



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://passport.ucdenver.edu/CUSecure.php> 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 Denver | Anschutz logo and links for 'What is this?', 'Add a new device', 'My Settings & Devices' (highlighted in yellow), and 'Need help?'. The main content area is titled 'Choose an authentication method' and lists three options: 'Duo Push 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 for 'Remember me for 8 hours'.

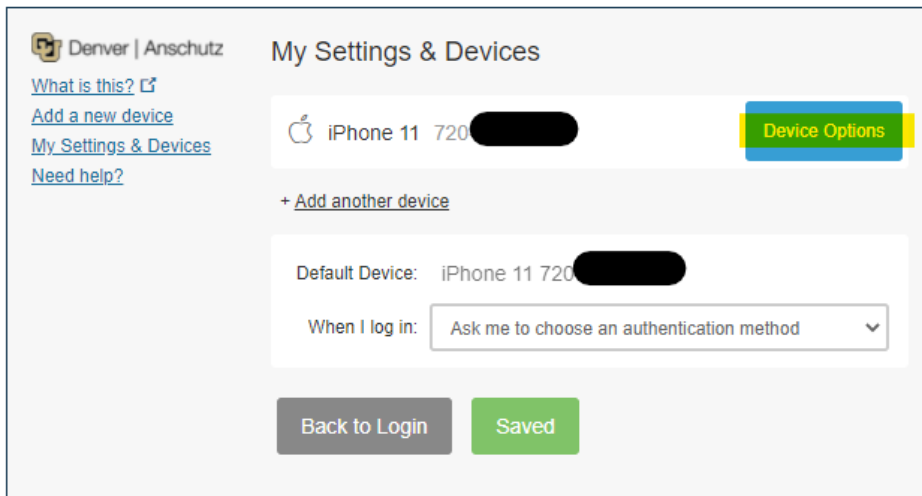
- You will be prompted to authenticate. Use the “Call Me” option, which should still work unless you have changed phone numbers.

Duo Authentication

The screenshot shows the 'My Settings & Devices' section of the Duo Authentication interface. The sidebar on the left is the same as in the previous screenshot, with 'My Settings & Devices' highlighted in yellow. The main content area is titled 'My Settings & Devices' and contains a message: 'First, we need to confirm it's really you. Choose an authentication method below to manage your settings and devices.' Below this message is the same 'Choose an authentication method' section as in the previous screenshot, but with the 'Call Me' option highlighted in yellow.

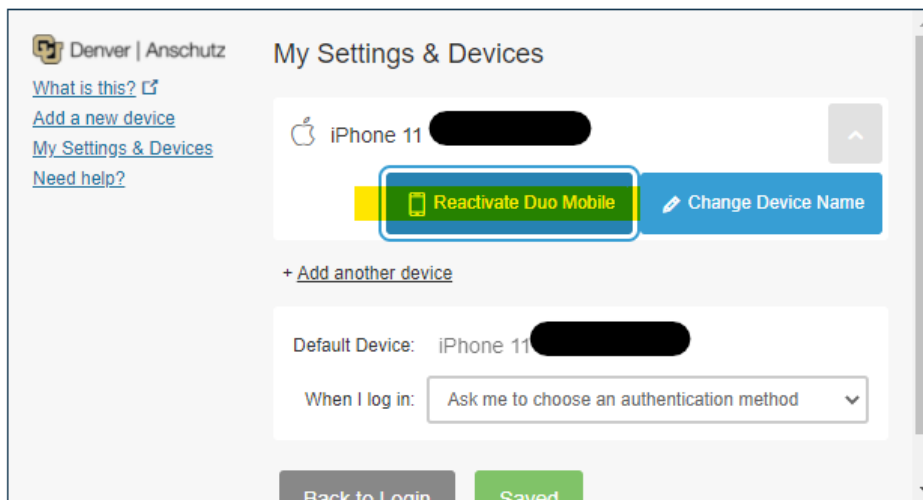
- Click “Device Options” next to your phone number.

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.