

What if I Get a New Phone?

1. If you get a new phone with the same phone number, and you only want a phone call or SMS messages, you don't have to do anything.

2. If you want to use Duo Push or passcodes from the Duo App on the new phone, you need to re-activate your new phone by doing the following:

a. Install the Duo Mobile app on the new phone, by downloading "Duo Mobile" from the Apple App Store or the Google Play store.

b. On your computer, go to the two factor authentication screen:

[Option 1](#) - **My ASU > "Profile" tab > "Account Details" box > "Password & Security" > "Two Factor Auth Device Management"** link.

Option 2 - Invoke the two factor authentication screen by logging into an ASU system on a new browser or device. When the two factor screen appears, click on **"My Setting & Device"**.

c. When prompted, authenticate with your additional device. (if you only have one device enrolled on your account, contact the Help Center at 1-800-278-5080 for help).

d. To the bottom of your mobile device, click the **"I have a new phone"** button.

e. Click **"Get started"** button.

f. Follow the on-screen prompts to finish enrolling the new phone.

For help or more information, see Duo's [Enrollment Guide](#) page.

If you get a new phone with a different phone number, enroll it as a **new device** by following the instructions in the section above.