Duo - What should I do if I get a new phone? How to switch registered devices.

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Deactivate any device you no longer have

If, for any reason, you no longer have a device that was registered for Duo two-factor authentication, you should deactivate it immediately.
How to deactivate a device registered for Duo two-factor authentication

Register your new device

If you get a new phone, you should register it for Duo authentication soon as possible.

If your new phone has the same phone number as your old one and is the same operating system (iOS, Android, etc)

1. Login to Duo
2. Click the button to **Send Activation Code**
   Result: You will receive a text message with a link to the application.
   Click on this link to install the Duo application
3. You will also receive a second text message with the activation link. Once you've installed Duo, click on this link to register your phone with Duo.

If your new phone has a new phone number

Follow the directions to register a new device here: How to Register a Smart Phone for Duo two-factor authentication

If your new phone has a the same phone number, but you have switched mobile operating systems (e.g. you switched from iOS to Android)

1. Deactivate the old device.
2. Register your new device.

How to authenticate to Duo when I get a new phone?

If you got a new phone, you should still be able to authenticate to Duo, as long as you fill one of these criteria:

- **You have a second device registered for Duo**
  You can use any device that you already have registered. When authenticating to Duo, choose your back-up (or secondary) device.
- **You still have your old device with the Duo app installed**
  Follow the instructions to request and use a push notification using the Duo mobile app installed on your old phone
  How do I login to MIT services that leverage Duo two-factor authentication?. Your old device does not require a cellular connection to do this, but it will need to connect to wifi.
- **You have the same phone number on your new phone**
  Follow the instructions to request passcodes via SMS. The text message will be sent whichever phone your number currently rings on.
  How do I login to MIT services that leverage Duo two-factor authentication?