



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

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[What is this?](#) [Add a new device](#)
[My Settings & Devices](#)
[Need help?](#)

Choose an authentication method

☒ Duo Push RECOMMENDED	Send Me a Push
☐ Call Me	Call Me
☐ Passcode	Enter a Passcode

☐ 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

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My Settings & Devices

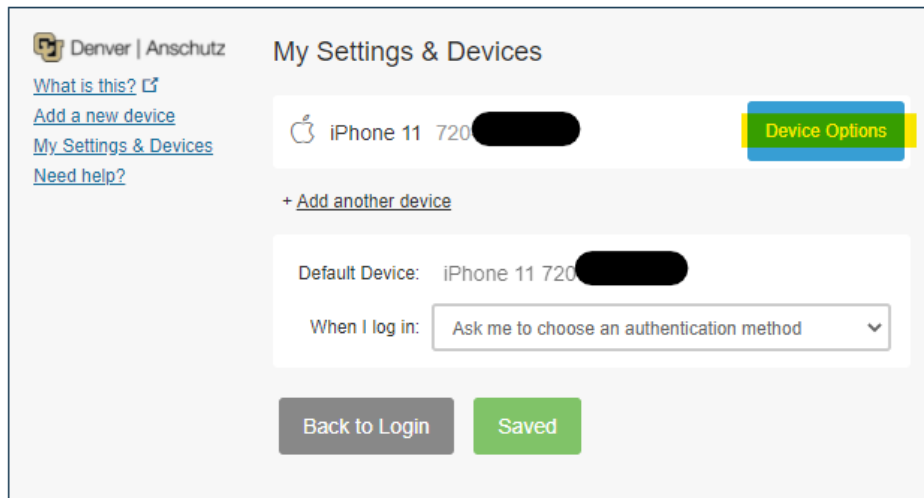
First, we need to confirm it's really you. Choose an authentication method below to manage your settings and devices.

Choose an authentication method

☒ Duo Push RECOMMENDED	Send Me a Push
☒ Call Me	Call Me
☐ Passcode	Enter a Passcode

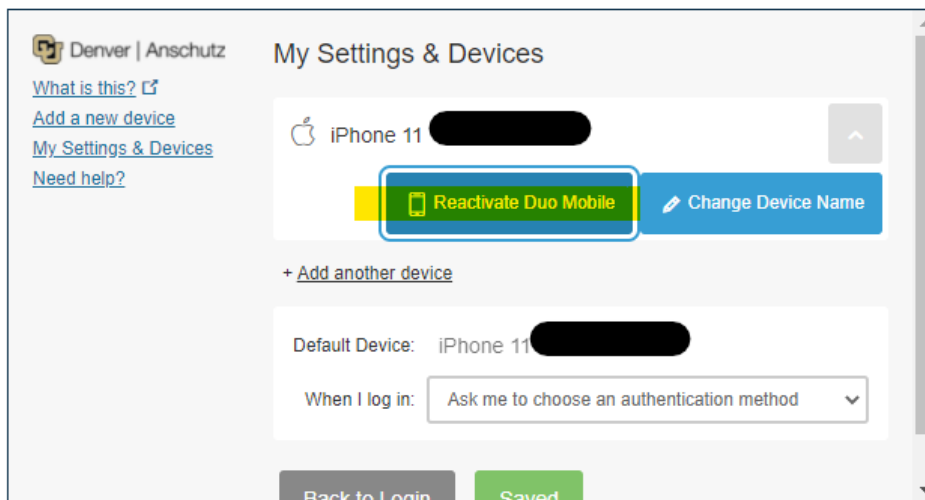
- Click “Device Options” next to your phone number.

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.