Washington University in St. Louis
INFORMATION TECHNOLOGY

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Got a New Device with a New Phone Number?

Enroll your new device and phone number to your Duo Account, and then remove your unused one. 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](#).

3. Select the **Manage Enrollment** button.

4. **DO NOT** complete the authentication at this time. Select **Other options.**
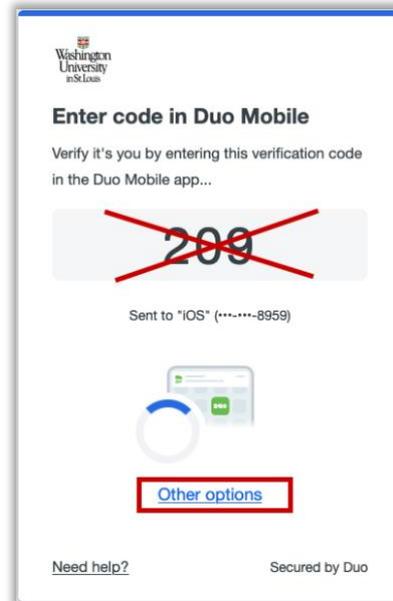

   a. If you do complete the authentication, you will be caught in a loop and will need to request a new bypass code and then click the Manage Enrollment button again in step 3 to start over.

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5. Select **Manage Devices**.
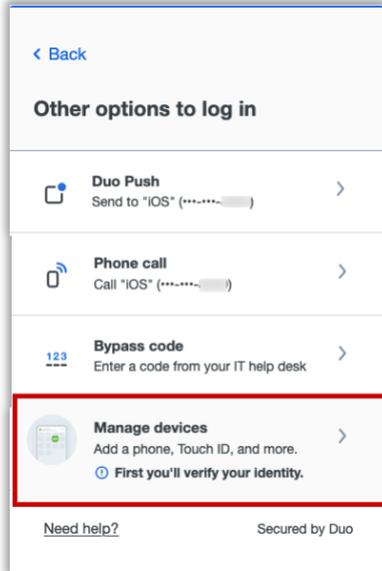
6. You will now be prompted to authenticate, select **Bypass code**.
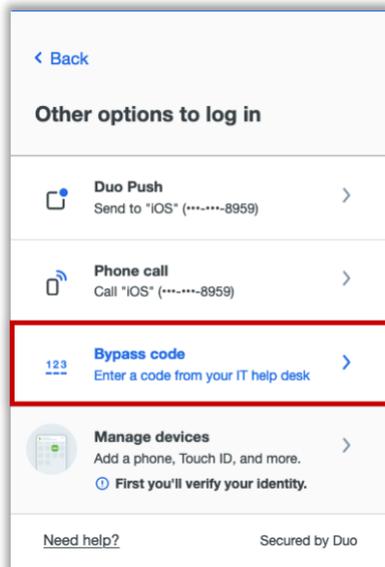
7. Enter the supplied Bypass code and then select **Verify**.
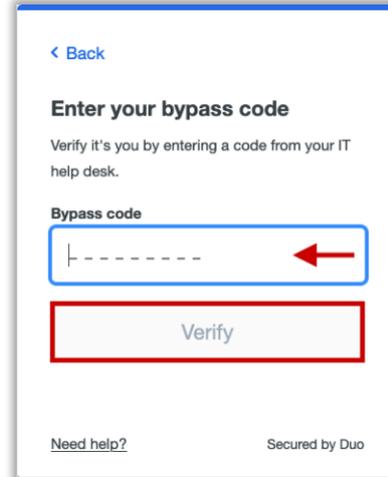
8. Select the **Add a device** tile.

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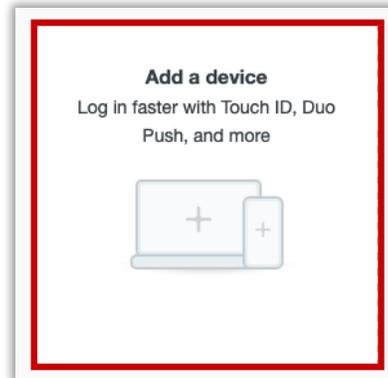
9. The 'Select an Option' window will show, select **Duo Mobile.**
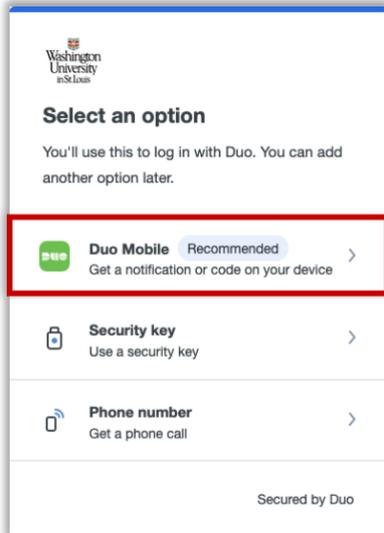
10. The 'Enter your phone number' window will show, enter your phone number formatted as XXX-XXX-XXXX, then select **Add phone number**.
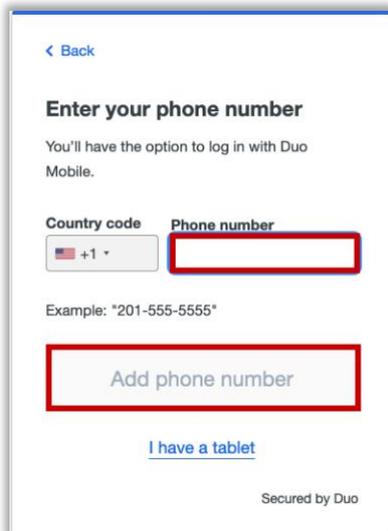
11. The 'Is this correct?' window will show, verify the number is correct, and then select **Yes, it's correct**.
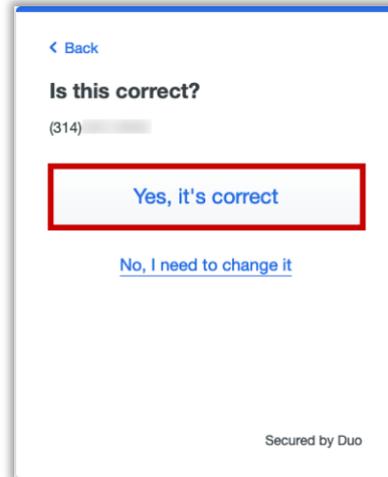
a. If you need to make a change, select the link **No, I need to change it**, make the necessary edits and repeat step 6 & 7.

12. 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

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then select **Next**.
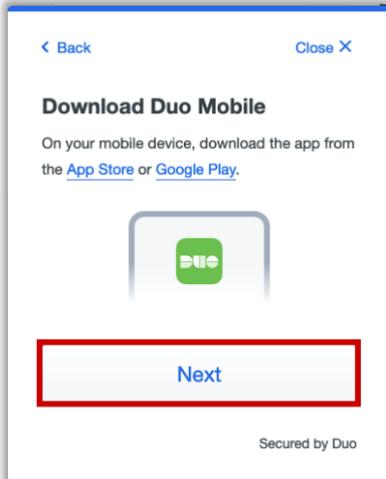
13. Once the Duo Mobile app is downloaded on the device, open the app and follow the instructions. The following instructions may vary per device.

   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 computer screen. This will send the WUSTL information to your phone.
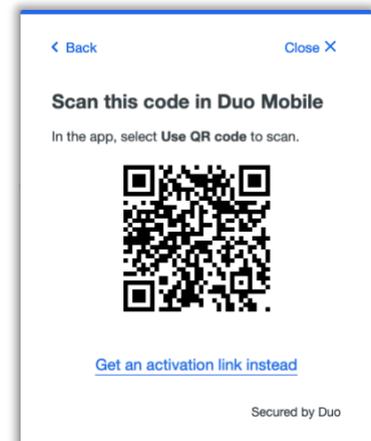
   v. On the 'Organization' window, the default account name is 'WUSTL Key'. You may rename it or leave it as is then tap **Save**.

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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.

Scan this code in Duo Mobile
In the app, select **Use QR code** to scan.

Get an activation link instead

Secured by Duo
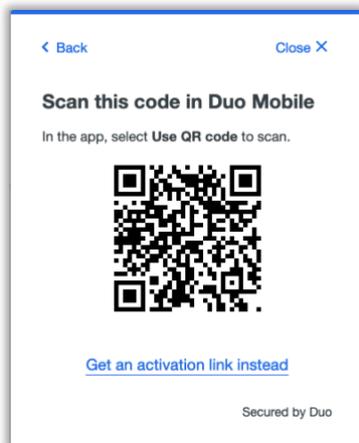
1. **Note**: if a notification pops up asking for

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

14. Finally, delete the unused device from your account. On the computer window, in the tile of the unused device, select **Edit** then **Delete**.

Generic Smartphone ✎ Edit
Rename
Delete
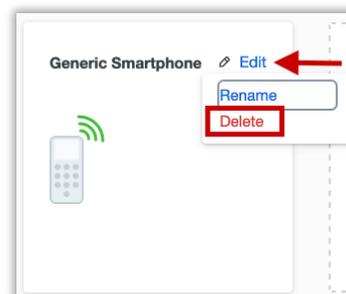
15. In the confirmation window; select the button to delete the unused device.
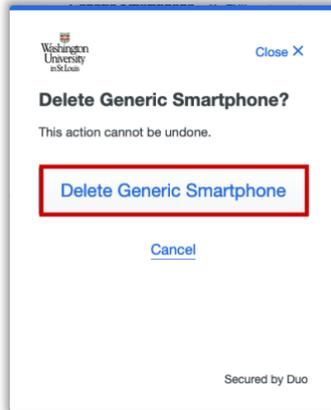
16. Confirm the tile with the unused device is no longer visible.