# 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.
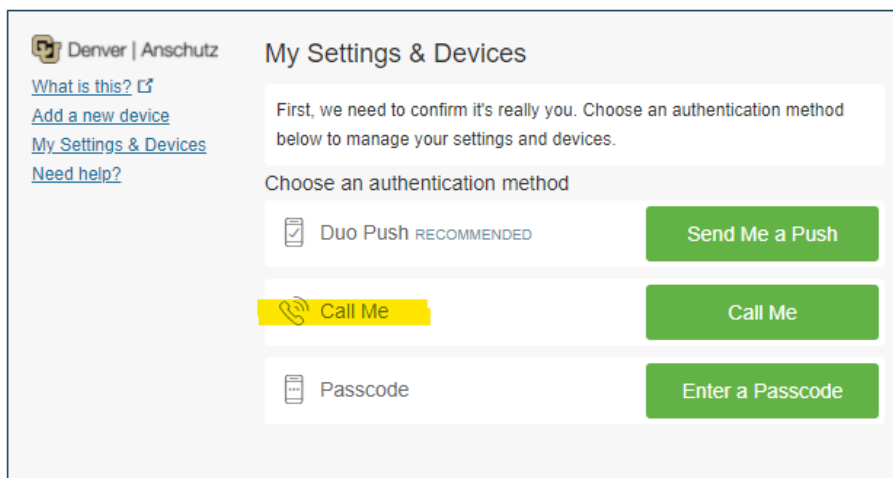
- Go to https://myaccount.ucdenver.edu/cusecure and log in with your username and password.
- At the Duo Authentication screen, click "My Settings & Devices" (if you are in a mobile browser, this choice will be under the "Settings" menu in the upper right)
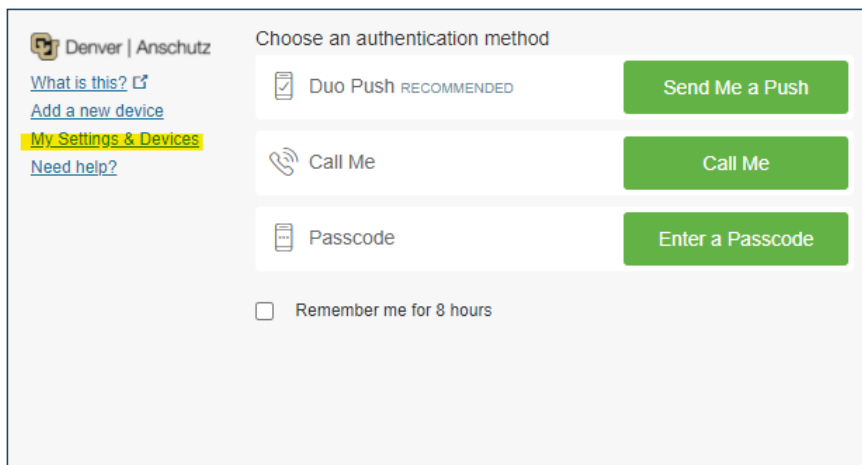
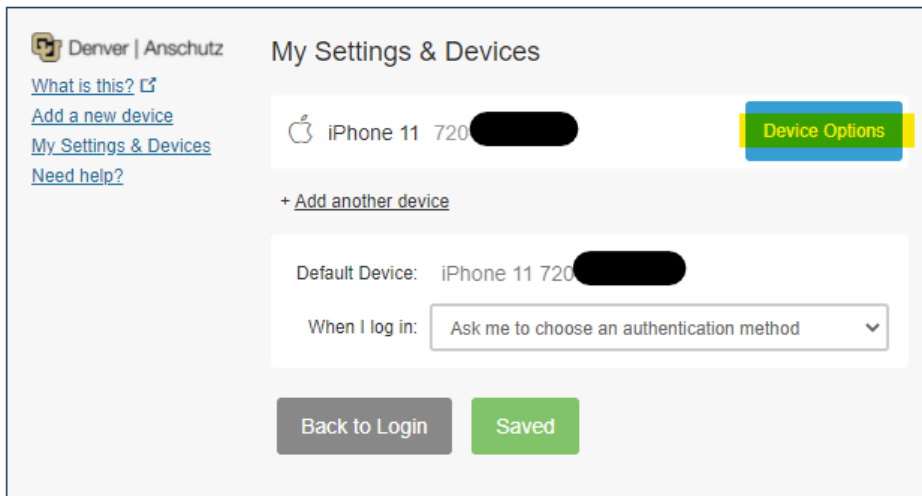- You will be prompted to authenticate. Use the "Call Me" option, which should still work unless you have changed phone numbers.

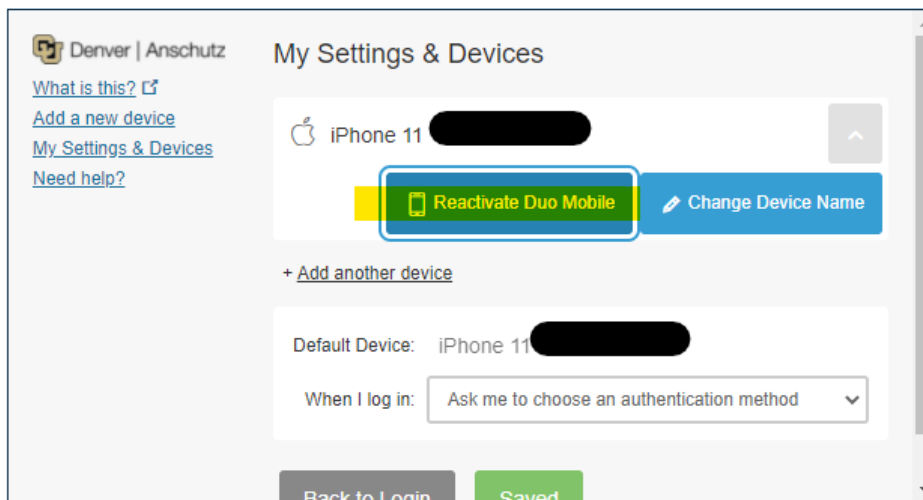- Click "Device Options" next to your phone number.

Duo Authentication

Denver | Anschutz

What is this?
Add a new device
My Settings & Devices
Need help?

My Settings & Devices

iPhone 11 720███████████   **Device Options**

+ Add another device

Default Device: iPhone 11 720███████████

When I log in: Ask me to choose an authentication method ▼

Back to Login   Saved

- Next, click "Reactivate Duo Mobile".

Duo Authentication

Denver | Anschutz

What is this?
Add a new device
My Settings & Devices
Need help?

My Settings & Devices

iPhone 11 ███████████

📱 Reactivate Duo Mobile   ✏ Change Device Name

+ Add another device

Default Device: iPhone 11███████████

When I log in: Ask me to choose an authentication method ▼

Back to Login   Saved

- 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.