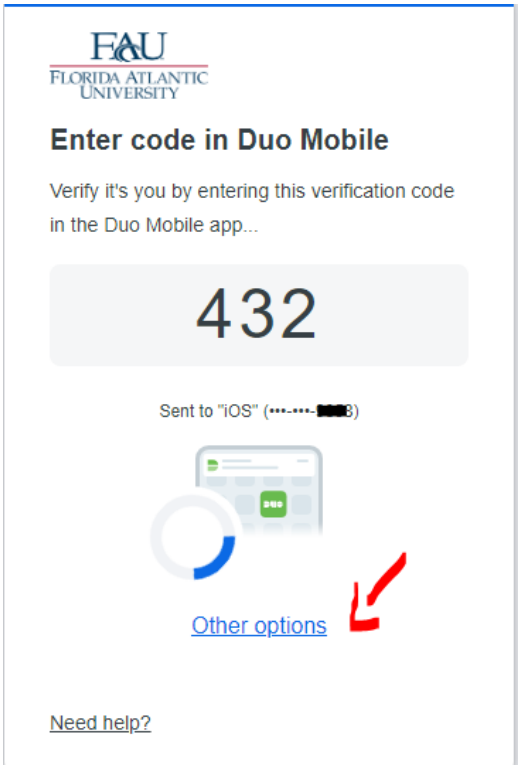
FAU College of Medicine Support Center

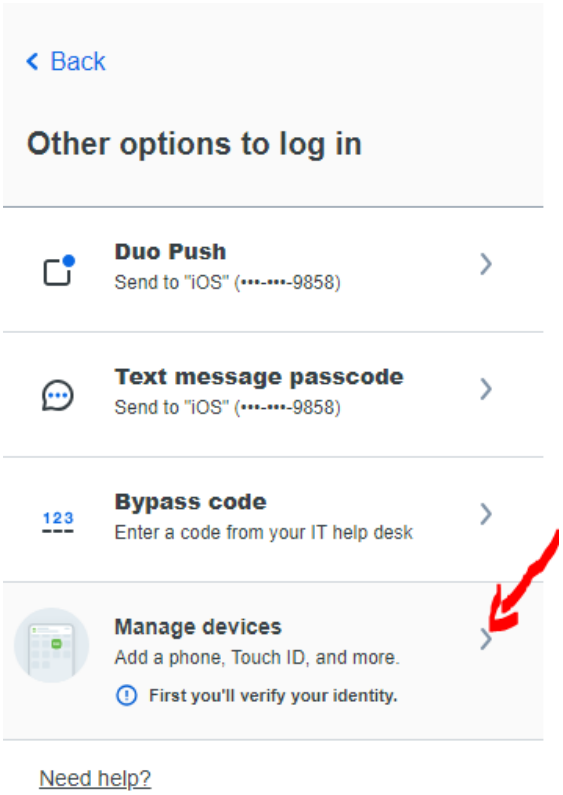
How to Reactivate DUO Mobile (New Phone)

Francisco Carrasquillo - 2023-07-25 - Accounts and Access

Reactivate Duo Mobile on a mobile phone

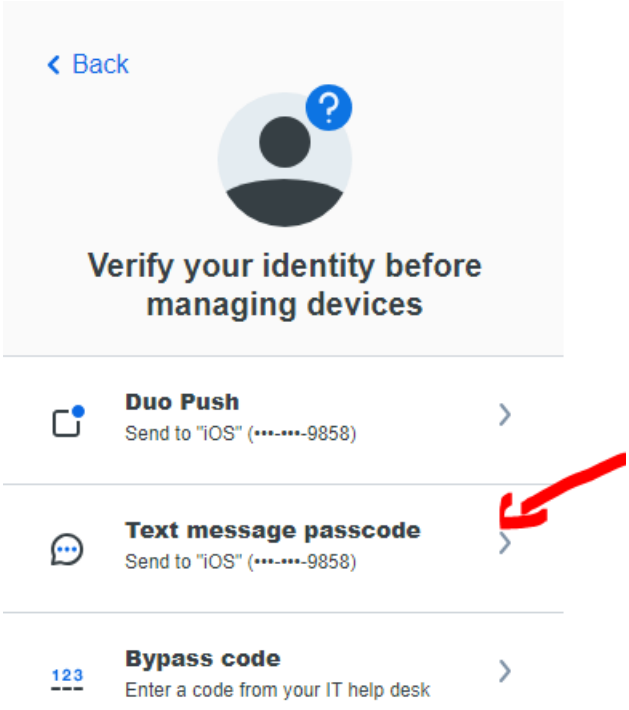
If presented with a Key Code, Select OTHER, then follow the steps below:

1. Access any protected page, such as MyFAU or Workday
2. Select **OTHER OPTIONS**
3. 

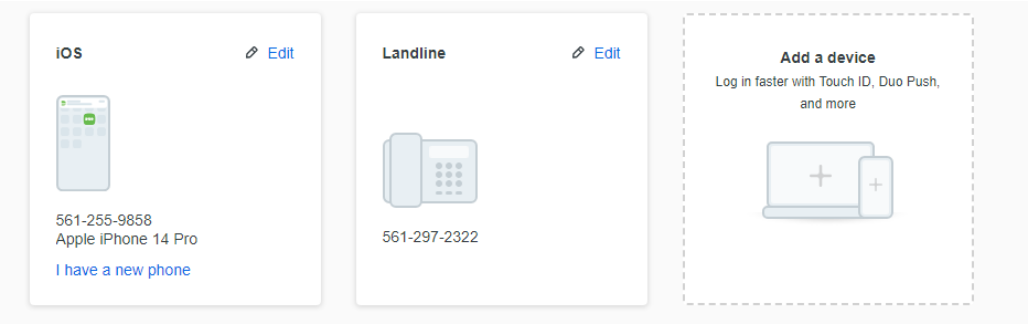


4. Select **MANAGE DEVICES**

5. Select TEXT MESSAGE PASSCODE (assuming you have the same phone #)



6. You will be redirected to the Manage Device page, where you can select I HAVE A NEW PHONE or ADD A DEVICE



7. Follow the steps (based on which option you selected).