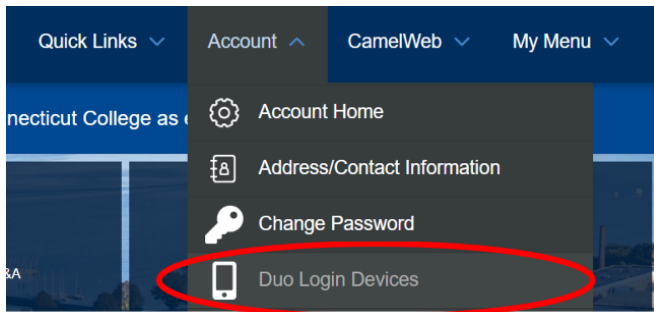


Activate a New Device with the Same Phone Number in Duo Mobile

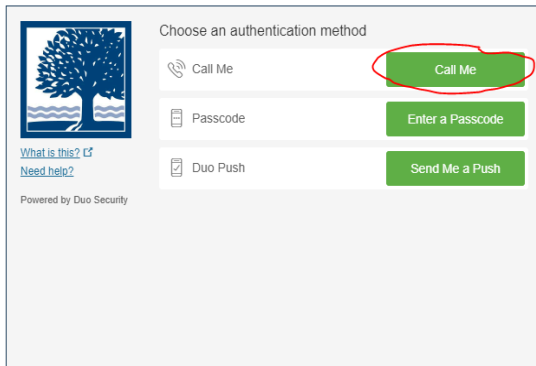
Before you start:

Make sure your new phone has the Duo app installed and you are in front of a computer. (Both your phone and computer need to be connected to the internet)

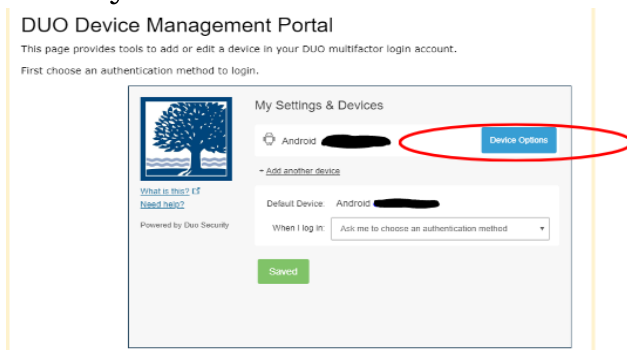
1. Log into Camelweb & click on the drop-down arrow next to Account and then select “Duo Login Devices”



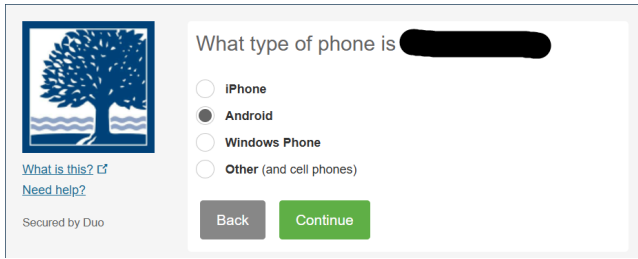
2. The Duo Device Management Portal will appear. Select the option “Call Me”



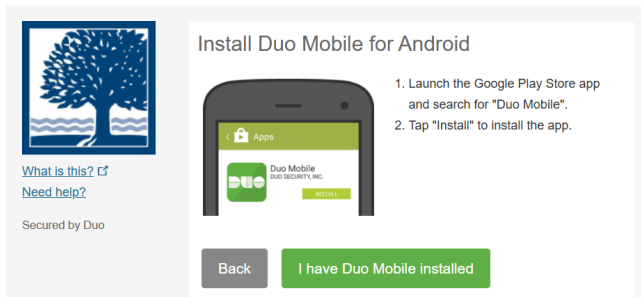
3. You will receive a call on your phone. Answer it and hit any number key on your keypad to confirm then hang up. Once that happens the portal will grant you access to add your new device. Select “Device Options”



4. Select “Reactivate Duo Mobile”. You will be asked a couple of basic questions about your new phone or mobile device.

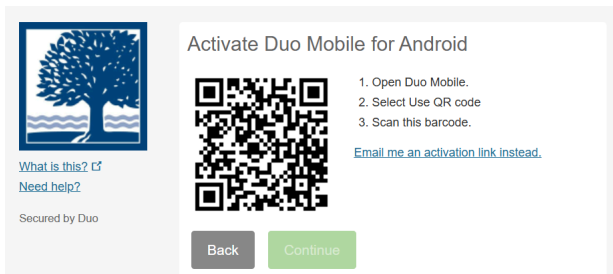


5. The next prompt will ask if you have the Duo Mobile App already installed. Click the “I have Duo Mobile Installed”.

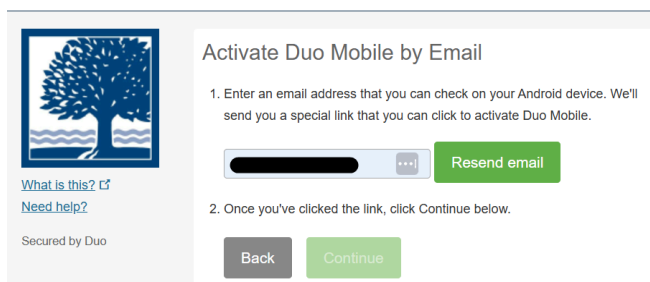


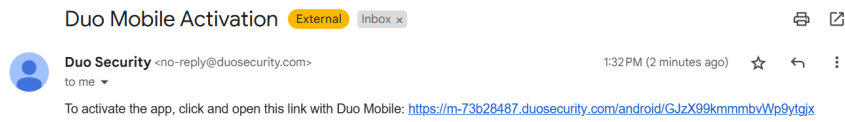
6. There are 2 ways you can enroll your phone/device from here:

- a. **Scan the QR code-** on the computer screen by opening the Duo Mobile app, select “+ Add” on the upper right-hand corner, then select “Use QR Code”. When asked grant permission for the app to use the camera on your phone.



- b. **Email activation code-** click the blue link “Email me an activation code instead”. Click the link and enter an email address you can readily access on the phone/device you are currently using. Open the Gmail app on your phone/device then find the email sent by Duo Security and tap on the link in the email.





7. After your account is reactivated you will be asked by the Duo Mobile app to name the account. Connecticut College will already be entered in the text field you can just tap Continue and decline the following offer to practice. Also decline the message for backup service as we do not use that service with Duo.

If there are any complications with this process or you need help please reach out to the IT Service Desk 860-439-4357, help@conncoll.edu, or [create a ticket here](#).