Duo Mobile - Configure a New Phone for Two-Step Verification

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Two-Step Verification: Configuring a Replacement Phone

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For detailed, step-by-step instructions if you haven't previously enrolled, consult [Two-Step Verification: detailed instructions.](#)

If you use Two-Step Verification with Duo Mobile and recently replaced your mobile phone, you must configure the replacement phone for Two-Step Verification. **You cannot use the previous Duo Mobile profile if you restore it from a backup phone.**

Follow the instructions below to configure a replacement phone for Two-Step Verification. *NOTE: If you only use your phone to receive Two-Step Verification codes by SMS texts or phone calls, you don't need to reconfigure Two-Step. Simply ensure that your replacement phone can receive texts or phone calls at the number you specified (use the https://upenn.edu/manage-twostep to update your phone number if your mobile number changes).*

Access the Two-Step Verification page: https://upenn.edu/manage-twostep

How to use Two-Step Verification, quick start guides:

https://www.isc.upenn.edu/two-step-quick-start

https://www.isc.upenn.edu/how-to/two-step-verification-enrollment-instructions

If you need additional assistance with setting up Two-Step Verification, please contact the ASC Help Desk at:

https://ithelpdesk.asc.upenn.edu/

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