Duo User Guide: Swapping out old phone with a new one

From time to time, Duo users at UAB will need to add a new device to their Duo account. Sometimes, this will be tied to adding a secondary phone or tablet that can provide Duo two-factor authentication (2FA) if the person’s primary phone is unavailable. In fact, both Duo and UAB recommend that users enroll two devices for use with the 2FA process. If one device is stolen, lost, unavailable, or was replaced by a new device, the backup phone/tablet can be used for Duo 2FA. For more on how to add a second device and manage multiple devices, please visit UAB’s guide on how to add a secondary device and manage your settings.

Using two devices is not always an option, though. Some users have one smartphone and link it to their Duo account. If they buy or upgrade to a new phone, the new phone cannot immediately be used to complete the Duo 2FA authentication process. This document can assist users in making the swap from the old phone to the new one and syncing it with their existing Duo Mobile account.

Typically, buying or upgrading to a new phone falls into one of the following three cases:

- I have a new phone that uses the same operating system (OS) and has the same phone number. Use this document to help you link your new phone to your Duo account.
- I have a new phone that has a different OS but has the same phone number. Use this document to help you link your new phone to your Duo account.
- I have a new phone that has a different phone number (or I changed my phone number on my current phone that is linked to Duo). This scenario requires assistance from AskIT. Please contact them at 996-5555.

When performing the steps detailed in this document, it is highly recommended that you use a computer to link your new phone to your existing Duo account. Be sure that you are using one of the following supported browsers:

- Chrome,
- Firefox,
- Safari,
- Internet Explorer 8 or later,
- Opera

For more information about using Duo Mobile two-factor authentication (2FA) at UAB, please visit http://www.uab.edu/it/home/2-factor. Duo’s “Guide to Two-Factor Authentication” (https://guide.duo.com/) also is an excellent resource for learning more about 2FA, Duo’s Mobile app, and how everything works.

**Note:** The steps detailed below assume that you already have created a Duo account and completed the initial enrollment of your old phone for use with Duo when you originally created your account. They also assume that your new phone has been activated, can receive SMS text messages, and uses the same phone number that is associated with your Duo account.
Replacing your old phone with your new phone for use with Duo

1. On your new phone, go to the appropriate app store (Google Play for Android, the App Store for Apple), search for “Duo Mobile,” and download the app to your new phone.
2. Open the Duo app on your new phone, and notice that the app is not linked to your Duo UAB-BlazerID account. It should just display a page that says “Welcome to Duo Mobile.”
3. Go to a computer and visit UAB’s 2-Factor Sign-Up and Manage a Device site.
4. Click on the “Manage a Device” button.

Figure 1: Click the "Manage a Device" button to start the process of syncing your new phone to your Duo account.

5. You will land on the UAB Central Authentication System login page. Type in your BlazerID, your password/passphrase, and click the “Log In” button.
6. As in previous authentication attempts with Duo 2FA, you will be forwarded to the UAB Duo authentication portal. However, unlike in the past, you will no longer see the Push button. This is because your new phone is not linked to your Duo account even though the phone number is the same.

Figure 2: Since your new phone is not synced with your Duo account, you no longer have the option to send a Push. To fix this, click the "My Settings & Devices" link to the left.

7. Click the “My Settings & Devices” link on the left to begin the process of syncing your new phone to your Duo account.
8. On the “My Settings & Devices” page, you will need to have Duo text you an SMS message to confirm your identify. Begin that process by clicking the “Enter a Passcode” button. **Note:** Once all of the steps in this procedure are performed, you again will be able to use the Duo Push method. You will not have to use SMS texting again.

![Figure 3: Click the "Enter a Passcode" button to have Duo send you an SMS passcode. Once the steps in this procedure are done, you will never need to use the SMS text feature again.](image)

9. A blue bar with a “Text me new codes” button will appear after you click the “Enter a Passcode” button. Click the “Text me new codes” button. **Note:** Standard texting rates by your carrier will apply. Again, after this one-time process, both Duo and UAB recommend using the Duo Push method for future authentication.

![Figure 4: Click the "Text me new codes" button.](image)

10. Since your new phone has the same phone number as the previous phone that was synced with Duo, you will receive a text with a one-time passcode.
   a. **Note:** Each passcode can only be used once.
11. Type the passcode into the “Log In” field on the Duo screen, then click the “Log In” button. If you typed in the correct code, Duo will pass you through to the “My Settings & Devices” screen.
12. Your device and phone number will appear on the “My Settings & Devices” page. Click the “Device Options” button.
13. Duo recognizes your phone number because it was used with your previous phone, but it doesn’t recognize your new phone. Click the “Activate Duo Mobile” button to rectify that.

14. Choose the appropriate type of phone for your new phone and click the “Continue” button.

15. You will be asked if you already have downloaded the Duo Mobile app to your phone. If you have not, on your phone, please go to Google Play or Apple’s App Store and download it now. Once the download is completed, return to the Duo portal on your computer and click the “I have Duo Mobile installed” button.
16. A QR code will appear on the “Activate Duo Mobile” screen. Activation of the mobile app can be conducted via one of the following two recommended processes:

![Figure 8: If the Duo Mobile app is installed on your new phone, click the “I have Duo Mobile installed” button.](image)

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![Figure 9: You will need to scan the QR code to sync your new phone with your Duo account. There are two recommended options for doing this.](image)

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a. To use the bar code, perform the following steps:
   i. On your phone, open the Duo Mobile app and press the + button at the top of the app.
   ii. A prompt will appear on the phone asking for permission to access the camera function. Click “OK” on the phone.
   iii. Scan the bar code with the phone’s camera. Successful completion will result in the creation of a UAB-BlazerID account in the Duo Mobile app on your phone.

b. To use the “Add Account” button at the bottom of the Duo Mobile app on your phone, perform the following steps:
i. Press the “Add Account” button to activate the camera on your phone.
   1. If a prompt appears on the phone asking for permission to access the camera function, click “OK” on the phone.
ii. Use the phone’s camera to scan the bar code. Successful completion will result in the creation of a UAB-BlazerID account in the Duo Mobile app on your phone.

Figure 10: Successful syncing of your new phone will result in the UAB-BlazerID account appearing in the Duo Mobile app on your phone.

17. Return to the computer and confirm that the QR code has turned gray and now includes a green check mark. That verifies that your new phone has been successfully synced with your Duo account. Click the “Continue” button.

Figure 11: A green checkmark means your new phone has been successfully synced with your Duo account. Click the "Continue" button.

18. You now can return to the main Duo portal page by clicking “Back to Login.”

Figure 12: Click the "Back to Login" button.
19. Upon returning to the main Duo authentication page, you will notice that the “Send Me a Push” button now appears.

![Choose an authentication method](image)

*Figure 13: Clicking the "Send Me a Push" button will generate a typical Push alert in the Duo Mobile app on your new phone. You will be able to complete the 2FA authentication just like you did previously with your old phone.*

20. A Push will be sent to your new phone. Pushing the “Approve” button will complete the 2FA authentication process with your new phone, just like it did with your old phone.

21. At this point, you have successfully synced your new phone with your Duo account and can use the Push feature during future 2FA logins. If you are experiencing problems or the app did not sync successfully, please contact AskIT at 996-5555.