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>1. Browse to <a href="http://ninernet.uncc.edu">ninernet.uncc.edu</a></td>
<td>Do you still have your old phone?</td>
</tr>
<tr>
<td>2. Click Manage Account and login using your NinerNET username and password</td>
<td>No I do not have my old phone?</td>
</tr>
<tr>
<td>3. At the Duo prompt, make sure your number is showing for Device and click <strong>Enter a Passcode</strong></td>
<td>1. You will need to contact the IT Service Desk, 704-687-5500, see <a href="http://ninernet.uncc.edu">this web page</a> for hours of operation</td>
</tr>
<tr>
<td>4. Click <strong>Text me a new codes</strong></td>
<td>Yes I have my old phone?</td>
</tr>
<tr>
<td>5. Enter a passcode that was texted to you into the field to the left of <strong>Log In</strong> then click <strong>Log In</strong></td>
<td>Following these instruction you will generate a Duo code from the Duo app on your old phone - no internet connection is required to do this</td>
</tr>
<tr>
<td>6. Click <strong>Add or remove phones &amp; tablets</strong> from the Duo Two-Factor Authentication section</td>
<td></td>
</tr>
<tr>
<td>7. Click <strong>Login</strong></td>
<td></td>
</tr>
<tr>
<td>8. Enter a different passcode that was texted to you in step #5 into the field to the left of <strong>Log In</strong> then click <strong>Log In</strong></td>
<td></td>
</tr>
<tr>
<td>9. Once you’re authenticated, you will see a list of your devices - click the <strong>Device Options</strong> button beside the phone that was replaced</td>
<td></td>
</tr>
<tr>
<td>10. Click <strong>Reactivate Duo Mobile</strong></td>
<td></td>
</tr>
</tbody>
</table>
11. Select the type of your new phone and click **Continue**

```
What is this? If
Need help?
What type of phone is 704-?
○ iPhone
○ Android
○ Windows Phone
○ Other (and cell phones)
```

12. If you have not already done so, install the Duo app
13. Click the **I have Duo Mobile**

```
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.
```

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

```
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.
```

15. Click **Continue** on the computer screen
16. Click **Log Out**

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1. Browse to [ninernet.uncc.edu](http://ninernet.uncc.edu)
2. Click **Manage Account** and login using your NinerNET username and password
3. At the Duo prompt, click **Enter a Passcode**
4. Open the Duo app on your **old phone** and tap anywhere in the UNC Charlotte area - a 6 digit number will be generated

```
Duo Two-Factor Authentication
You currently have Duo enabled:
Add or remove phones & tablets
```

5. Enter the 6 digit number from the Duo app into the field to the left of **Log In** then click **Log In**
6. Click **Add or remove phones & tablets from the Duo Two-Factor Authentication** section

```
Common Questions:
- How do I reset my Duo passcode?
- How do I log in when I don't have access to my phone?
- How do I contact Duo Support?
```

7. Click **Login**
8. Repeat steps 3 through 5 above to authenticate to Duo
9. Click + **Add another device**

```
+ Add another device
```

10. Follow this **FAQ** to register your **new phone**
11. After successfully adding your new phone, follow the below instructions to remove your **old phone**
12. In the main **My Settings & Devices** menu, click the **Device Options** button beside your old phone

```
My Settings & Devices
```

13. Click **Delete Device**
14. Click **Remove** to confirm

```
Remove this device?
This action cannot be undone.
```

15. Click **Log Out**
Related FAQs

- Using Duo 2-Factor Authentication
- About Duo 2-Factor Authentication
- Duo 2-Factor Authentication
- What is Duo restore and how does it work?
- How do I use Duo if I just got a new mobile phone?