

Got a New Device but Kept the Same Phone Number, Still Have the Old Device.

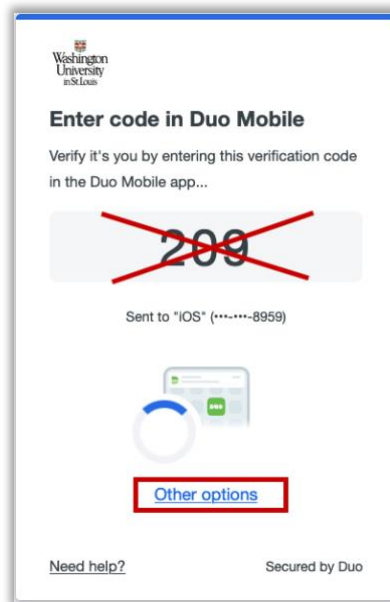
If you no longer have your old device, see [this document](#).

Enroll your new device with the same phone number to your Duo Account. You'll need to get a one-time Duo bypass code from the Service Desk so that you can authenticate and complete the steps in the device manager.

Follow the steps below to enroll your new device.

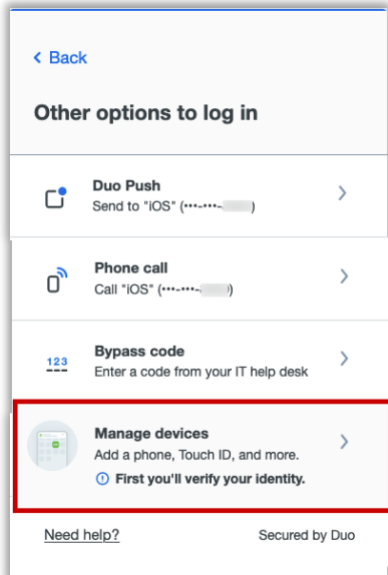
1. Power on your old device and connect it to your wifi.
2. Go to the 2FA Enrollment page:
<https://connect.wustl.edu/2fa/SECURE/Manage.aspx>
3. Select the **Manage Enrollment** button near the bottom of the page.

4. **DO NOT** complete the authentication at this time. Select **Other options**.

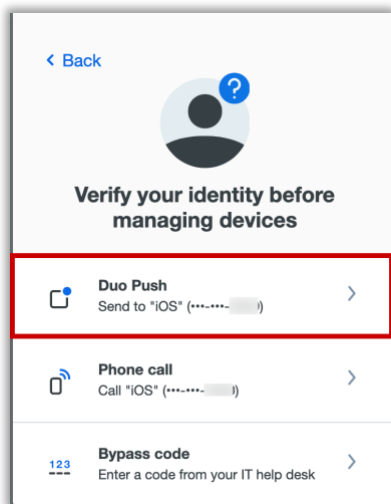


- a. If you do complete the authentication, you will be caught in a loop and will need to click the Manage Enrollment button again in step 3 to start over.

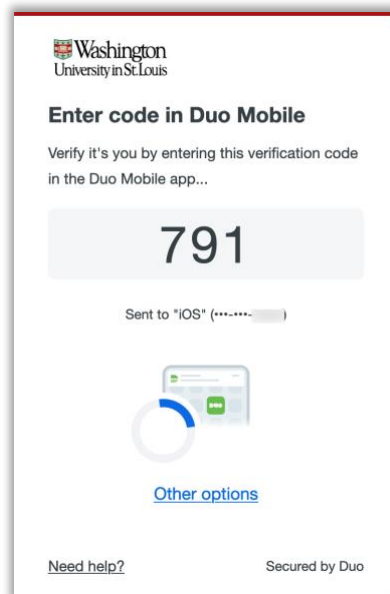
5. Select **Manage Devices**.



6. You will now need to authenticate, select **Duo Push**.

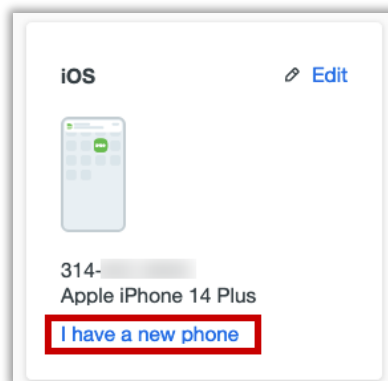


7. You will be presented with a 3-digit code.

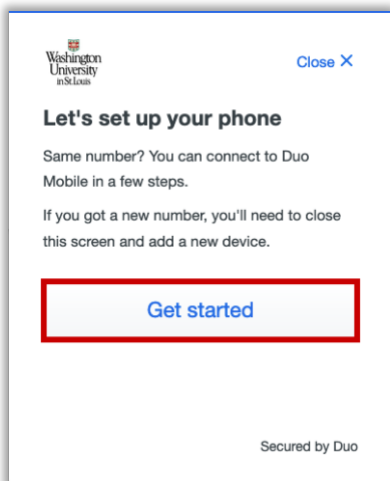


8. On your old device, enter the 3-digit code and then select **Verify**.

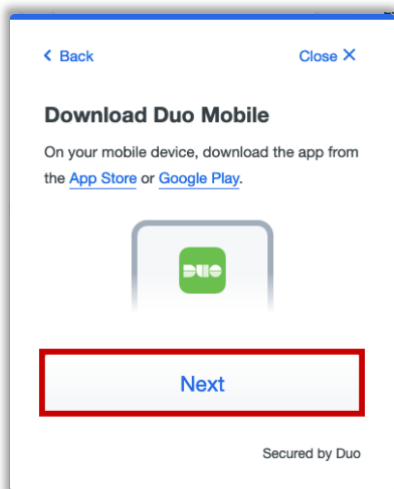
9. On the monitor, under the device registered to the phone number, select **I have a new phone**.



10. On the 'Let's set up your phone' window, select **Get started**.



11. Download Duo Mobile app from the Google Play if it's an Android device or the App Store if it's an Apple device and then select **Next**.

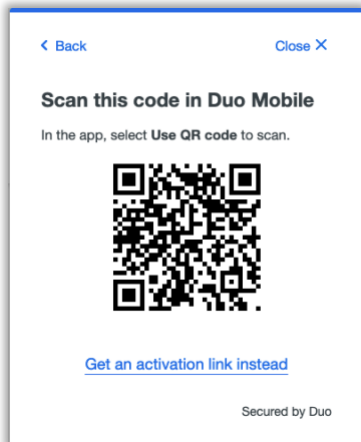


12. Once the Duo Mobile app is downloaded on the device, open the app and follow the instructions. The following instructions may vary per device.

- a. **The Apple steps should be similar (but may vary) to the following:**

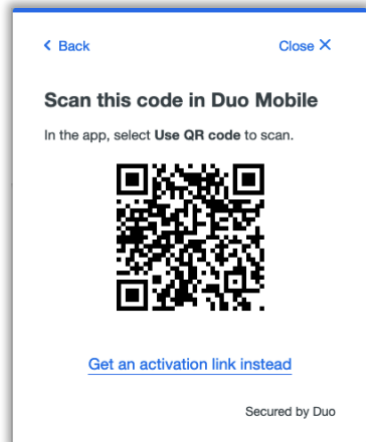
- i. On the 'Duo Mobile would like to send you notifications' window, be sure to **Allow** notifications so that you can get the on-screen and/or audio notification when being prompted to complete an authentication. You may adjust these later in the device Settings under Notifications. [Apple Notification Settings](#).
- ii. On the 'Accounts' window, tap the Add (or plus icon) to add a new account.
- iii. On the 'Add account' window, tap **Use QR code**.
 1. A request to use the camera may pop up, tap **OK**.
- iv. When the camera window appears, point the camera at the QR code on the computer screen. This will send the WUSTL information

to your phone.



- v. On the 'Organization' window, the default account name is 'WUSTL Key'. You may rename it or leave it as is then tap **Save**.
- vi. On the 'Account Linked' screen, you may tap **practice now**, to experience some examples, or **Skip**.
- b. **The Android steps should be similar (but may vary) to the following:**
 - i. On the 'Welcome' window, tap **Set up account**.
 - ii. On the 'Link your account' window, tap **Use a QR code**.
 - iii. When the camera opens, point it at the QR code on the computer screen. This should automatically send the WUSTL information to

the device.



- 1. **Note:** if a notification pops up asking for permission to use the camera, tap **OK** or **Allow**.
- iv. On the 'Name your account to continue' window, tap **Next**.
- v. On the 'Name Account' window, the default account name is 'WUSTL Key'. You may rename it or leave it as is then tap **Save**.
- vi. On the 'Account Linked' screen, you may tap **practice now**, to experience some examples, or **Skip**.
- vii. **Note:** Be sure to visit your device settings to allow notifications from Duo Mobile. [Android Notification Instructions](#)

13. Your WashU 2FA setup is now complete.

