How do I use Duo if I just got a new mobile phone?

Tell Me

<table>
<thead>
<tr>
<th>Same number on a new phone?</th>
<th>Different number on a new phone?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Do you still have your old phone?</td>
</tr>
<tr>
<td></td>
<td>No I do not have my old phone?</td>
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<tr>
<td>1. Using a computer (not the new phone), browse to ninernet.charlotte.edu</td>
<td>2. You will need to contact the IT Service Desk, 704-687-5500, see this web page of operation</td>
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<tr>
<td>2. Click Manage Account and login using your NinerNET username and password</td>
<td>3. At the Duo prompt, click En</td>
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<tr>
<td>3. At the Duo prompt, make sure your number is showing for Device and click Enter a Passcode</td>
<td>4. Open the Duo app on your old phone anywhere in the UNC Charlotte area</td>
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<tr>
<td>4. Click Text me a new codes</td>
<td>5. Enter the 6 digit number from the Duo app into the field to the left of Log In then click Log In</td>
</tr>
<tr>
<td>5. Enter a passcode that was texted to you into the field to the left of Log In then click Log In</td>
<td>6. Click Add or remove phones &amp; tablets from the Duo Two-Factor Authentication section</td>
</tr>
<tr>
<td>6. Click Add or remove phones &amp; tablets from the Duo Two-Factor Authentication section</td>
<td>7. Click Login</td>
</tr>
<tr>
<td>7. Click Login</td>
<td>8. Repeat steps 3 through 5 a</td>
</tr>
<tr>
<td>8. Enter a different passcode that was texted to you in step #5 into the field to the left of Log In then click Log In</td>
<td>9. Click Add another device</td>
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<tr>
<td>9. Once you're authenticated, you will see a list of your devices - click the Device Options button beside the phone that was replaced</td>
<td>10. Follow this FAQ to register</td>
</tr>
<tr>
<td>10. Click Reactivate Duo Mobile</td>
<td>11. After successfully adding your phone</td>
</tr>
</tbody>
</table>
11. Select the type of your new phone and click Continue

   ![Select phone type](image)

   What type of phone is 704-\_

   - iPhone
   - Android
   - Windows Phone
   - Other (and cell phones)

   Back  Continue

12. If you have not already done so, install the Duo app on your new phone

13. Click the I have Duo Mobile

   ![Install Duo Mobile](image)

   Install Duo Mobile for iOS

   1. Launch the App Store app and search for "Duo Mobile".
   2. Tap "Get" and then "Install" to download the app.

   Back  I have Duo Mobile

14. On your phone, click the + plus sign in the Duo app (if prompted allow Duo app to access the camera) and then scan the QR code on the computer screen, you will see a green check if the scan is successful

   ![Activate Duo Mobile](image)

   Activate Duo Mobile for iOS

   1. Open Duo Mobile.
   2. Tap the "+" button.
   3. Scan this barcode.

   Or, have an activation link emailed to you instead.

   Back  Continue

15. Click Continue on the computer screen

16. Click Log Out

   ![Log Out](image)

   Click Log Out

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Related FAQs

- Fobs
  - What type of fob should I buy to work with Duo?
  - What is a fob used with Duo?
  - What do I do if I lose the Duo fob?
  - How do I get a fob for use with Duo?