What do I do if my duo enabled device is lost, stolen or I changed my phone number?

What do I do if my duo enabled device is lost, stolen or I changed my phone number?

Due to the evolving Covid-19 situation, the Atlas Service Center ceased in-person services as of Tuesday, March 17 at 6:00pm.

**IS&T Service Desk** walk-in IT help and repair services will not be offered in the Atlas Service Center until further notice. If you have questions or need assistance, contact the IS&T Service Desk at any time 24/7 at 617-253-1101 or servicedesk@mit.edu.

1. **Deactivate your lost/stolen device or old phone number immediately.**
   Since Duo requires Touchstone, you will need a **second** Duo-registered device to login.
   - I only have one device, so I can't login to Duo
     IS&T User Accounts can temporarily disable the Duo requirement for Touchstone in order for you to get into https://duo.mit.edu to register another device. Before doing so, IS&T will need to verify your identity. Please visit the Service Desk walk-ins office in building E17-106, contact the Accounts team by emailing accounts@mit.edu or call them at 617.253.1101. Note that IS&T cannot and will never remove the Duo requirement for any other site.
   - a. Login to Duo
   - b. Click **Next** to take you to the main Duo management page
   - c. Find all the entries that correspond to the device you want to deactivate and click **Delete Phone**
   **Result:** You will **not** be asked to confirm the deletion. After a brief period, you should see the device removed from your list.

2. **Register your new device/phone number.**
   - IS&T recommends registering at least two devices
     Please make sure you register a second device as a backup option. This can be another smartphone, landline or YubiKey. IS&T recommends downloading and using the Duo smartphone app (available for **iOS**, **Android**, **BlackBerry** and **Windows Phone**).
     - How to Register a Smart Phone for Duo two-factor authentication
     - How to Register a non-smart Phone for Duo two-factor authentication
     - How do I register my YubiKey for use with Duo 2FA?

**See Also:**

- To obtain a Yubikey, please submit the **Yubikey Request Form**. YubiKeys will be available for pick up at the IS&T Service Desk in E17-106.
- Duo Authentication Landing Page
- Duo Two-factor Authentication FAQ
- STUDENTS Duo two-factor authentication FAQ