me to choose an authentication method 🗸
	Back to Login Saved

• Next, click "Reactivate Duo Mobile".

Duo Authentication

Denver Anschutz <u>What is this?</u> L ² <u>Add a new device</u> <u>My Settings & Devices</u> <u>Need help?</u>	My Settings & Devices	•
	iPhone 11 Image: Device Name	
	+ Add another device	
	Default Device: iPhone 11	
	When I log in: Ask me to choose an authentication method V	
	Back to Login Saved	Ŧ

• Follow the onscreen instructions to reactivate Duo Mobile on your new phone.

*If these instructions do not work, **or if you have changed your phone number**, please call the OIT Service Desk at 303-724-4357 for assistance.