Why Did Duo Push Stop Working?

Q: Why Did Duo Push Stop Working?

- I usually select Push as my Duo authentication method. Suddenly it is no longer working. Why?
- I got a new phone but still have the name phone number. How do I reactivate push?

Context

- If you access duo.mit.edu and you click on "Display Activation Code" it breaks the association between the phone (for push notifications) and Duo. This only seems to affect push notifications on the device – phone calls and SMS will work as usual.
- You purchased a new phone and Duo does not recognize the new device to send push notifications.

Answer

- On your smart phone, open Duo App and delete the MIT account if there is one.
- Go to duo.mit.edu
- Authenticate via SMS or phone call.
- On the line next to the phone number for the device, click on "Display Activation Code".
- Scan the QR code with your phone's camera to recreate your MIT account in the Duo app.