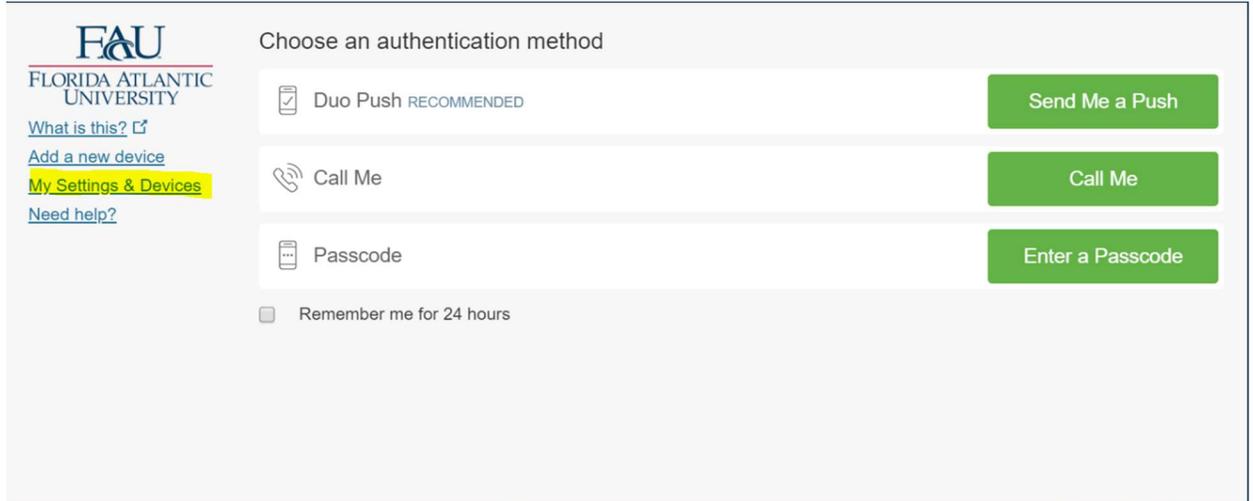


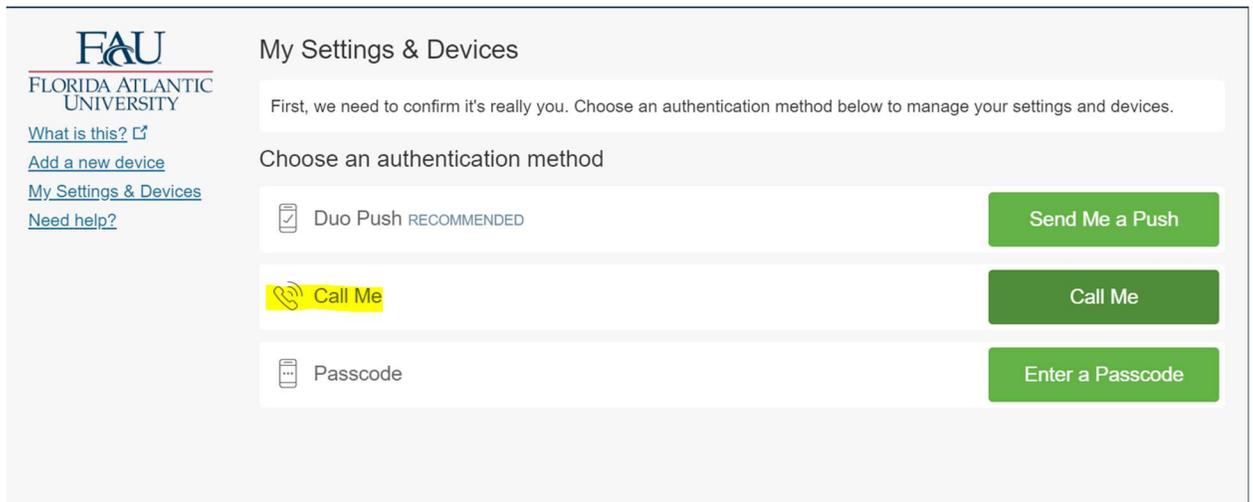
Reactivate Duo Mobile on a mobile phone

1. Access any protected page, such as MyFAU or Workday
2. Click **My Settings & Devices**



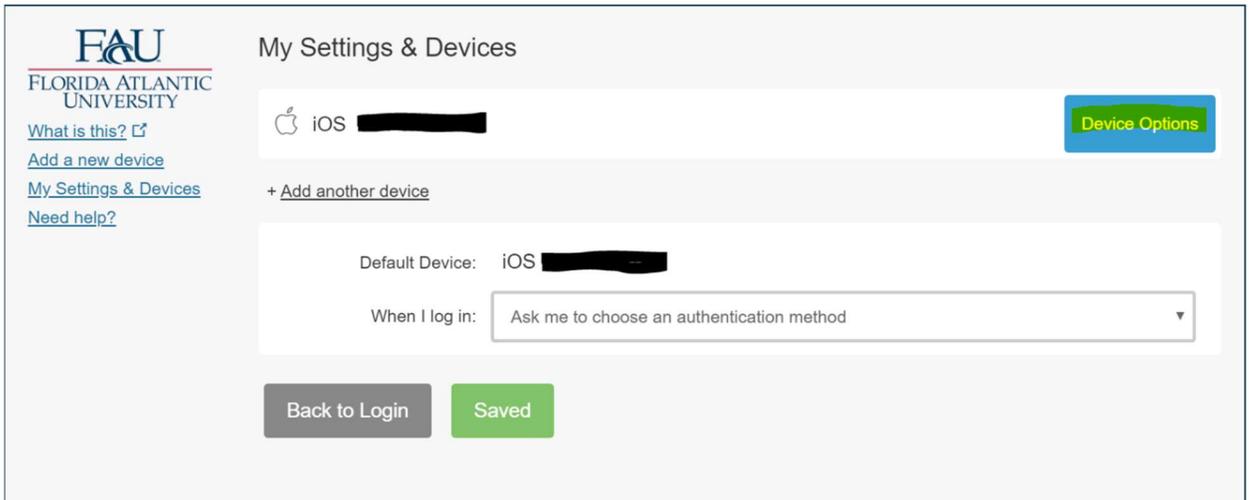
The screenshot shows the FAU login page with the 'My Settings & Devices' link highlighted in yellow. The main content area is titled 'Choose an authentication method' and lists three options: 'Duo Push RECOMMENDED' with a 'Send Me a Push' button, 'Call Me' with a 'Call Me' button, and 'Passcode' with an 'Enter a Passcode' button. There is also a checkbox for 'Remember me for 24 hours'.

3. Verify using an existing device and method

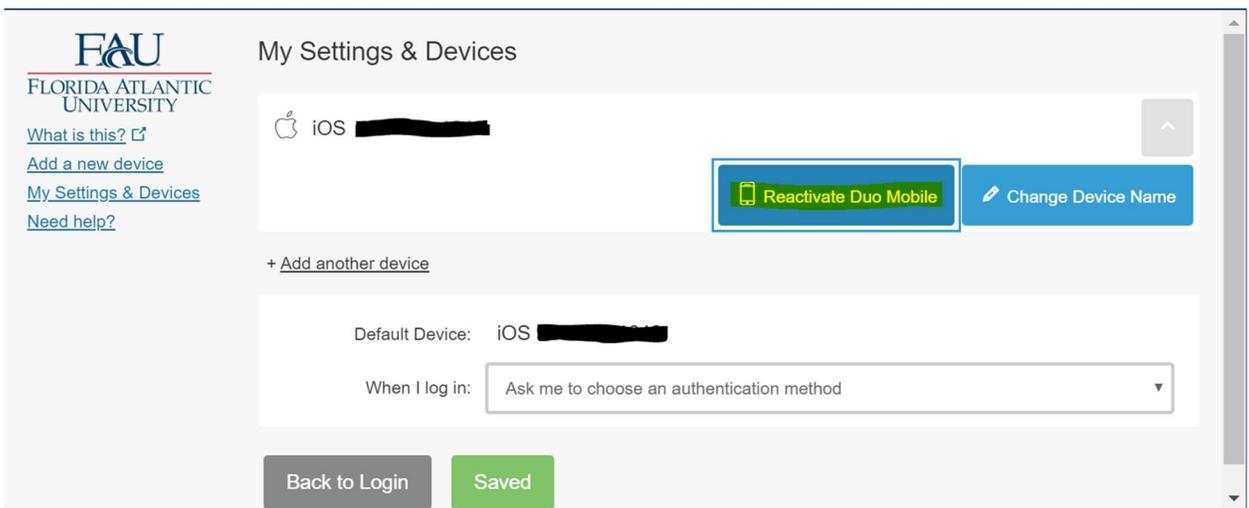


The screenshot shows the 'My Settings & Devices' page. A message states: 'First, we need to confirm it's really you. Choose an authentication method below to manage your settings and devices.' Below this, the 'Choose an authentication method' section is shown. The 'Call Me' option is highlighted in yellow, and its corresponding 'Call Me' button is also highlighted. The 'Duo Push RECOMMENDED' and 'Passcode' options are also visible with their respective buttons.

4. Scroll down and find the device you are reactivating and click **Device Options**

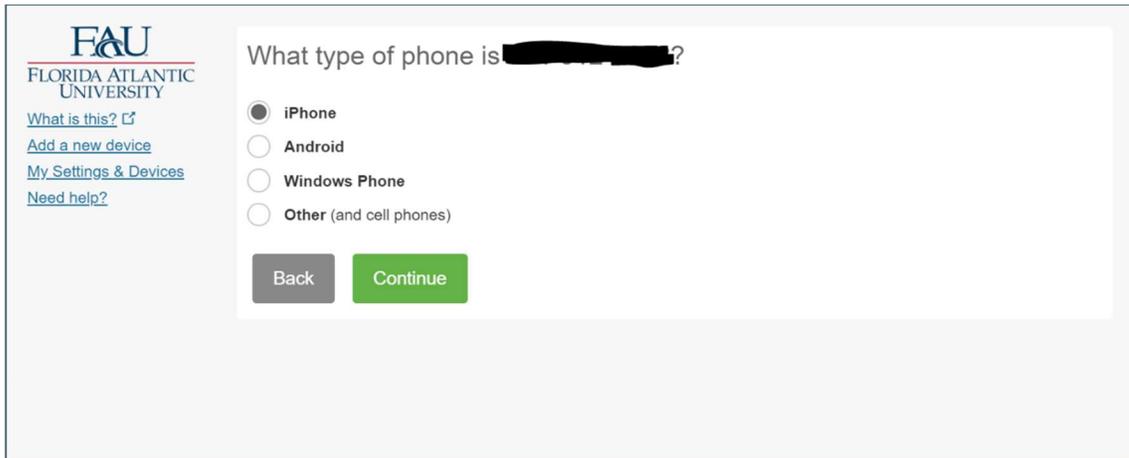


5. Click **Reactivate Duo Mobile**

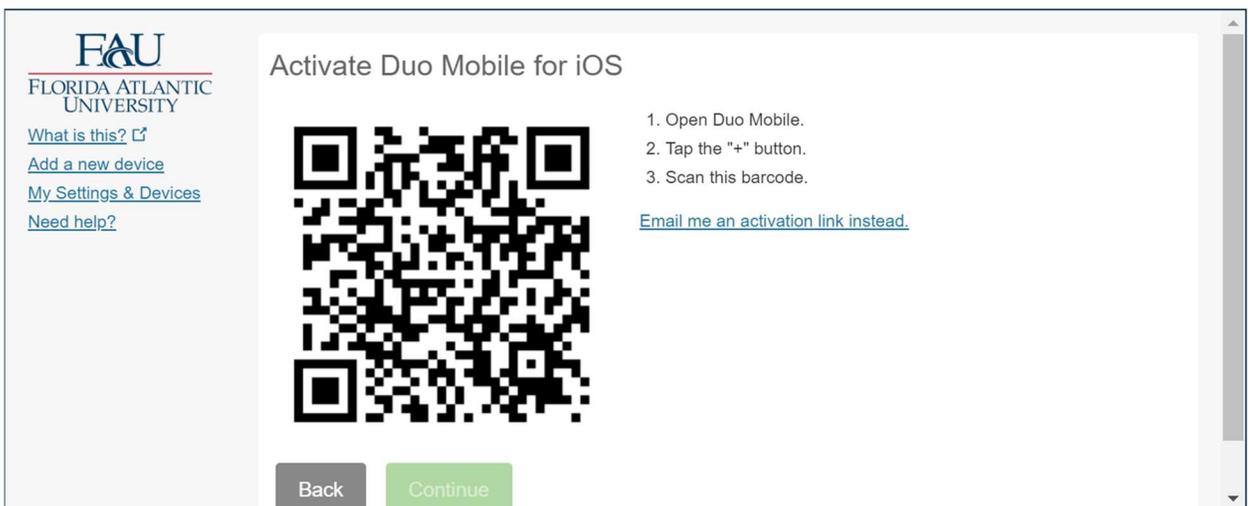


6. Select the type of device you have and click **Continue**

NOTE - Choosing **Other** will complete the setup and will not reactivate Duo Mobile



7. Open your phone's app store ([Apple App Store](#) or [Google Play Store](#)) and download and install the **Duo Mobile** app
8. Click **I have Duo Mobile installed**
(Screenshot is for iPhone only - your page will correspond to the device type you chose in step 6)



9. A barcode and set of instructions will appear. Open the Duo Mobile app and follow the instructions to activate Duo Mobile. If you are able to scan the barcode, you will be able to click **Continue** to finish activating Duo Mobile.
10. Duo Mobile will be activated