TWO-FACTOR AUTHENTICATION

REPLACE A DEVICE (KEEP THE SAME PHONE NUMBER)
REPLACE YOUR MOBILE DEVICE WITH A NEW ONE – BUT KEEP THE SAME PHONE NUMBER

NOTES:

- When you replace your mobile device with a new one but keep the same phone number, you will need to reactivate Duo Mobile for two-factor authentication.
- You can easily add new devices right from the Duo authentication prompt.
- You must complete these steps from an OFF-CAMPUS location.

1. FROM OFF-CAMPUS LOCATION GO TO ANY OF THE FOLLOWING PAGE
   - 2fa.uttyler.edu
   - outlook.uttyler.edu
   - one.uttyler.edu

2. LOGIN PAGE
   - Enter your email address (i.e., jdoe@uttyler.edu) and the regular UT Tyler account password.
3. **CLICK ON SETTINGS TO VIEW MORE OPTIONS**

- **DO NOT** click on *Send Me a Push*.
- You **MUST** click *Settings*.

4. **CHOOSE ADD A NEW DEVICE**
5. AUTHENTICATE WITH DUO

Before you can continue, you will be asked to authenticate.

Since you are replacing a device, but you kept the same phone number, you must choose the option Call Me.

6. CHOOSE THE TYPE OF DEVICE YOU ARE ADDING

- Select what type of device you are adding > Click Continue
7. **TYPE YOUR PHONE NUMBER**

- Enter the phone number > Check the box to confirm the phone number is correct > Scroll down

- Click **Continue**

8. **CHOOSE THE TYPE OF DEVICE**

- Choose device type
- Click **Continue**
9. INSTALL DUO MOBILE ON YOUR SMARTPHONE OR TABLET

1. On your phone
   - Launch the Google Play Store or Apple Store app on your phone
   - Search for Duo Mobile
   - Tap Install to install the app

2. On the computer
   - Click I have Duo Mobile installed to continue with the process

10. ACTIVATE DUO MOBILE

   On the next screen, you will see a barcode. Scroll down to reveal more information. You will be informed to:
   - Open Duo Mobile app on your mobile device
   - Tap “Accept”
   - Tap “Add Account” or the plus (+) button in the upper right
   - With your mobile device scan the barcode on the computer screen to add the account to Duo Mobile.
• The **Continue** button becomes clickable **after** you scan the barcode and you get the green check mark.

11. **DEVICE SUCCESSFULLY ADDED**

Click **Continue to login** to proceed to the authentication prompt.