**Setting up Duo Mobile on a new device when it has the same phone number, or the old device is still accessible**

1. While the new phone is nearby, browse to https://██████.██████.com/███ on a separate computer.
2. Sign in with your Windows username/password on the page that comes up.
3. On the left of the next screen click the link that states “Add a new device”
4. On the Add a new device screen, either choose “Call Me” (if the phone number stayed the same), answer the call, and press the requested button in the voice instructions, or “Enter a Passcode” to put a passcode in from your old device.
5. Select the choice in the following screen that corresponds with your device and click “Continue”.
6. Enter your phone number, check the box underneath and click “Continue”.
7. Select the brand of your device and click “Continue”.

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1. Follow the directions specific for your device on the next screen to install Duo Mobile on the device. Once you are finished installing, or if Duo Mobile was already installed, select “I have Duo Mobile installed”.
2. On the device itself, launch the Duo Mobile app and tap either the “+” in the top right, or “Add Account” near the bottom. If requested by the app, grant permission to use the camera.

A picture containing diagram

Description automatically generated

1. Point the phone at the computer screen so that the QR code is seen by the phone’s camera.

Your new device should now be offering codes that can be used to log into Global Protect.