New Phone-Same Number

If you get a new phone and keep your same number, you must activate the new device with Duo. If it is a smartphone, make sure you have the Duo Mobile app installed.

Go to the Duo web page: www.baylor.edu/its/2factor, and click on the Click to Enroll button on the right side of the page. Log in with your BearID (first_last) and your BearID password. The following screen will appear. Click on My Settings & Devices.

Select the Call Me method of authentication.
Select the **Device Options** for your smartphone.

Click the **Reactivate Duo Mobile** button.
Select the type of phone and click the **Continue** button.

Once the Duo Mobile app is installed, click the **I have Duo Mobile installed** button.
Open the Duo Mobile app on your phone and tap the “+” in the top right corner. Using your phone’s camera, scan the QR code on your computer screen.

When the code is successfully scanned by your phone, a green check mark will appear on the code. Once you see the green check mark, click the **Continue** button.

This completes the reactivation of your new phone. For assistance with reactivation a device, please contact the Help Desk at 254-710-4357.