Add a New Smartphone (with New Phone Number) to Your Duo Account

Install the Duo Mobile App

Complete on your Smartphone

1. Launch the App Store on your device.
2. Install Duo Mobile App by following your device’s instructions.

Register Your Device with Duo

Complete on the Computer

1. Navigate to the web page Manage Your UMHS IT User Profile.
2. Click Security Settings at the top of your User Profile.
3. Click U-M Duo Settings drop-down.
   - The automatic testing feature may need to be cleared before proceeding to the device management area. Click Cancel at the bottom of the Duo account window to stop the automatic testing feature.
4. Click the My Settings & Devices link in the list on the left.
5. Select an authentication option to confirm your identity with Duo.
   A. Select Enter a passcode.
      - Retrieve a passcode from the Duo Mobile App. or the text message authentication option, enter passcode in Duo window, and click log in.
   B. Select Send me a push
      - Open the notification request and select approve on your device.
6. Select Mobile phone and click Continue.
7. Enter your phone number with area code.
8. Verify the number is correct then click the check box.
9. Click Continue.
10. Select Device Type and click Continue.
11. Click I have Duo Mobile installed.

Activate Duo Mobile

Complete on your Smartphone

1. Open the Duo Mobile App.
2. Tap the + symbol near the top of the screen.
   - If using a Blackberry, you will not use a barcode scanner. Instead, enter your email address as prompted on the screen and click Send Email. Using your phone, open the email message and click the activation link.
3. Point the camera toward the barcode on the computer screen. The app will capture the code and a green check mark will appear on your computer’s monitor indicating completion.
4. Select Continue.
Configure Your Duo Account Settings

**Complete on the Computer**

1. Click the **Device Options** button next to the device you want to select.
2. Click the **When I log in** drop-down window and indicate if you want that device to receive a **Duo push** or a **phone call**.
3. Click **Save**.
4. Click **Continue to Login** if you want to test the configuration you just set up.

**Re-Verify Your Device is Now Connected to the Service**

**Complete on the Computer**

1. Press **F5** to refresh the page.
2. Click the **U-M Duo Settings** drop-down.

3. Authenticate by either:
   
   **A.** Tapping **Approve** on your device (if you chose **Duo Push** during configuration), OR
   
   **B.** Answering the call to your phone (if you chose **Phone Call** during configuration) and following the prompts.

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Automated testing continues until you click **Cancel**.
Reset Your UMHS Global Default Override

Some services currently cannot read the current authentication options selected during the Duo Enrollment process. When a service cannot read the option/device you selected, your default is set to the Duo Mobile Push option. To override this UMHS global setting, it requires you to complete a global setting override here on your profile page.

1. Select the **UMHS Global Default Override**.
   
   **A.** Select the **phone call** radio button if you registered a basic cell phone or land line with Duo, or if you registered a smart phone and are wanting to use the phone call option as your primary/default option.

   **B.** Select the **duo push** radio button if you registered or changed to a smart device and are wanting to use the Duo Push option, this will bypass/remove the **UMHS Global Default Override** in the system.