

Knowledgebase > Accounts and Access > How to Reactivate DUO Mobile (New Phone)

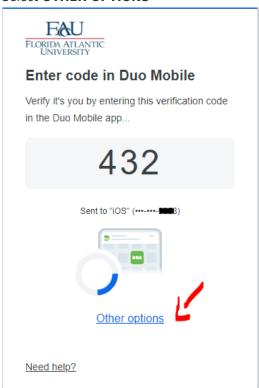
How to Reactivate DUO Mobile (New Phone)

Francisco Carrasquillo - 2023-07-25 - Accounts and Access

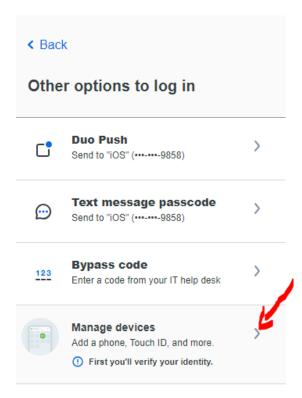
Reactivate Duo Mobile on a mobile phone

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

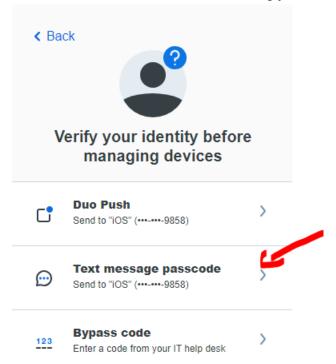


3.

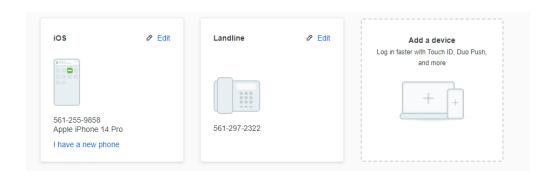


Need help?

- 4. Select MANAGE DEVICES
- 5. Select TEXT MESSAGE PASSCODE (assuming you have the same phone #)



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).