

# 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

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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

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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?

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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?](#)