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](image)
   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](image)
   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