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

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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**
   > The IS&T Service Deskcan 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. 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.
- Duo Authentication Landing Page
- Duo Two-factor Authentication FAQ
- STUDENTS Duo two-factor authentication FAQ