How do I reactivate my Duo Mobile app?

If you have gotten a new phone and the phone number is the same, you can reactivate/reconnect Duo Mobile app by following the below instructions.

1) Go to archpass.uga.edu
2) Select Enroll Now
3) Log in with MyID and MyID password.
4) Log into Archpass using the Call Me or Enter a Passcode option
   a. If you are using the Enter a Passcode option and need new passcodes sent by text, click Enter a Passcode, then click Text me new codes in the blue bar.
5) Click Device Options

Request Support
EITS Help Desk
706-542-3106
helpdesk@uga.edu
Chat with a Help Desk Consultant
6) Click Reactivate Duo Mobile.

   iOS

   [Reactivate Duo Mobile] [Change Device Name]

7) Select device type.

   [What type of phone 706-555-5555?]
   - iPhone
   - Android
   - BlackBerry
   - Windows Phone
   - Other (and cell phones)

   [Back] [Continue]

9) Install Duo Mobile app if not already installed then select I have Duo Mobile installed

10) Scan QR code with the phone/device using the Duo Mobile app. If on the phone/can't use camera follow steps 12 and 13

11) From there you will go to the QR code confirmation page, where a large green check mark will appear over a grayed-out QR code to indicate that you have successfully activated the Duo Mobile app.
12) If on the phone/can't use camera, select "Email me an activation link instead" and enter an email you can access on the phone

13) Check for email and click activation link. Open in the Duo Mobile app.

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