### Instructions for Enrolling a New Device with the Same Number

This quick guide applies to anyone that has a new phone with the same phone number (i.e. you upgraded your phone or you are replacing a lost or stolen phone). This guide explains how to install the DUO mobile app in order to receive DUO “Push” notifications – the simplest and quickest way to authenticate.

<table>
<thead>
<tr>
<th>Step</th>
<th>Action/Result</th>
<th>Screen Shot</th>
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| 1    | After logging in to Central Authentication Service (CAS), YaleConnect or VPN via the browser, the Duo second factor screen displays.  
- Choose the appropriate device that you want to use for authentication in the **Device** field. **Note:** You can receive a phone call or SMS text message to your new phone (with the same phone number), but not the DUO Push notification.  
- Select the authentication type. Then click on the “Manage Devices” button.  
- Clicking the Manage devices button prompts the user to authenticate, then displays the Enrolled Devices page. | ![Screen Shot](image1.png) |
| 2    | To link DUO to your new device with the same, previously registered number:  
- Click the Actions button next to the number you are activating.  
- Select Activate DUO mobile  
- Choose the platform on which your device runs, and click “Continue”. | ![Screen Shot](image2.png) |
| 3    | Depending on your backup settings, the DUO mobile app may already be on your phone.  
*If you already have DUO mobile installed – check the “I have Duo Mobile Installed” box and click continue.*  
*To Install the Duo Mobile app on your new phone:* Follow the directions on the DUO Mobile screen. Once you have completed the installation, check the “I have Duo Mobile Installed” box and click continue. | ![Screen Shot](image3.png) |
Activate Duo Mobile - Activating the application will link it to your account so you can use it for authentication. On iPhone, Android, Windows Phone, and BlackBerry 10, activate Duo Mobile by scanning the barcode with then built-in barcode scanner. The "Continue" button will be clickable after you scan the barcode. Can’t scan the barcode? Click the link and then follow the instructions.

Enrollment Complete! DUO Mobile is now activated and you can receive PUSH notifications on your new device.

If you have not already done so, click "Enroll another device" to add another device (backup phone, etc.), or click "I’m done enrolling devices" to continue to the authentication prompt. The recommendation is that you enroll at least two devices.