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## How to Reactivate DUO Mobile (New Phone)

Francisco Carrasquillo - 2025-06-27 - [Accounts and Access](#)

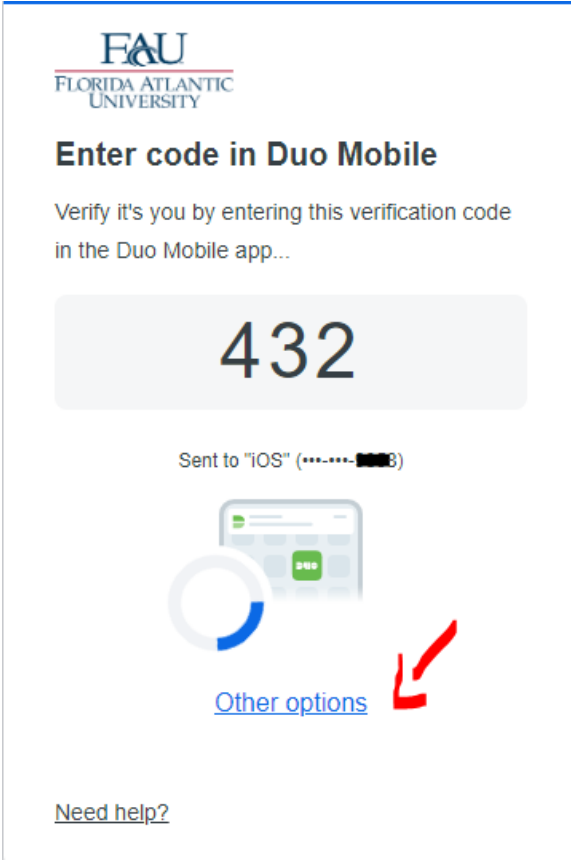
### Reactivate Duo Mobile on a mobile phone

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If presented with a Key Code, Select OTHER, then follow the steps below:

1. Access any protected page, such as MyFAU or Workday
2. Select **OTHER OPTIONS**

3.



FAU  
FLORIDA ATLANTIC  
UNIVERSITY

### Enter code in Duo Mobile

Verify it's you by entering this verification code  
in the Duo Mobile app...

432

Sent to "IOS" (\*\*\*-\*\*\*-\*\*\*\*8)


[Other options](#)

[Need help?](#)


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### Other options to log in


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**Duo Push**  
Send to "iOS" (.....-9858) [>](#)


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**Text message passcode**  
Send to "iOS" (.....-9858) [>](#)

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**Bypass code**  
Enter a code from your IT help desk [>](#)

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**Manage devices**  
Add a phone, Touch ID, and more.  
[1](#) First you'll verify your identity. [>](#)

[Need help?](#)

4. Select **MANAGE DEVICES**


5. Select TEXT MESSAGE PASSCODE (assuming you have the same phone #)

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### Verify your identity before managing devices


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**Duo Push**  
Send to "iOS" (.....-9858) [>](#)

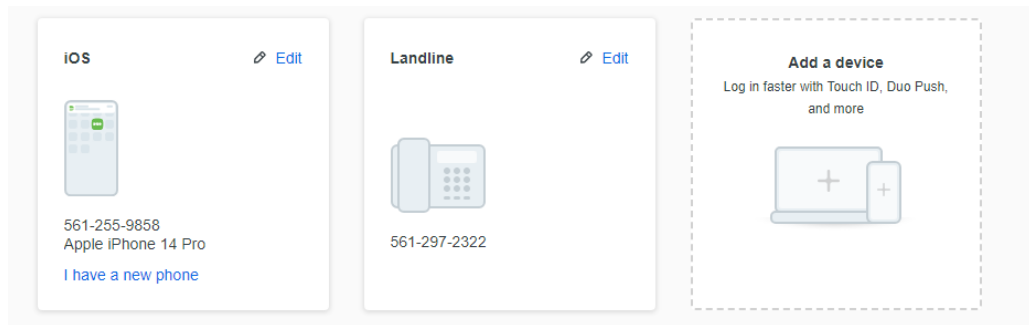
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**Text message passcode**  
Send to "iOS" (.....-9858) [>](#)

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**Bypass code**  
Enter a code from your IT help desk [>](#)

6. You will be redirected to the Manage Device page, where you can select I HAVE A NEW PHONE or ADD A DEVICE



7. Follow the steps (based on which option you selected).