

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 Desk 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. 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](#)