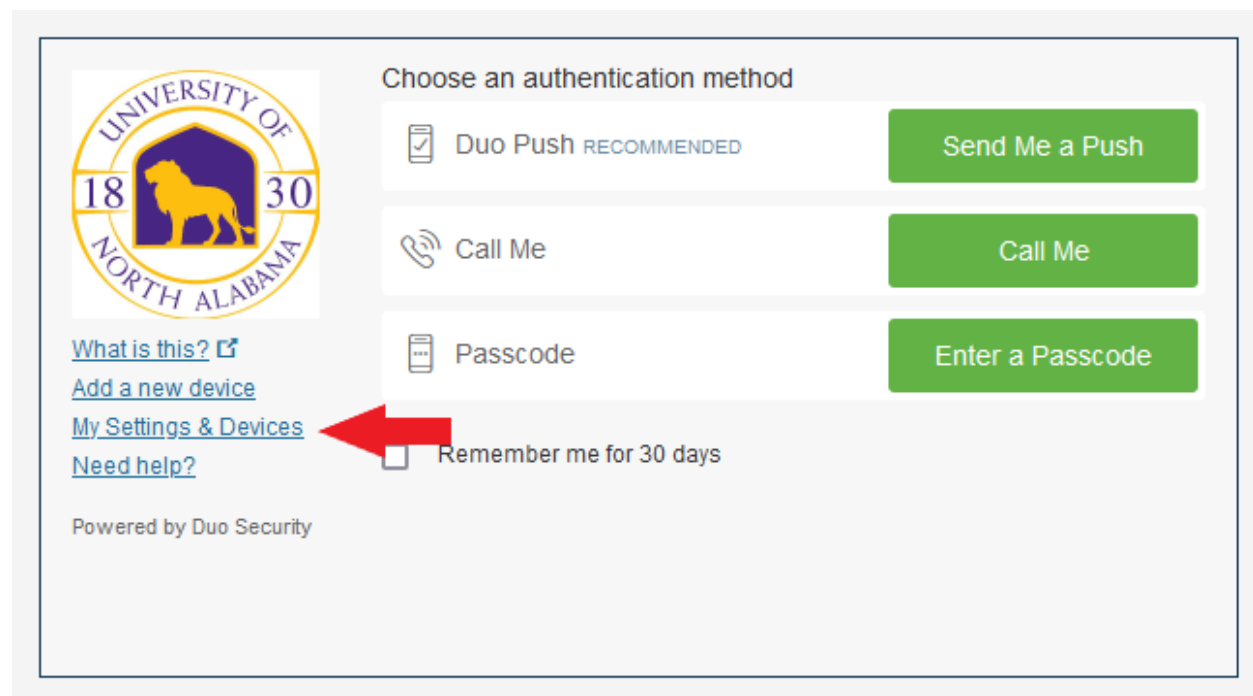


Reactivating the Duo Mobile App

Faculty, staff, and students who changes phones (but keep the same phone number) or whose Duo App has stopped receiving push notifications, can reactivate their Duo App by following the instructions below.

1. Go to <https://mfagw.una.edu> on your desktop or laptop (Not your phone).
2. Login with your UNA ID and password.
3. Click **My Settings & Devices** on the Choose an authentication method page.



4. When you are prompted to “Choose an authentication method,”
5. Click on “Call Me”.

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[What is this?](#)

[Add a new device](#)

[My Settings & Devices](#)

[Need help?](#)

Powered by Duo Security

My Settings & Devices

First, we need to confirm it's really you. Choose an authentication method below to manage your settings and devices.

Choose an authentication method

Duo Push RECOMMENDED Send Me a Push

Call Me Call Me

Passcode Enter a Passcode

6. Duo will now call your phone.
7. When prompted, press 1 on your phone dial pad to log in.

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My Settings & Devices

First, we need to confirm it's really you. Choose an authentication method below to manage your settings and devices.

Choose an authentication method

Call Me Call Me


Passcode Enter a Passcode

Answered. Press 1 on your phone to log in. Cancel

8. You will now be taken back to the “My Settings & Devices” page.
9. Click on “Device Options” next to the phone you have previously registered.

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My Settings & Devices

Android 256 [REDACTED]  **Device Options**

+ [Add another device](#)

Default Device: Android 256 [REDACTED]

When I log in:

Back to Login **Saved**


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10. On the next page, click on “Activate Duo Mobile”.

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My Settings & Devices

Android 256 [REDACTED] 

 **Activate Duo Mobile** **Change Device Name**

+ [Add another device](#)

Default Device: Android 256 [REDACTED]

When I log in:

Back to Login **Saved**

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11. On the “What type of phone” page, select the appropriate phone you own.
12. Then click continue.

The screenshot shows the Duo Security mobile app interface. On the left is the University of North Alabama logo with the text "UNIVERSITY OF NORTH ALABAMA" and "18 30". Below the logo are links: "What is this?", "Add a new device", "My Settings & Devices", and "Need help?". At the bottom left, it says "Powered by Duo Security". The main content area has the heading "What type of phone is 256- [redacted]?" and four radio button options: "iPhone", "Android", "Windows Phone", and "Other (and cell phones)". The "Android" option is selected. To the right of these options, red text reads "Select the type of phone, Then click 'Continue'". At the bottom are two buttons: "Back" and "Continue". A red arrow points to the "Continue" button.

13. On your phone, open the Duo App, and click the "+" symbol in the top right corner. This will bring up the camera inside the Duo app.
14. Now hold your phone camera up to the QR code shown on the screen.

The screenshot shows the Duo Security mobile app interface for activating Duo Mobile for Android. On the left is the University of North Alabama logo with the text "UNIVERSITY OF NORTH ALABAMA" and "18 30". Below the logo are links: "What is this?", "Add a new device", "My Settings & Devices", and "Need help?". At the bottom left, it says "Powered by Duo Security". The main content area has the heading "Activate Duo Mobile for Android". Below the heading is a large QR code. To the right of the QR code is a list of instructions: "1. Open Duo Mobile.", "2. Tap the '+' button.", and "3. Scan this barcode." Below the instructions is a link: "Email me an activation link instead." At the bottom are two buttons: "Back" and "Continue".

15. If successful, a green check mark will appear over the QR code.
16. Now click Continue.

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18 30

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

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Activate Duo Mobile for Android

1. Open Duo Mobile.
2. Tap the "+" button.
3. Scan this barcode.

[Email me an activation link instead.](#)

Back Continue

17. Back on the “My Settings & Devices” page, click the pull-down menu next to “When I log in” and select “Automatically send this device a Duo Push”

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18 30

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

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My Settings & Devices

Android 256-... [Device Options](#)

+ [Add another device](#)

Default Device: Android 256-...

When I log in: Ask me to choose an authentication method

- Ask me to choose an authentication method
- Automatically send this device a Duo Push
- Automatically call this device

Back to Login

18. Now click on the “Save” button to save your Duo settings.

My Settings & Devices

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Android 256- [REDACTED] [Device Options](#)

+ [Add another device](#)

Default Device: Android 256 [REDACTED]

When I log in: **Automatically send this device a Duo Push** ▾

[Back to Login](#) [Save](#)

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19. Now click on “Back to Login” button.
20. Duo will now send your device a push notification.
21. Click on the notification on your phone, and then click “Approve”.
22. If successful, you should see the screen below in your web browser.



Access Gateway
powered by Duo Security

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UNA Home Page

[Congratulations! You have successfully setup your device for Duo Multi-factor Authentication.](#)