When you replace a smartphone (with the same phone number as your previous phone), you need to reactivate Duo Push capability on the new device for use with NetID+. These instructions will guide you through this process.

1. **To reactivate Duo Push on your device,** go to NetID+ at [http://webauth.arizona.edu/netid-plus/](http://webauth.arizona.edu/netid-plus/). Click **Login**.

2. **Enter your NetID and password.** Click **Login**.

3. **Select Manage your Account.**
4. The NetID+ screen will appear. You will use another factor of authentication other than Duo Push, as this needs to be reactivated. In this situation, we will use a phone call for the second factor of authentication. Click the radio button by **Phone Call**. If you wish, click **Remember this device for 30 days**. Click **Login**.

Your computer screen will indicate that your phone is being called.

5. **Answer** your phone. You will hear an automated voice instruct you to **press 1** on your phone. Click **Login** on your computer screen.
6. You will now be back at the main NetID+ account management screen. Scroll to My Devices and click Re-activate (button on the left beneath your device number).

![My Devices screenshot]

7. You will see the Duo Mobile Activation screen. From this screen, there are three ways that you can reactivate your phone:
   - **OPTION A:** Via a barcode scan (on your computer screen)
   - **OPTION B:** Clicking this link if you are reactivating from your smartphone
   - **OPTION C:** Sending a text message to your phone by clicking a third link (click here).

![Duo Mobile Activation screenshot]

**OPTION A:**
Keep the barcode scan open on your computer.

Open Duo Mobile on your phone. Click Add Account.
Click **Scan Barcode**.

Hold your phone up to the barcode on your computer screen, and your account will be reactivated.

You will then see the following screen on your phone. The University of Arizona logo confirms that you have reactivated your smartphone for NetID+.
OPTION B: 
Use this option if you are reactivating your account while on your smartphone. Click this link and your phone will be activated.

You will then see the following screen on your phone. The University of Arizona logo confirms that you have reactivated your smartphone for NetID+.

OPTION C: 
Use this option if you wish to receive a text message on your device. Click the click here link, and a text message will be sent to your device.

Click on the link in the Text message, and your account will be activated.