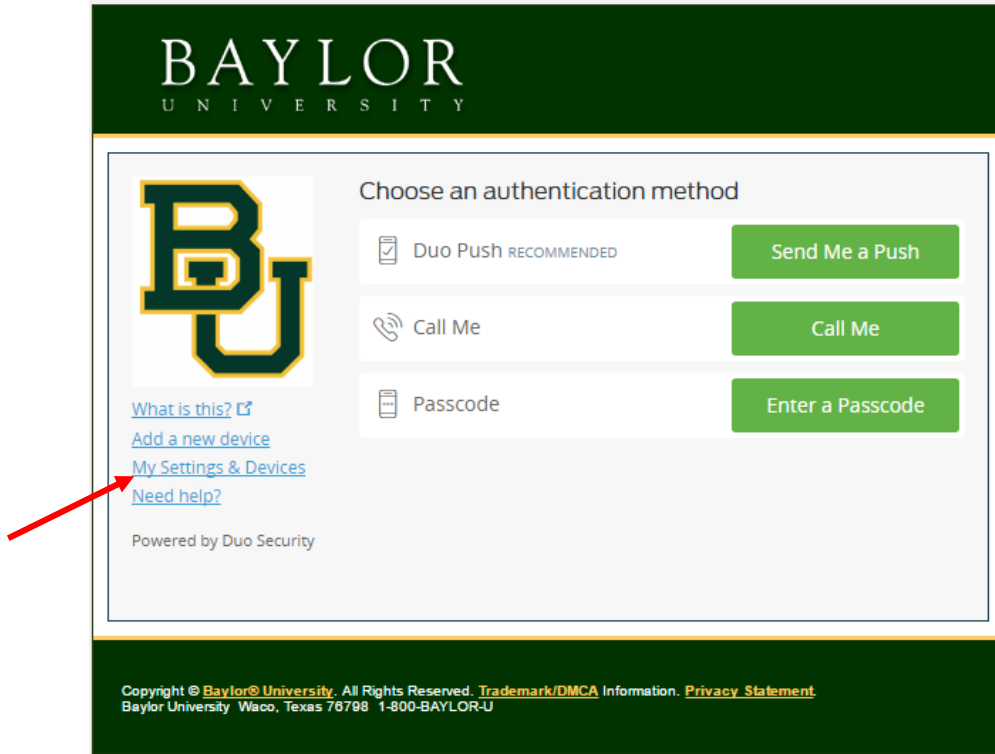


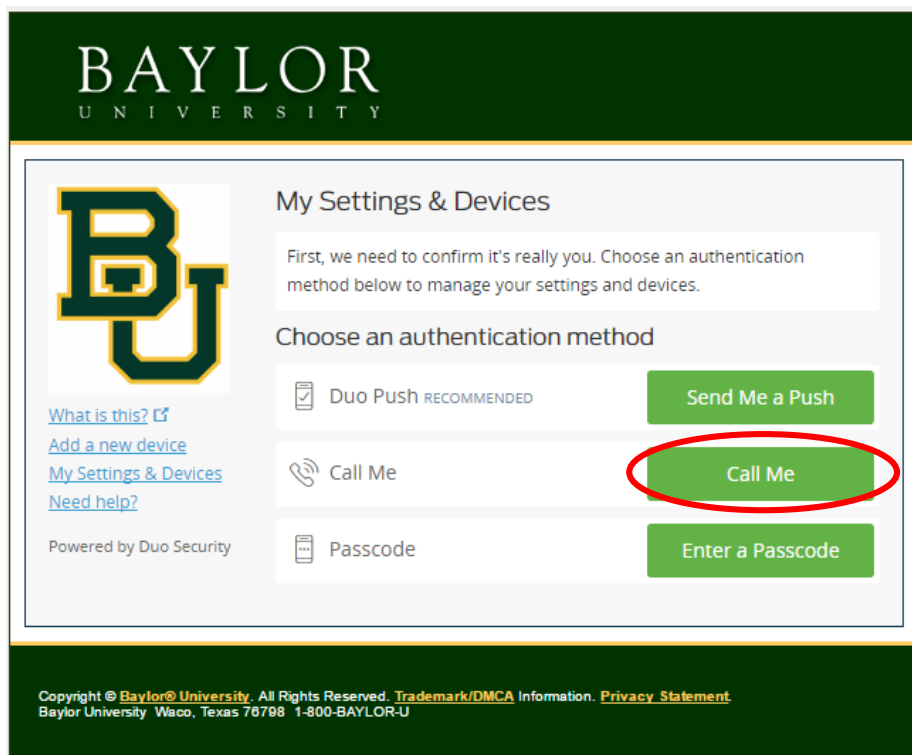
New Phone-Same Number

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.

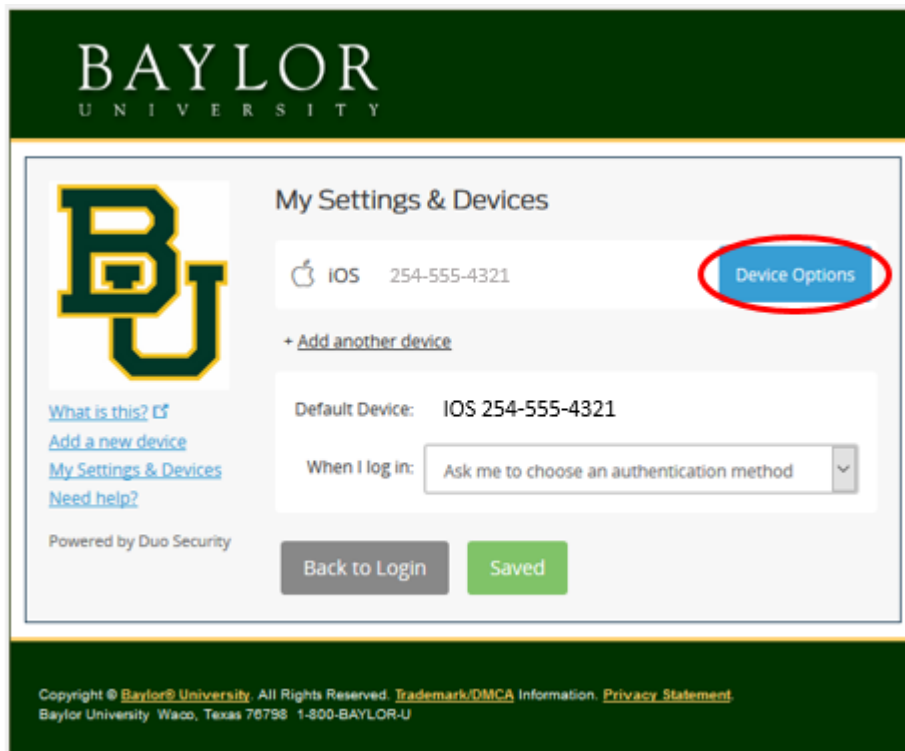
Go to the Duo web page: www.baylor.edu/its/2factor and click on the **Click to Enroll** button on the right side of the page. Log in with your BearID (first_last) and your BearID password. The following screen will appear. Click on **My Settings & Devices**.



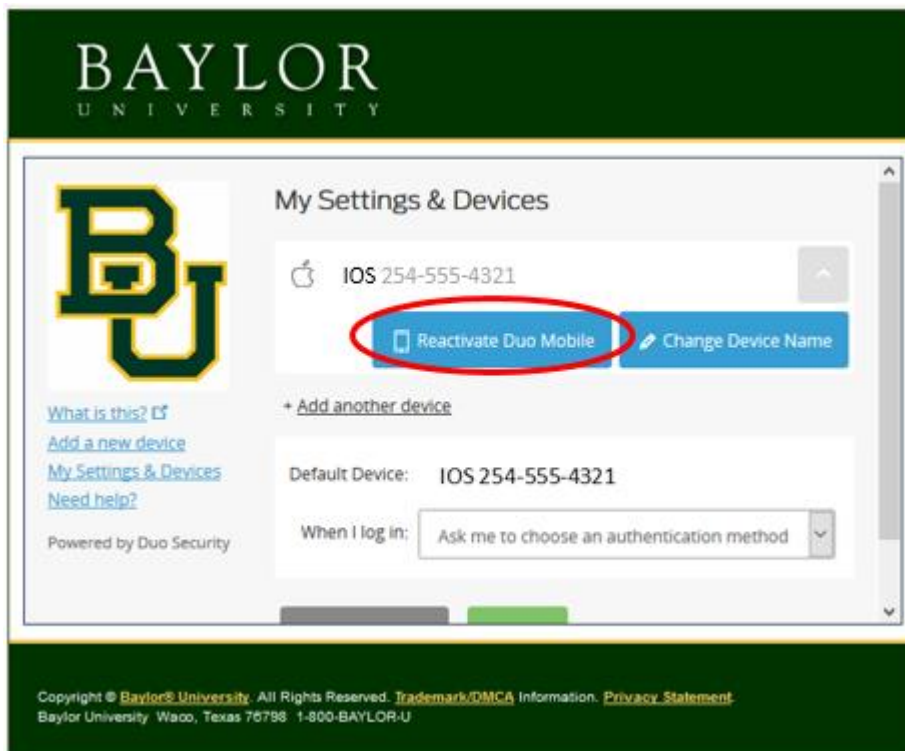
Select the **Call Me** method of authentication.



Select the **Device Options** for your smartphone.




Click the **Reactivate Duo Mobile** button.



Select the type of phone and click the **Continue** button.

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What type of phone is 254-555-4321?

- iPhone**
- Android**
- BlackBerry**
- Windows Phone**
- Other** (and cell phones)


[What is this?](#) [Add a new device](#) [My Settings & Devices](#) [Need help?](#)

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Once the Duo Mobile app is installed, click the **I have Duo Mobile installed** button.

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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.

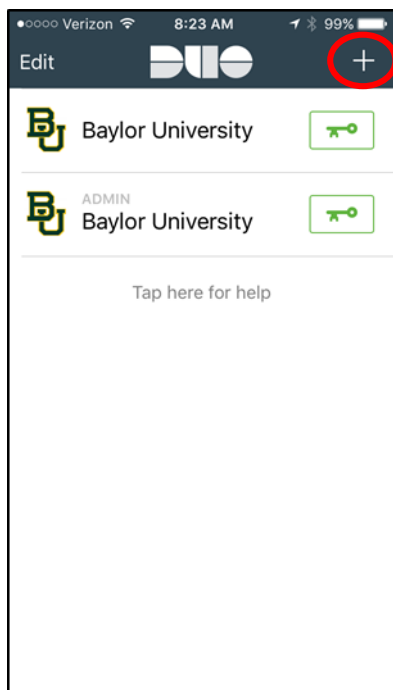
Tap "OK" when asked if Duo Mobile should be able to send push notifications.

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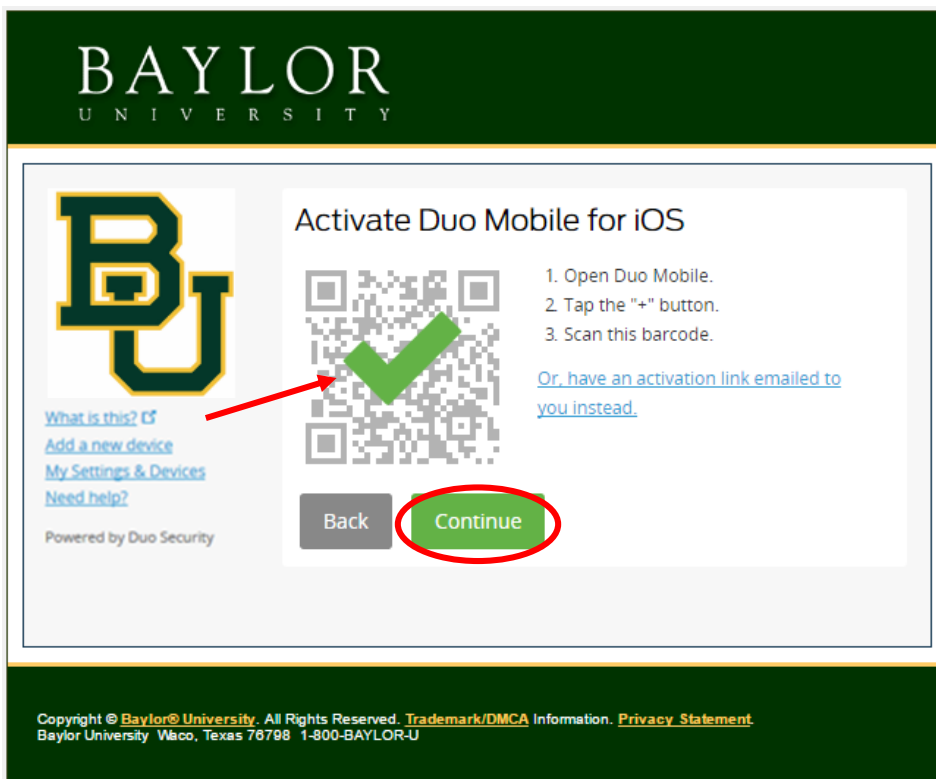
[What is this?](#) [Need help?](#)

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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.