**UT TYLER**

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

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**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**.

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## 1. FROM OFF-CAMPUS LOCATION GO TO <u>ANY</u> OF THE FOLLOWING PAGE

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

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## 2. LOGIN PAGE

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



**UT TYLER**

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

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

| User name |
| Password |

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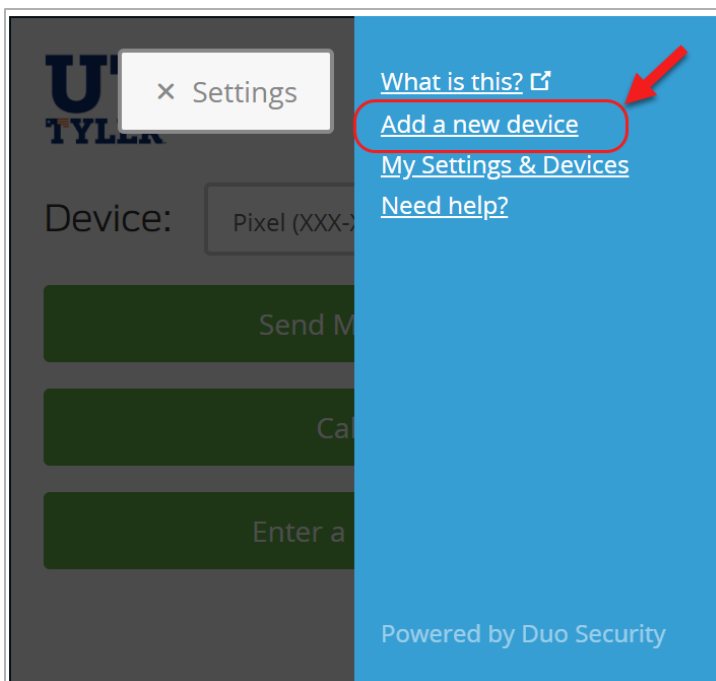
WARNING: Prevent unauthorized use! Completely exit your Web browser when you are finished.

## 3. CLICK ON SETTINGS TO VIEW MORE OPTIONS

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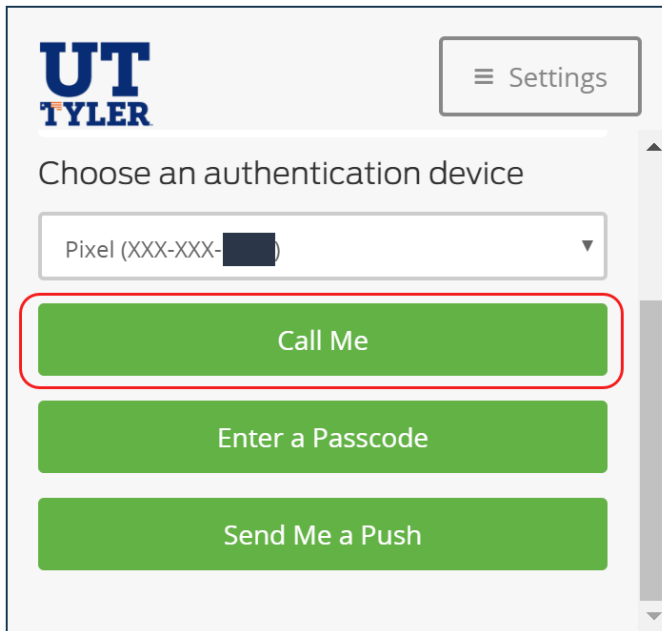- You **MUST** click **Settings**.
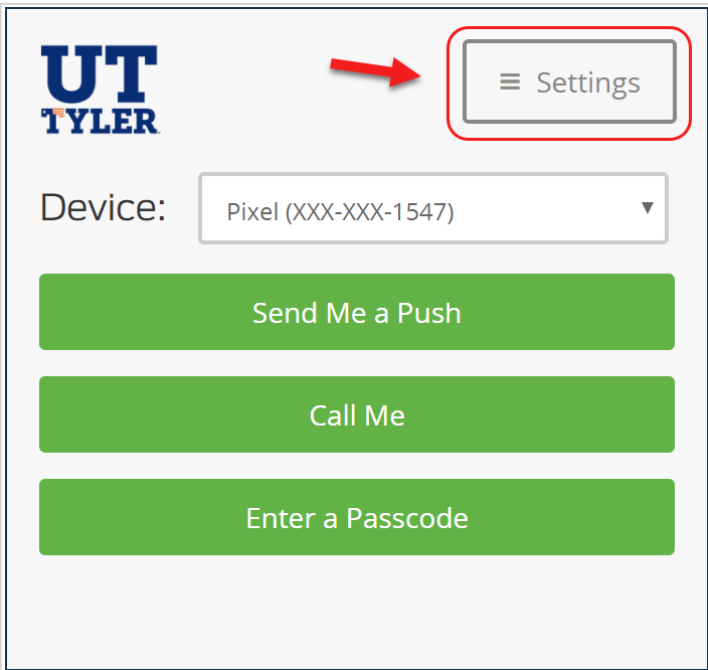


## 4. CHOOSE ADD A NEW DEVICE

## 5. AUTHENTICATE WITH DUO

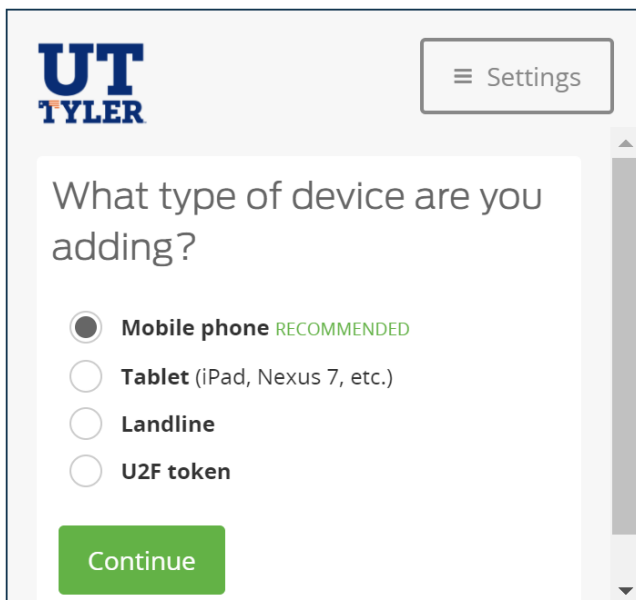Before you can continue, you will be asked to authenticate.

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



## 6. CHOOSE THE TYPE OF DEVICE YOU ARE ADDING

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

## 7. TYPE YOUR PHONE NUMBER

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



- Click **Continue**



## 8. CHOOSE THE TYPE OF DEVICE

- Choose device type
- Click **Continue**

## 9.  INSTALL DUO MOBILE ON YOUR SMARTPHONE OR TABLET
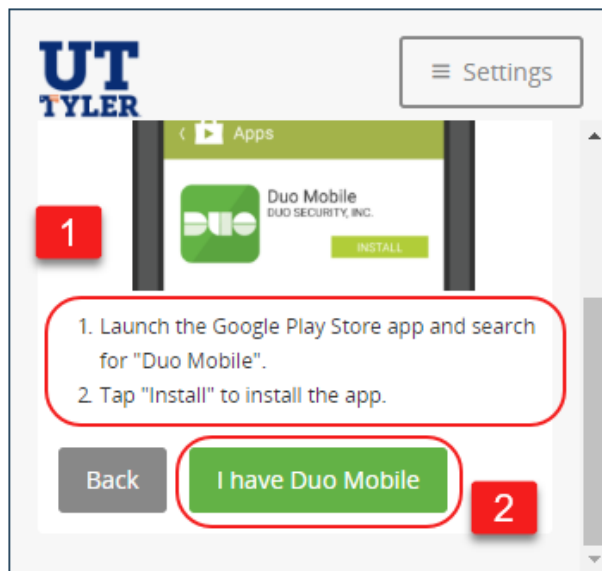


**1.  On your phone**

- 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 <u>your mobile device</u>
- 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.
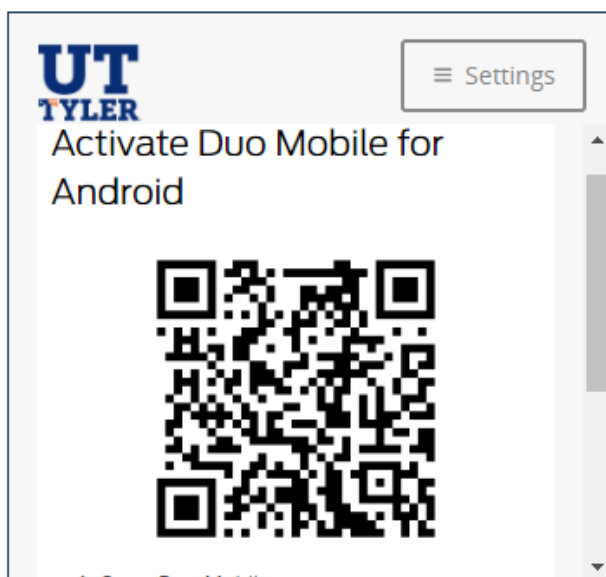
- The **Continue** button becomes clickable **after** you scan the barcode and you get the green check mark.
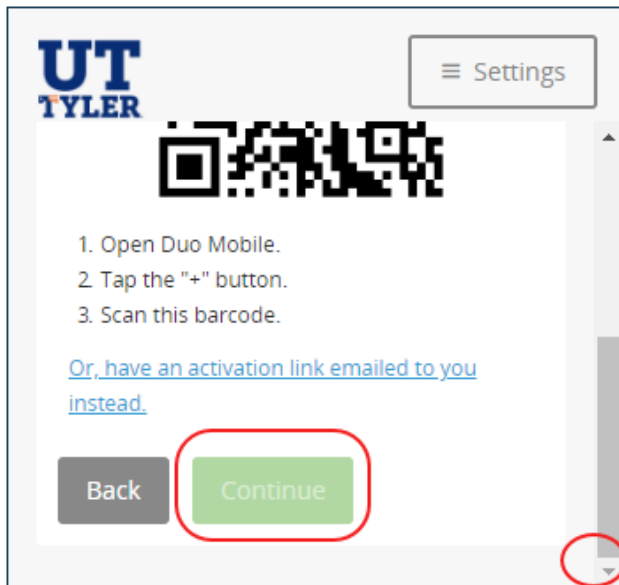


## 11. DEVICE SUCCESSFULLY ADDED

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