

# Business and Financial Services Documentation

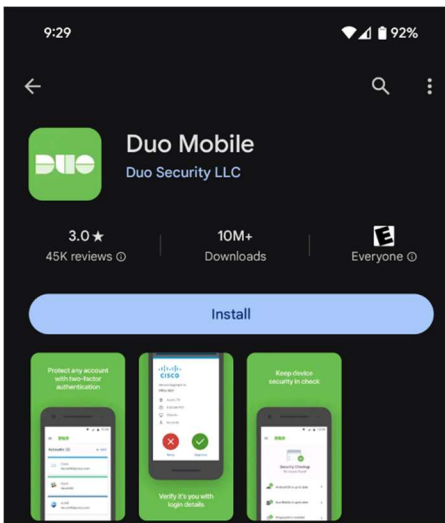
## Duo Mobile App – New Phone Smart Phone

12/12/2023

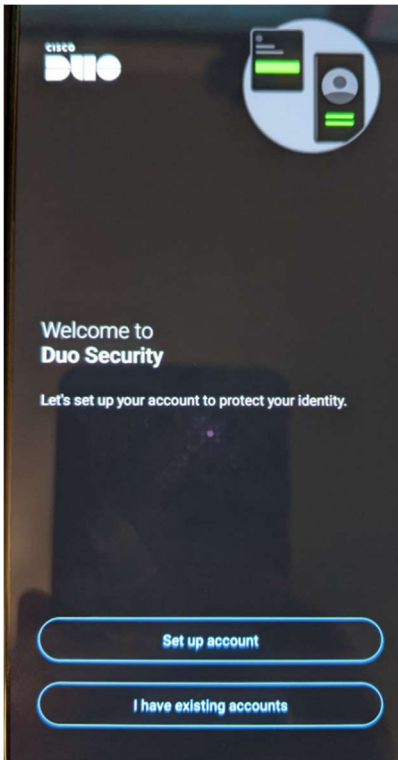
---

For anyone that has Duo Mobile App setup on their smart phone and needs to replace their smart phone due to an upgrade or to replace one that was lost or damaged, please follow these quick steps to activate Duo Mobile App again.

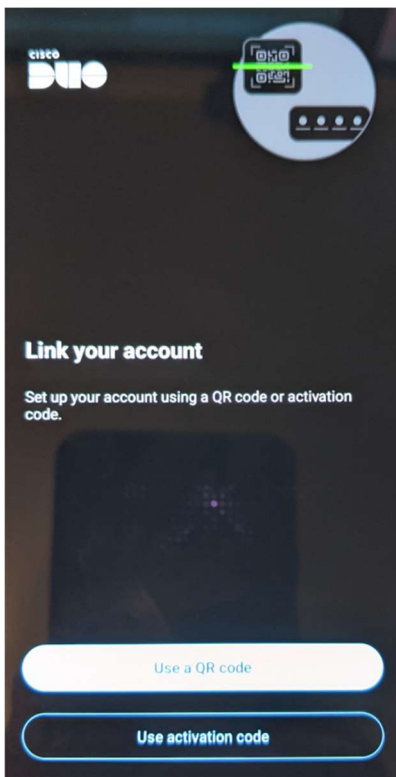
The first step that needs to be taken is to download and install the **Duo Mobile app** on your new smart phone. You can find this in the Play Store (Google phones) or the App Store (iPhones) and it should look like this (and yes, it has a low rating).



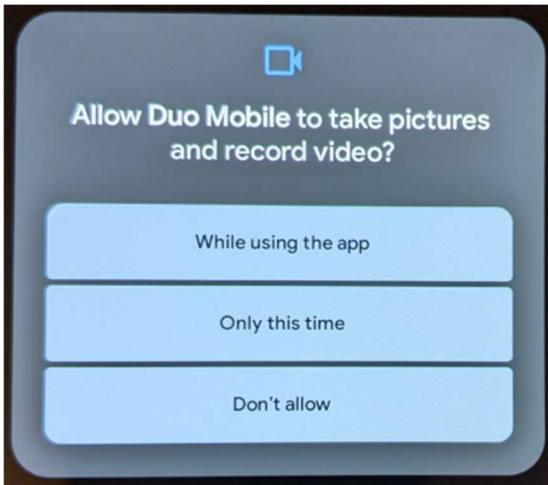
Open the Duo app and you should see a Welcome screen, touch the **Setup account** button.



Touch **Use a QR code** button.



If you are prompted about letting Duo take pictures and record video, touch the **Only this time** button.



Once you have the **Duo Mobile app** downloaded and setup to the point of scanning for the QR code, navigate to this site on your computer.

<https://netid.colostate.edu/>


At the top of the page, hover over **View/Update** and click on **Two-Factor Authentication (Duo)**



Select **CSU Fort Collins Login**


# Select Campus

Select your campus to log in.



**COLORADO STATE UNIVERSITY**  
**PUEBLO**

**CSU-Pueblo Login**




**COLORADO STATE**  
**UNIVERSITY**

**CSU Fort Collins Login**

If prompted, sign in with your NetID username and password. You should now be prompted to use Duo. Normally during this part of the Duo Authentication, selecting Send Me a Push would work, but with the new phone, this will not receive the push. Instead, click on **Call Me** and wait for the call (please note, this is only if you kept your same number for your new phone). Once you get the call, answer it, and push the # key on your phone to accept the Duo authentication.

# Login: Duo






**CSU SYSTEM**  
COLORADO STATE UNIVERSITY

[What is this? ↗](#)  
[Add a new device](#)  
[My Settings & Devices](#)  
[Need help?](#)

Secured by Duo

Device:

Choose an authentication method

 Duo Push <b>RECOMMENDED</b>	<b>Send Me a Push</b>
 Call Me	<b>Call Me</b>
 Passcode	<b>Enter a Passcode</b>

You should now see your currently registered device(s). Find your old phone in the list and click the **Delete** button on the right-hand side.

## Two-Factor Authentication (Duo)

**i** New to Duo Mobile? See [set up](#) and other links below for important instructions and information about

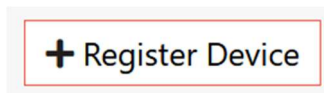
### Duo Account

<b>Status</b>	active
<b>Created</b>	2018-03-11 13:16:11
<b>Last Login</b>	2023-12-11 09:32:45

### Registered Devices

Device Name	Number	Extension	Platform	Activated	Action
Chris' Phone			Google Android	True	<a href="#">reactivate</a> <a href="#">delete</a> <a href="#">modify</a>

Once the device(s) has been deleted, click on the **Register Device** button.



Fill out the information for your new phone and click the **Save** button.

\*Note – The **Device Name** can be any name you wish, the **Phone Number** cannot have spaces in it but must be your cell phone number, **Type** must be **DUO mobile app**, and the **Platform** is your best guess as to what type of phone you have. Please note, even if the wrong platform is picked, it will correct it on the next screen.

## Two-Factor Authentication (Duo)

**i** New to Duo Mobile? See [set up](#) and other links below for important instructions and infor

### Register Device

<b>Device Name</b>	<input type="text" value="Chris' Phone"/>
<b>Phone Number</b>	<input type="text"/> example: 9494917276 or +33140205050 (no spaces)
<b>Extension</b>	<input type="text"/>
<b>Type</b>	DUO mobile app <input type="button" value="v"/>
<b>Platform</b>	Google Android <input type="button" value="v"/>

[Save](#) [Cancel](#)

You should now see a **QR** code on your monitor. At this time, point your camera from your new phone (it should still be in the Duo Mobile app) at the QR code on your monitor and NOT at the QR code in the screenshot below and it will register Duo on your Duo Mobile App. Click the Return link just below the QR code.

## Two-Factor Authentication (Duo)

[New to Duo Mobile?](#) See [set up](#) and other links below for important instructions and information about two-factor authentication.

### Two-Factor Device Activation

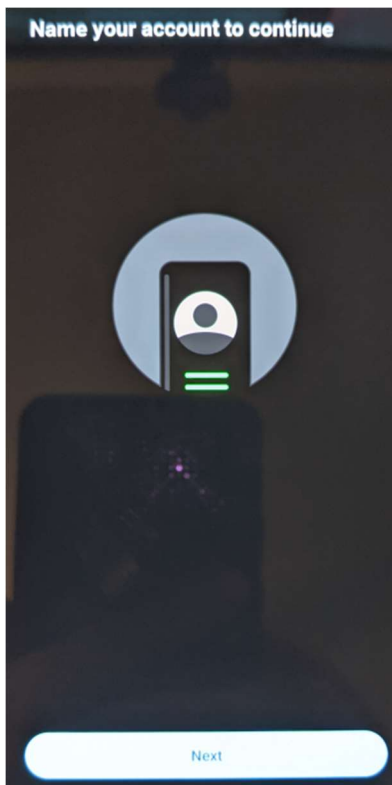
Device Name	Number	Platform
Chris' Phone		Google Android

Once created, devices need to be linked to your account. Launch the Duo Mobile App on your device, click the "+" icon at the top right, then scan the image below.

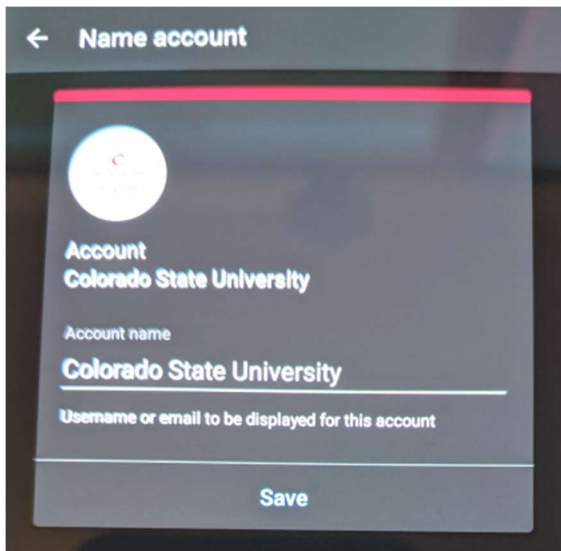


[Return](#)

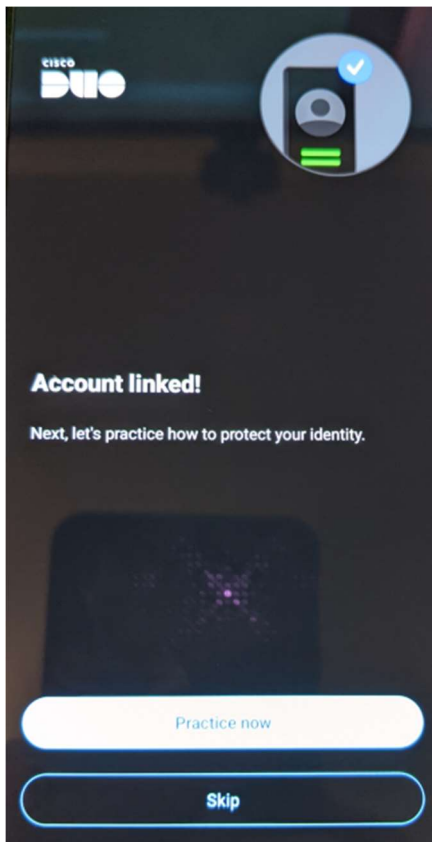
Back on your phone, touch the **Next** button.



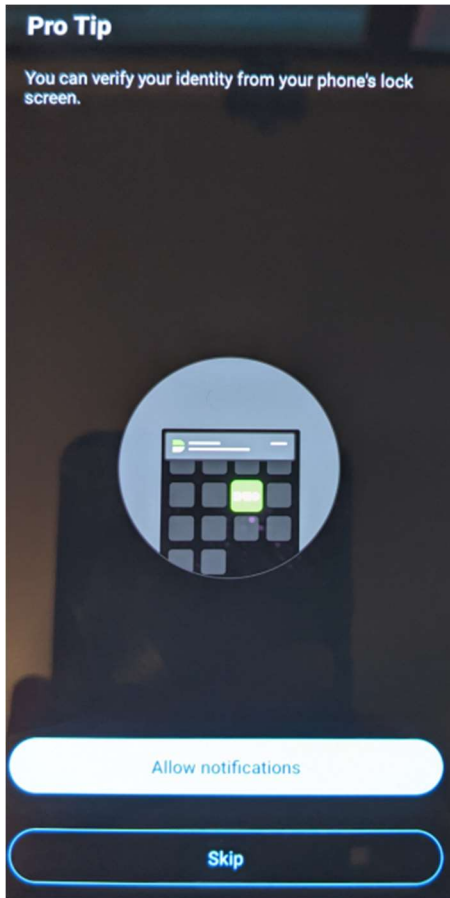
Leave the name as its default and touch the **Save** button.



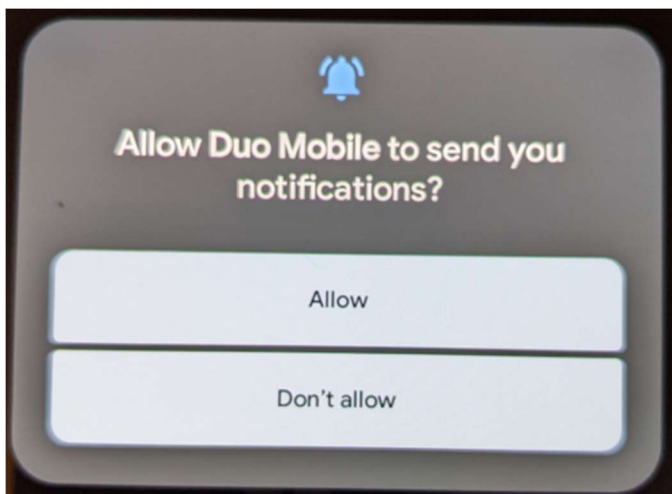
On the next screen, touch the **Skip** button.



On the Pro Tip screen, touch the **Allow notifications** button.

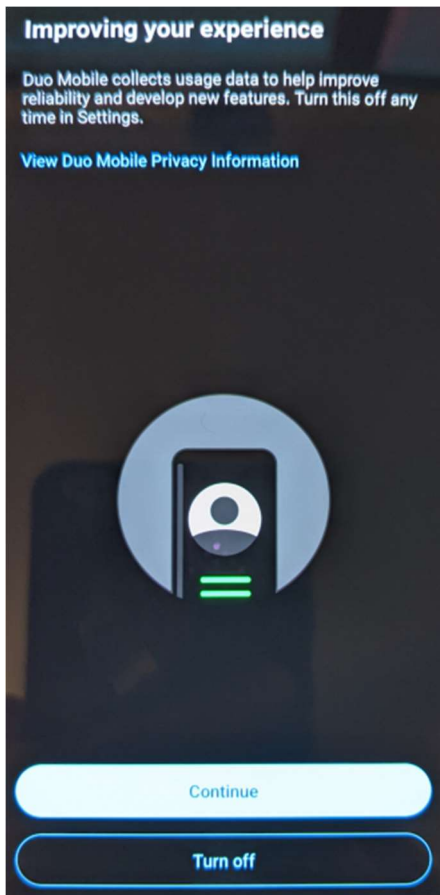


If prompted, touch the **Allow** button to grant permissions for Duo to send notifications to your phone.

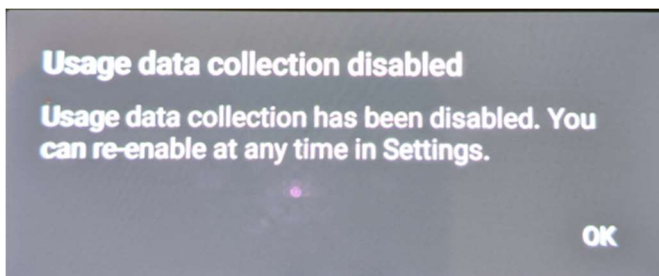




On the Improving your experience, touch the **Turn off** button.



You may get a notification that Usage data collection disabled, touch the **OK** button.



On the Almost there screen, touch the **OK** button.



Your screen should now display the Colorado State University account. If you are prompted to setup backups, just touch **No thanks**. Your new phone should now work with Duo.

