

Multifactor Authentication With Duo App: Replacing a Registered Device With A New Device

If you replace your current smartphone with a new device but keep your old phone number, you will need to download the Duo app to the new phone. However, the system will not recognize your new device until you have reactivated it under your My Passport Devices.

— Replace a Registered Device with a New Device

There may come a time when you want to replace a device that you have already registered. For example, you may upgrade to a new mobile phone while keeping your old phone number. In this case, you will need to "reactivate" Duo Mobile on your new phone by following the steps below.

1. Log in to the [Manage My Account service via My Pitt \(my.pitt.edu\)](https://my.pitt.edu).
2. Click **Login & Security** then **Add/Manage Pitt Passport Devices**.
3. Log in with multifactor authentication (If you have lost your primary device and have not registered a backup, you can call the 24/7 IT Help Desk for a bypass code).
4. Click **Device Options** next to the device you want to reactivate.
5. Click **Reactivate Duo Mobile**.

