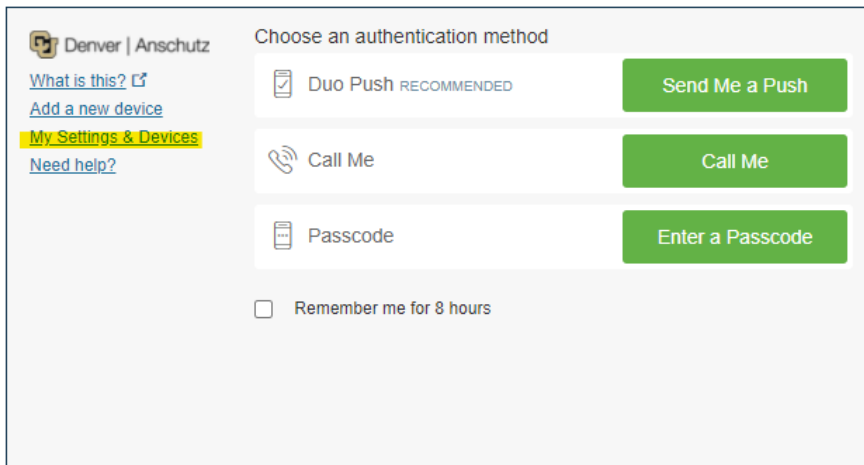


Updating Duo with a New Phone

The Duo “Push” authentication method is specific to your individual device. If you have replaced or upgraded your phone, you will need to reactivate the Duo Mobile app on your new phone.

- Go to <https://myaccount.ucdenver.edu/cusecure> and log in with your username and password.
- At the Duo Authentication screen, click “My Settings & Devices” (if you are in a mobile browser, this choice will be under the “Settings” menu in the upper right)

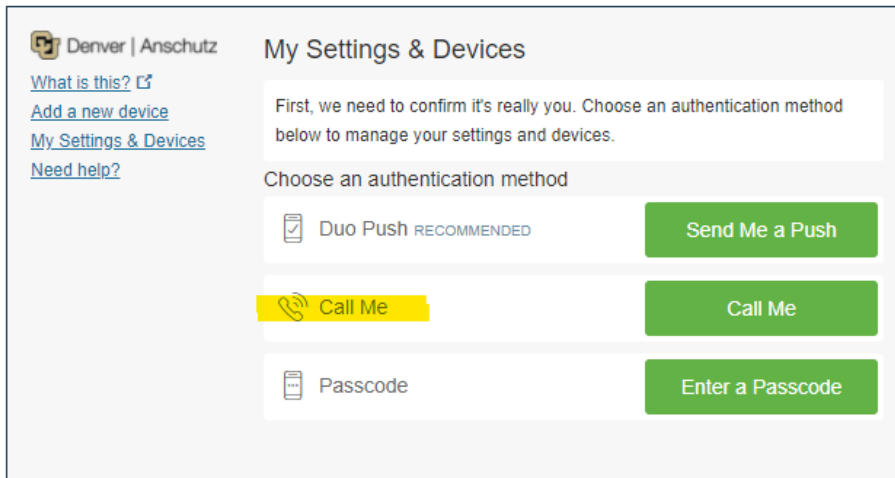
Duo Authentication



The screenshot shows the Duo Authentication interface. On the left, there is a sidebar with the CU Denver | Anschutz logo and links: "What is this?", "Add a new device", "My Settings & Devices" (highlighted in yellow), and "Need help?". The main area is titled "Choose an authentication method". It contains three options: "Duo Push" (marked as RECOMMENDED) with a "Send Me a Push" button, "Call Me" with a "Call Me" button, and "Passcode" with an "Enter a Passcode" button. At the bottom, there is a checkbox labeled "Remember me for 8 hours".

- You will be prompted to authenticate. Use the “Call Me” option, which should still work unless you have changed phone numbers.

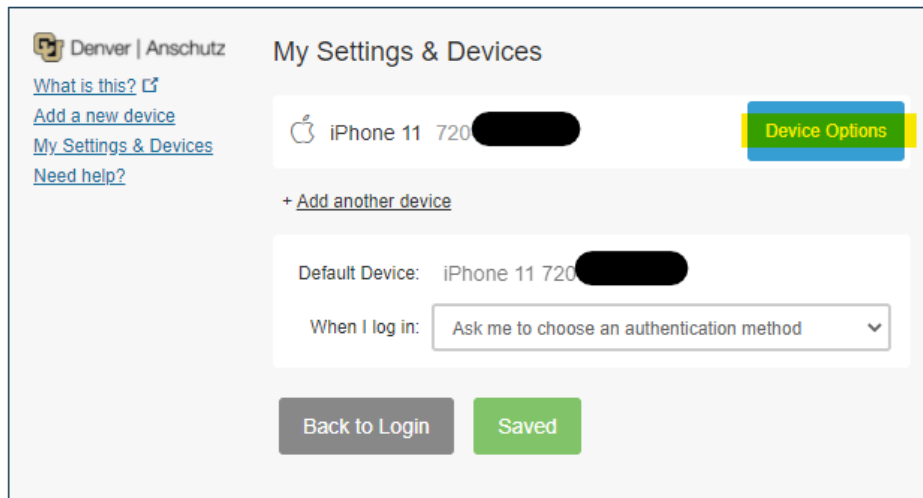
Duo Authentication



This screenshot is similar to the previous one but shows the "My Settings & Devices" page. The sidebar links are the same, with "My Settings & Devices" highlighted in yellow. The main area is titled "My Settings & Devices" and includes a message: "First, we need to confirm it's really you. Choose an authentication method below to manage your settings and devices." Below this, the "Choose an authentication method" section is shown, with the "Call Me" option highlighted in yellow. The buttons for "Send Me a Push", "Call Me", and "Enter a Passcode" are still present.

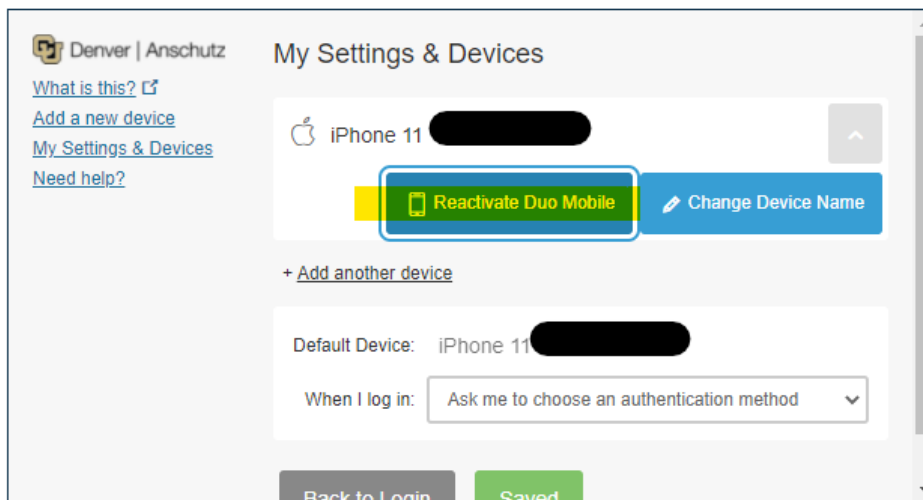
- Click “Device Options” next to your phone number.

Duo Authentication



- Next, click “Reactivate Duo Mobile”.

Duo Authentication



- Follow the onscreen instructions to reactivate Duo Mobile on your new phone.

*If these instructions do not work, **or if you have changed your phone number**, please call the OIT Service Desk at 303-724-4357 for assistance.