Washington University in St.Louis
INFORMATION TECHNOLOGY

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# Got a New Device but Kept the Same Phone Number?

Enroll your new device with the same phone number to your Duo Account. You'll need to get a one-time Duo bypass code from the Service Desk so that you can authenticate and complete the steps in the device manager.

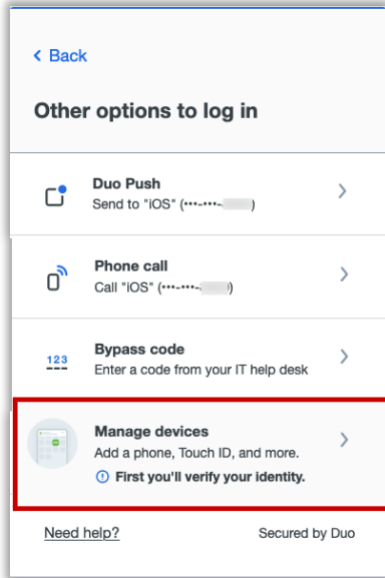## Follow the steps below to enroll your new device

1. Call the Service Desk **314-933-3333** to request a one-time Duo bypass code. You'll need to share your WUSTL ID (not password) with the tech assisting you.

2. Go to the 2FA Enrollment page: https://connect.wustl.edu/2fa/SECURE/Manage.aspx

3. Select the Sign Up/ Manage Enrollment button.

   Sign Up / Manage Enrollment

4. **DO NOT** complete the authentication at this time. Select **Other options**
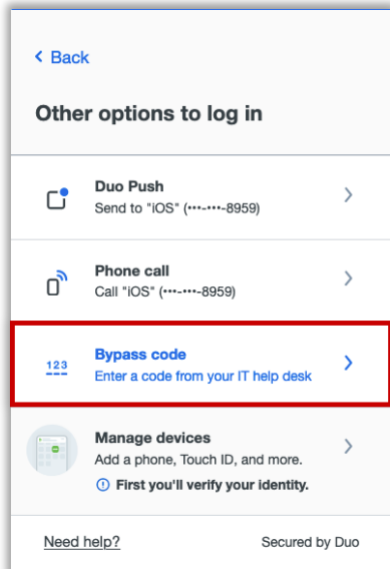
below the Call Phone button.
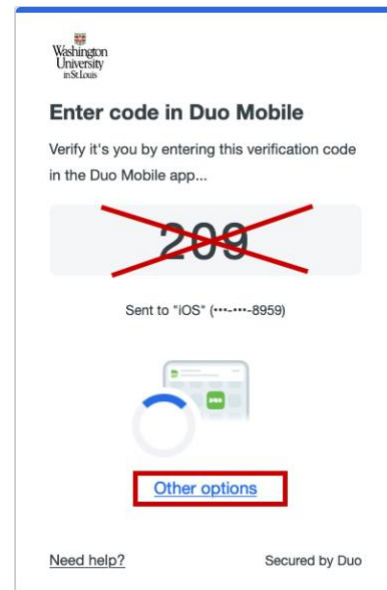
a. If you do complete the authentication, you will be caught in a loop and will need to request a new bypass code and then click the Manage Enrollment button again in step 2 to start over.
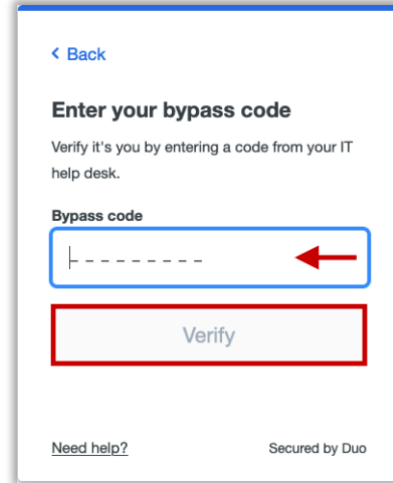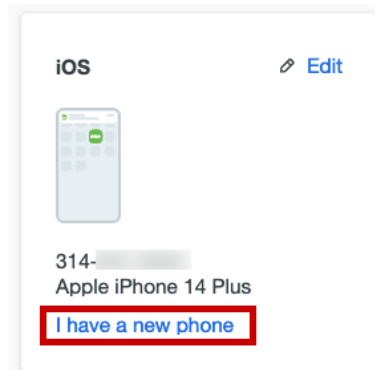
5. Select **Manage Devices**.

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Other options to log in

	Duo Push Send to "iOS" (•••-••••-___)	>
	Phone call Call "iOS" (•••-••••-___)	>
123	Bypass code Enter a code from your IT help desk	>
	Manage devices Add a phone, Touch ID, and more. ⓘ First you'll verify your identity.	>

Need help?   Secured by Duo

6. You will now be prompted to authenticate, select **Bypass code**.

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Other options to log in

	Duo Push Send to "iOS" (•••-••••-8959)	>
	Phone call Call "iOS" (•••-••••-8959)	>
123	**Bypass code** Enter a code from your IT help desk	>
	Manage devices Add a phone, Touch ID, and more. ⓘ First you'll verify your identity.	>

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7. Enter the supplied Bypass code and then select **Verify**.

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Enter your bypass code

Verify it's you by entering a code from your IT help desk.

Bypass code

| - - - - - - - - | ←

Verify

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8. Under the device registered to the phone number, select **I have a new phone**.

iOS   ✎ Edit

314-_____
Apple iPhone 14 Plus

I have a new phone

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9. On the 'Let's set up your phone window, select **Get started**.
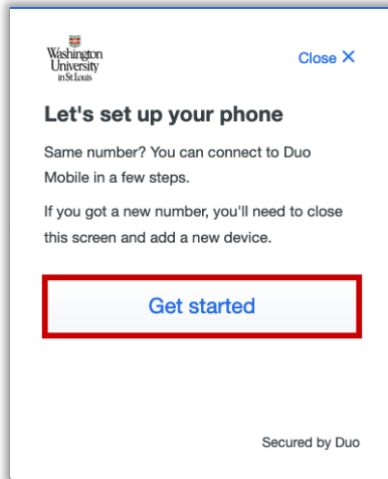
10. Download Duo Mobile app from the Google Play if it's an Android device or the App Store if it's an Apple device and then select **Next**.
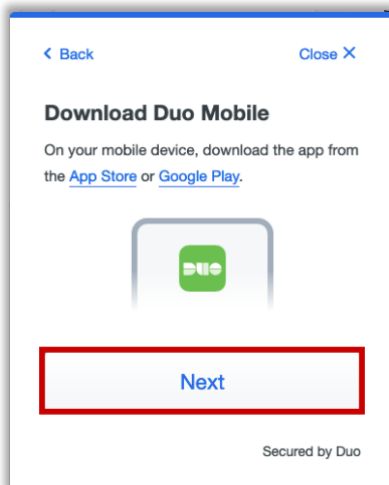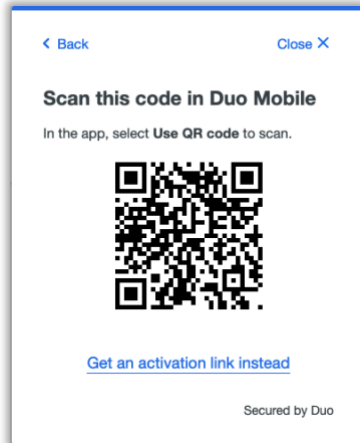

11. Once the Duo Mobile app is downloaded on the device, open the app and follow the instructions. The

following instructions may vary per device.

a. **The Apple steps should be similar (but may vary) to the following:**

   i. On the 'Duo Mobile would like to send you notifications' window, be sure to **Allow** notifications so that you can get the on-screen and/or audio notification when being prompted to complete an authentication. You may adjust these later in the device Settings under Notifications. Apple Notification Settings.

   ii. On the 'Accounts' window, tap the Add (or plus icon) to add a new account.

   iii. On the 'Add account' window, tap **Use QR code**.

   1. A request to use the camera may pop up, tap **OK**.

   iv. When the camera window appears, point the camera at the QR code on the

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computer screen. This will send the WUSTL information to your phone.

v. On the 'Organization' window, the default account name is 'WUSTL Key'. You may rename it or leave it as is then tap **Save**.

vi. On the 'Account Linked' screen, you may tap **practice now,** to experience some examples, or **Skip**.

b. **The Android steps should be similar (but may vary) to the following:**

i. On the 'Welcome' window, tap **Set up account.**

ii. On the 'Link your account' window, tap **Use a QR code.**

iii. When the camera opens, point it at the QR code on the computer screen. This should automatically send the WUSTL information to the device.
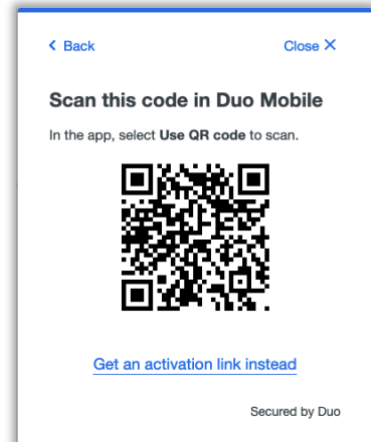
1. **Note**: if a notification pops up asking for permission to use the camera, tap **OK** or **Allow**.

iv. On the 'Name your account to continue' window, tap **Next.**

v. On the 'Name Account' window, the default account name is 'WUSTL Key'. You may rename it or leave it as is then tap **Save**.

vi. On the 'Account Linked' screen, you may tap

practice now, to experience some examples, or **Skip**.

vii. **Note**: Be sure to visit your device settings to allow notifications from Duo Mobile. [Android Notification Instructions](#)

12. Your WashU 2FA setup is now complete.