How does changing a phone, number, or SIM card affect Duo Mobile?

Changing Phone
Since Duo Mobile is tied to a specific device’s hardware security module (HSM), you will need to reinstall and reactivate Duo Mobile on the new phone. Once you have the Duo Mobile app installed go to the Duo Device Portal. Using one of your other configured verification methods complete the login process, then click on your device and select "Reactivate Duo Mobile".

Changing Phone Number
If you still have Duo Mobile installed and the ability to authenticate via push or a passcode, follow the procedure for adding a new device in the Duo Prompt. If you haven’t deleted your previous device from Duo since your number changed and you restored Duo Mobile on a new device, you will still be able to receive a push as Duo Push is not tied to the phone number.

If you do not have any means of authenticating, contact the ITS Service Desk. Please note that if you were to try to authenticate via SMS passcode or phone callback at this time, Duo would contact your old number. We recommend deleting the old device as soon as possible.

Changing SIM Card
You will not need to reactivate Duo Mobile after switching SIM cards because the app is tied the device’s hardware security module (HSM). If changing the SIM card also required your phone number to change, see above.

Need more help? Contact the ITS Service Desk.