



**TWO-FACTOR AUTHENTICATION
REPLACE A DEVICE (KEEP THE SAME
PHONE NUMBER)**

INFORMATION TECHNOLOGY
THE UNIVERSITY OF TEXAS AT TYLER

REPLACE YOUR MOBILE DEVICE WITH A NEW ONE – BUT KEEP THE SAME PHONE NUMBER

NOTES:

- When you replace your mobile device with a new one but keep the same phone number, you will need to reactivate Duo Mobile for two-factor authentication.
- You can easily add new devices right from the Duo authentication prompt.
- **You must complete these steps from an OFF-CAMPUS location.**

1. FROM OFF-CAMPUS LOCATION GO TO ANY OF THE FOLLOWING PAGE

- 2fa.uttyler.edu
- outlook.uttyler.edu
- one.uttyler.edu

2. LOGIN PAGE

- Enter your email address (i.e., jdoe@uttyler.edu) and the regular UT Tyler account password.



Faculty/Staff — Sign in with your UT Tyler account (e.g., someone@uttyler.edu)

Students — Sign in with your Patriots account (e.g., someone@patriots.uttyler.edu)

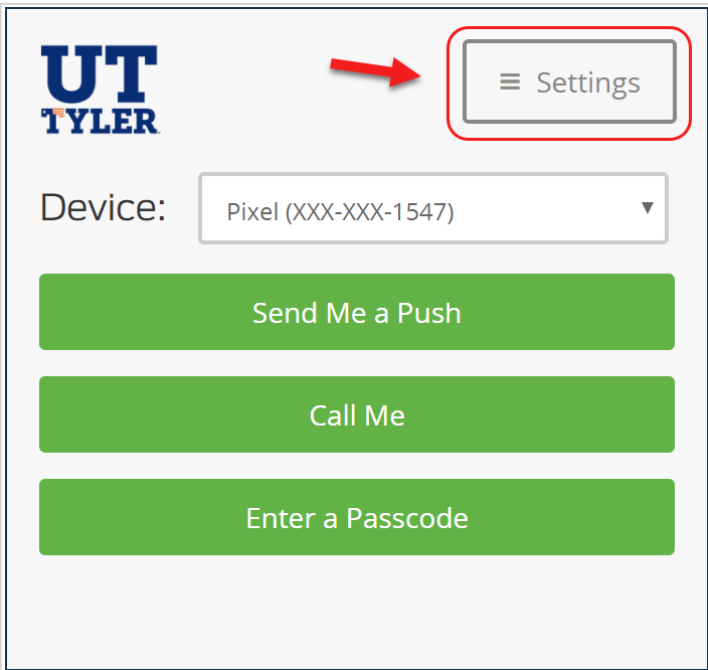
Sign in

Unauthorized use is prohibited.
Usage may be subject to security testing and monitoring.
Misuse is subject to criminal prosecution.
No expectation of privacy except as otherwise provided by applicable privacy laws.

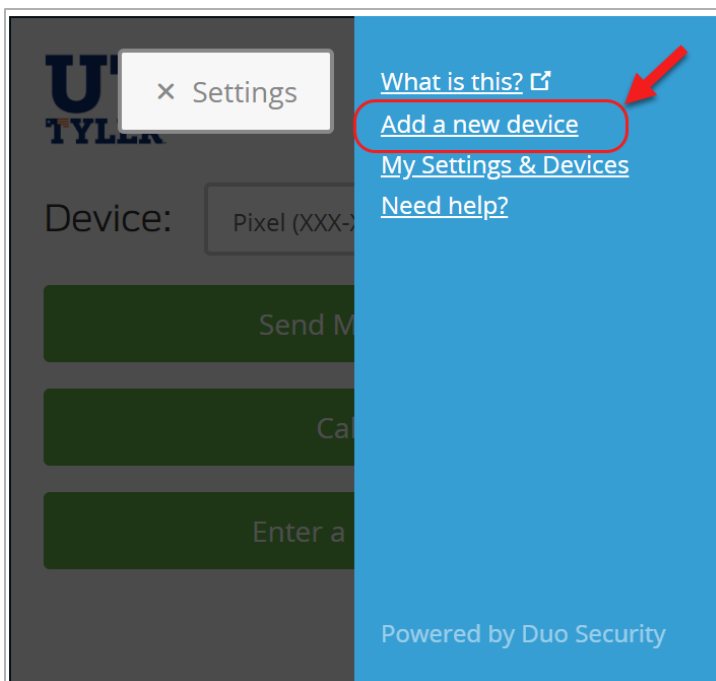
WARNING: Prevent unauthorized use! Completely exit your Web browser when you are finished.

3. CLICK ON SETTINGS TO VIEW MORE OPTIONS

- **DO NOT** click on **Send Me a Push**.
- You **MUST** click **Settings**.



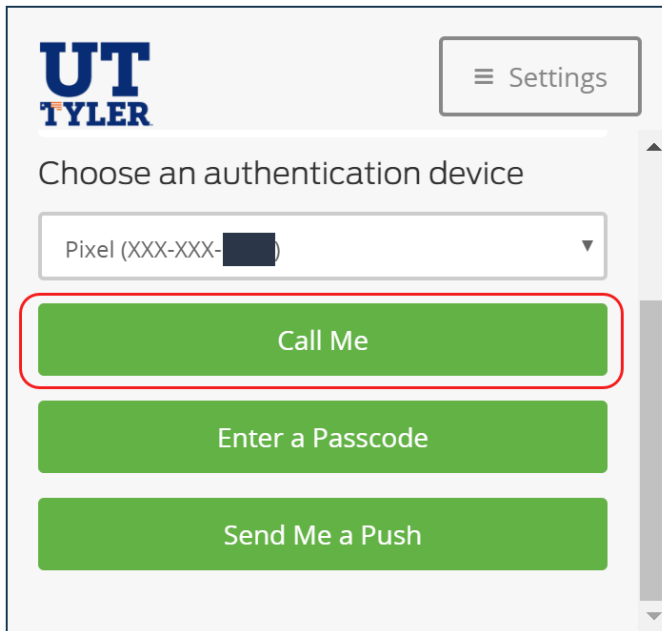
4. CHOOSE ADD A NEW DEVICE



5. AUTHENTICATE WITH DUO

Before you can continue, you will be asked to authenticate.

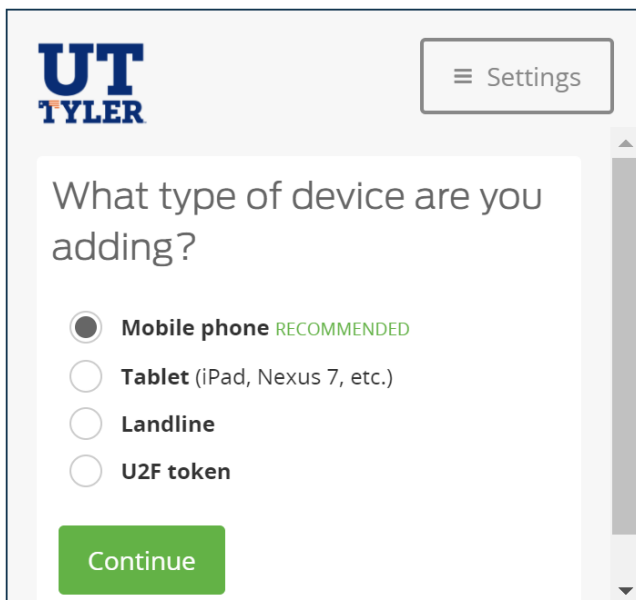
Since you are replacing a device, but you kept the same phone number, you must choose the option **Call Me**.



The screenshot shows the UT TYLER authentication interface. At the top left is the UT TYLER logo, and at the top right is a 'Settings' button. The main heading is 'Choose an authentication device'. Below this is a dropdown menu showing 'Pixel (XXX-XXX-███)'. Three green buttons are listed below: 'Call Me' (highlighted with a red border), 'Enter a Passcode', and 'Send Me a Push'.

6. CHOOSE THE TYPE OF DEVICE YOU ARE ADDING

- Select what type of device you are adding > Click **Continue**



The screenshot shows the UT TYLER interface asking 'What type of device are you adding?'. There are four radio button options: 'Mobile phone RECOMMENDED' (selected), 'Tablet (iPad, Nexus 7, etc.)', 'Landline', and 'U2F token'. A green 'Continue' button is at the bottom.

7. TYPE YOUR PHONE NUMBER

- Enter the phone number > Check the box to confirm the phone number is correct > Scroll down

UT TYLER

Settings

Enter your phone number

United States

+1 (903) [redacted] ✓

ex: (201) 234-5678

[redacted] Is this the correct number?

- Click **Continue**

UT TYLER

Settings

United States

+1 (903) [redacted] ✓

ex: (201) 234-5678

[redacted] Is this the correct number?

Back Continue

8. CHOOSE THE TYPE OF DEVICE

- Choose device type
- Click **Continue**

UT TYLER

Settings

What type of phone is 903-[redacted]?

iPhone

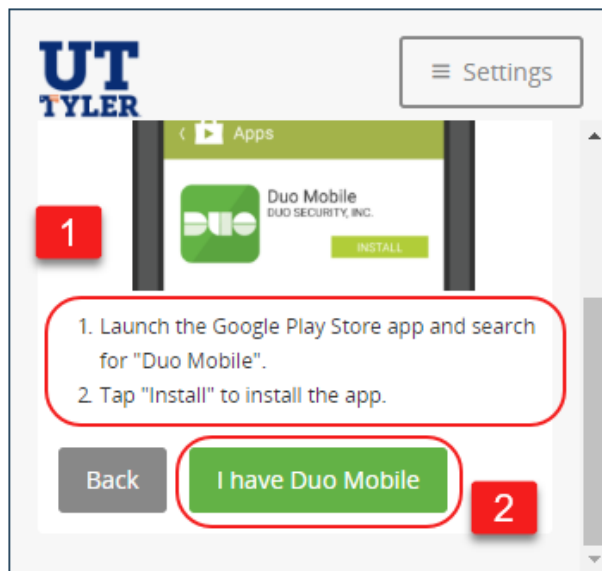
Android

Windows Phone

Other (and cell phones)

Back Continue

9. INSTALL DUO MOBILE ON YOUR SMARTPHONE OR TABLET



1. On your phone

- Launch the Google Play Store or Apple Store app on your phone
- Search for **Duo Mobile**
- Tap **Install** to install the app

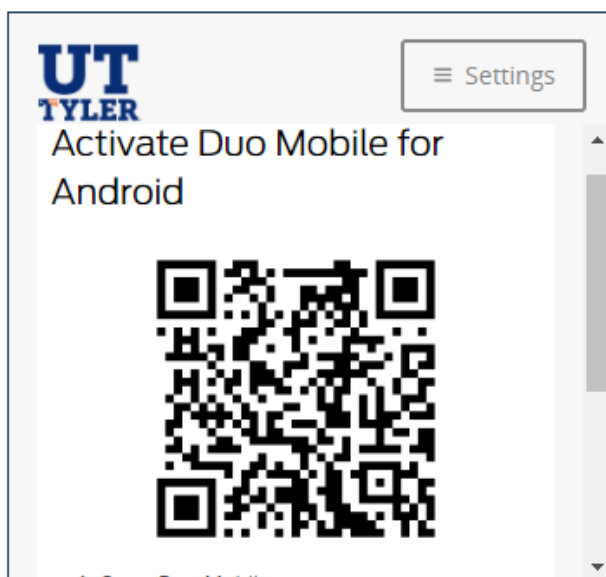
2. On the computer

- Click **I have Duo Mobile installed** to continue with the process

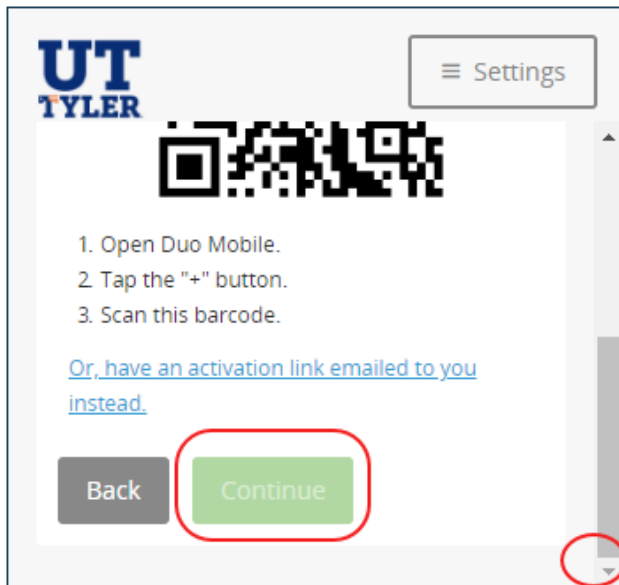
10. ACTIVATE DUO MOBILE

On the next screen, you will see a barcode. Scroll down to reveal more information. You will be informed to:

- Open **Duo Mobile** app on your mobile device
- Tap “Accept”
- Tap “Add Account” or the plus (+) button in the upper right
- With your mobile device scan the barcode on the computer screen to add the account to Duo Mobile.



- The **Continue** button becomes clickable after you scan the barcode and you get the green check mark.



11. DEVICE SUCCESSFULLY ADDED

Click **Continue to login** to proceed to the authentication prompt.