Reactivate the Smartphone in Your Duo Account

Used for registered smartphone that are upgraded to a new operating system or when you get new smartphone, yet retain the same phone number.

Re-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.

Re-Activate Duo Mobile

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. Click Device Options next to device you need to reactivate.

7. Click Reactivate Duo Mobile.

8. Select Device Type and click Continue.

9. Click I have Duo Mobile installed.

Complete on your Device

1. Open the Duo Mobile App.
2. Tap the + symbol near the top of the screen.
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.
Re-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 Duo 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.

Automated testing continues until you click **Cancel**.
Re-Configure 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 landline 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.