Duo - Phone Replacement

If you have replaced your phone, you can update Duo with the new device using the following instructions (please note, this only works if using the same phone number):

- Login to Workday
- When prompted with Duo, click on Settings
- In Settings pane, click on My Settings & Devices
- Duo will prompt you to authenticate: do this by selecting Call Me using your cell phone number. (You cannot use Push until you have activated your new device with Duo)
- You will receive an automated call from Duo, press any number to approve
- After you have authenticated you will see the devices configured on your account
- Select Reactivate Duo Mobile
- Next, follow the on-screen instructions to install Duo Mobile and Activate on your new phone
- You can now use the Send Me a Push option to login using your new phone