

Duo – Moving to a new phone/device with Duo mobile app

Applicable to scenarios as mentioned below for any Duo user, when:

- The designated phone/device (used as the 2nd factor), with Duo mobile app installed, is replaced with a new phone/device having the same/different number (as applicable) and the Duo mobile app is reinstalled on the new phone/device.
 - All the accounts entries existed on the old replaced phone/device need to be recreated on the replacing new phone/device in order for it to work on the new phone/device.

Things to do at this point:

- Contact UTEP HelpDesk at 915-747-4357 to be assisted further.
- Do it yourself:
 - Try to login to PeopleSoft (if applicable) and follow the instructions as applicable. Please make sure to add the device first and then remove device.

<http://admin.utep.edu/Portals/1805/PDF/HowTo/DUO%20-%20Add%20a%20Device.pdf> (How to Add a Device)

<http://admin.utep.edu/Portals/1805/PDF/HowTo/DUO%20-%20Remove%20a%20Device.pdf> (How to Remove a Device)