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 any service protected by Duo (ex: BearWeb, Ignite, Canvas, Box, etc.), but not the Enrollment Portal as it does not allow phone call authentication any more. 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.
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.