

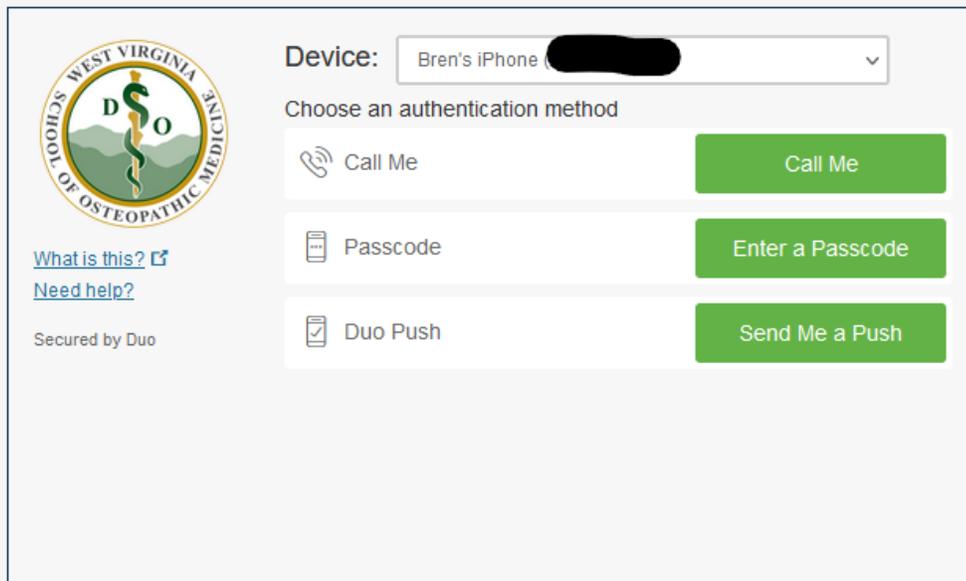


WVSOM IT Department DUO Mobile App Reauthentication

1. Go to [MyWVSOM Duo Device Management](#) and sign in with your username (first part of your email before the @ symbol) and password.
2. Authenticate with DUO. If you are trying to authenticate the app on a new cell phone, you should probably choose "Call Me" to get through this prompt.

Duo Device Management

Authenticate bpittsenbarger

A screenshot of the Duo Device Management authentication interface. On the left is the West Virginia School of Osteopathic Medicine logo. Below it are links for "What is this?" and "Need help?", and the text "Secured by Duo". On the right, there is a "Device:" dropdown menu showing "Bren's iPhone" with a blacked-out phone number. Below that is the heading "Choose an authentication method" followed by three options: "Call Me" with a green "Call Me" button, "Passcode" with a green "Enter a Passcode" button, and "Duo Push" with a green "Send Me a Push" button.

Device: Bren's iPhone ([REDACTED])

Choose an authentication method

Call Me Call Me

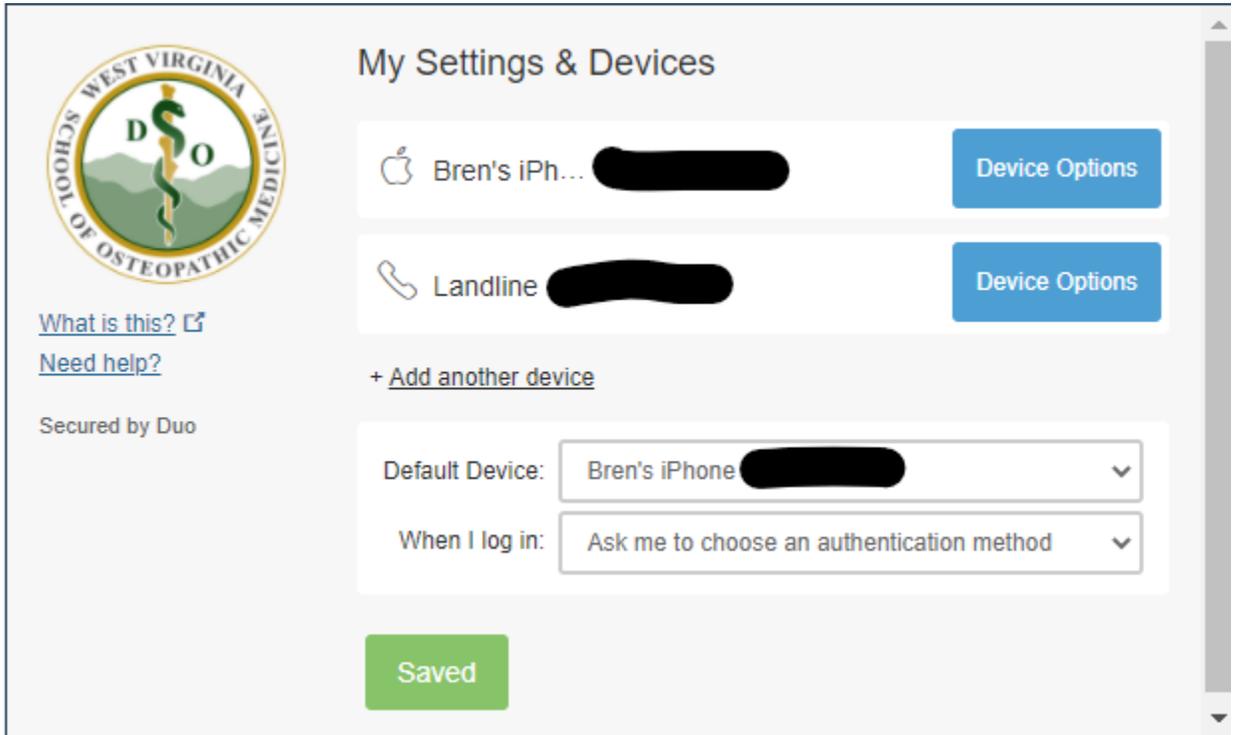
Passcode Enter a Passcode

Duo Push Send Me a Push

[What is this?](#) [Need help?](#)

Secured by Duo

3. To reauthenticate the app on a new cell phone, click Device Options then click Reactivate Duo Mobile.



 **My Settings & Devices**

[What is this?](#) [Need help?](#)

Secured by Duo

Bren's iPh... [Redacted] **Device Options**

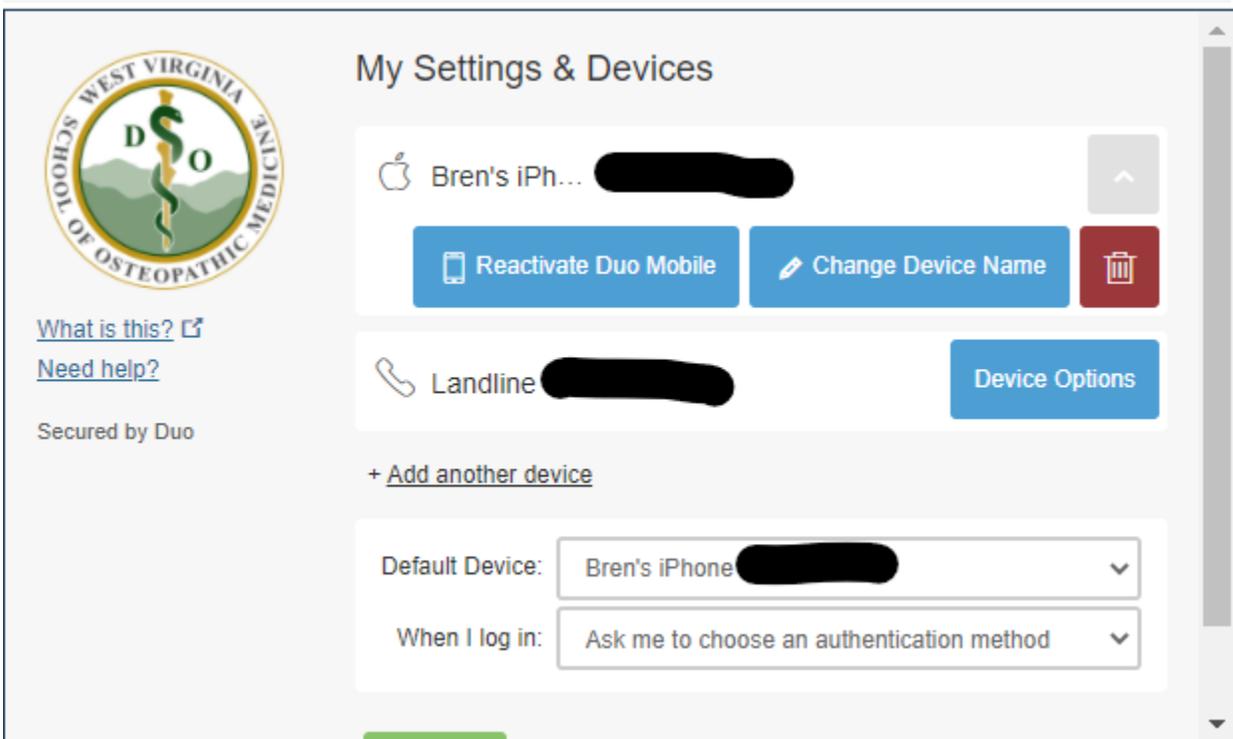
Landline [Redacted] **Device Options**

+ [Add another device](#)

Default Device: Bren's iPhone [Redacted] ▾

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

Saved



 **My Settings & Devices**

[What is this?](#) [Need help?](#)

Secured by Duo

Bren's iPh... [Redacted] ^

Reactivate Duo Mobile **Change Device Name** 

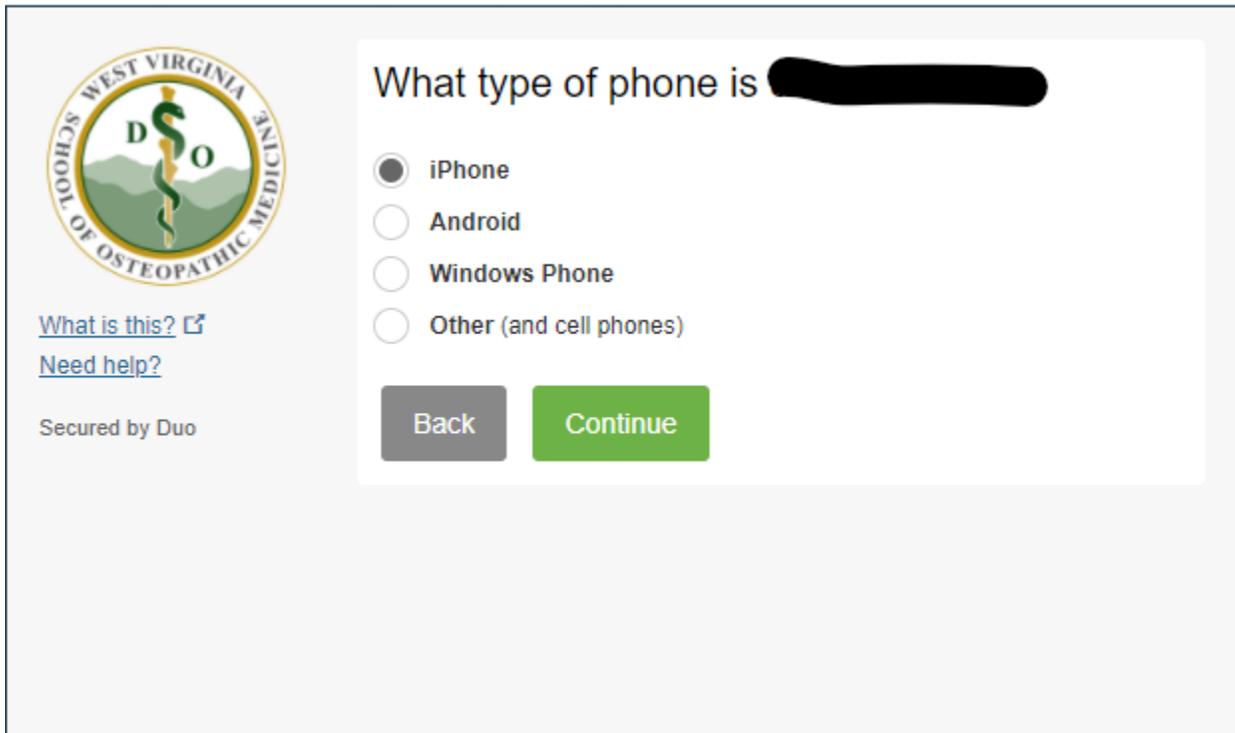
Landline [Redacted] **Device Options**

+ [Add another device](#)

Default Device: Bren's iPhone [Redacted] ▾

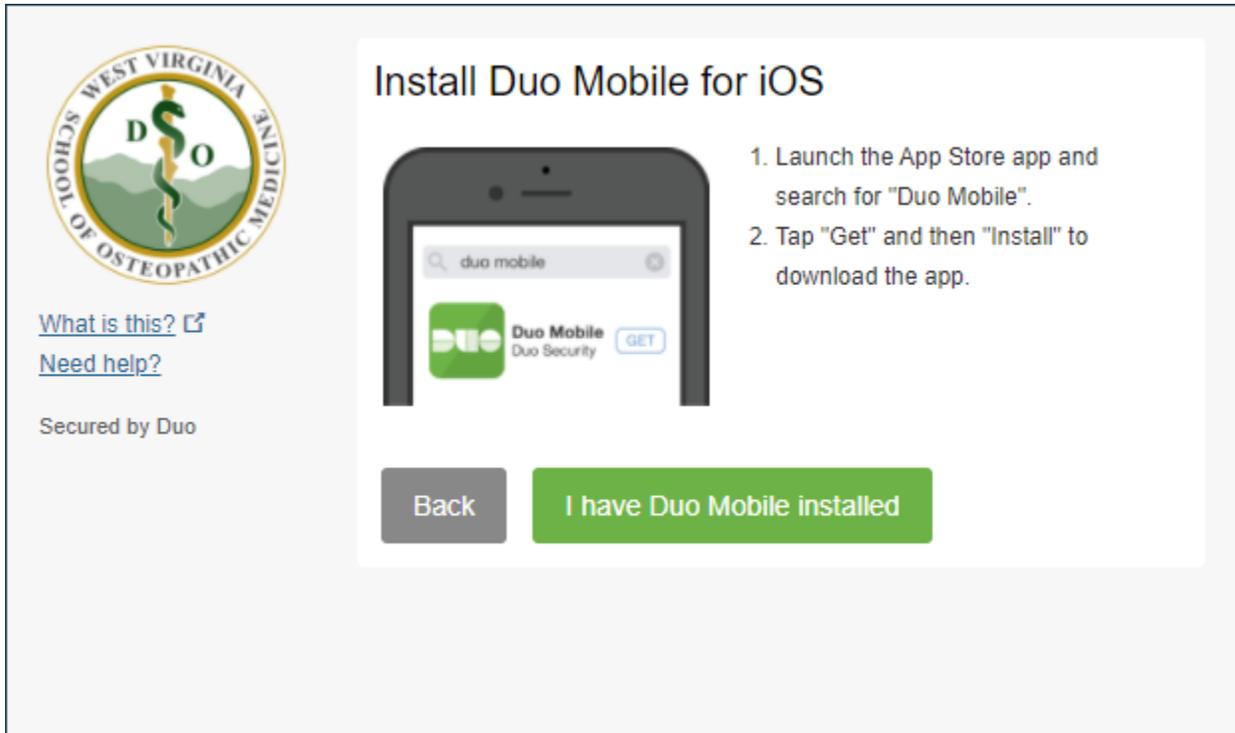
When I log in: Ask me to choose an authentication method ▾

4. Answer the question about the phone's operating system.



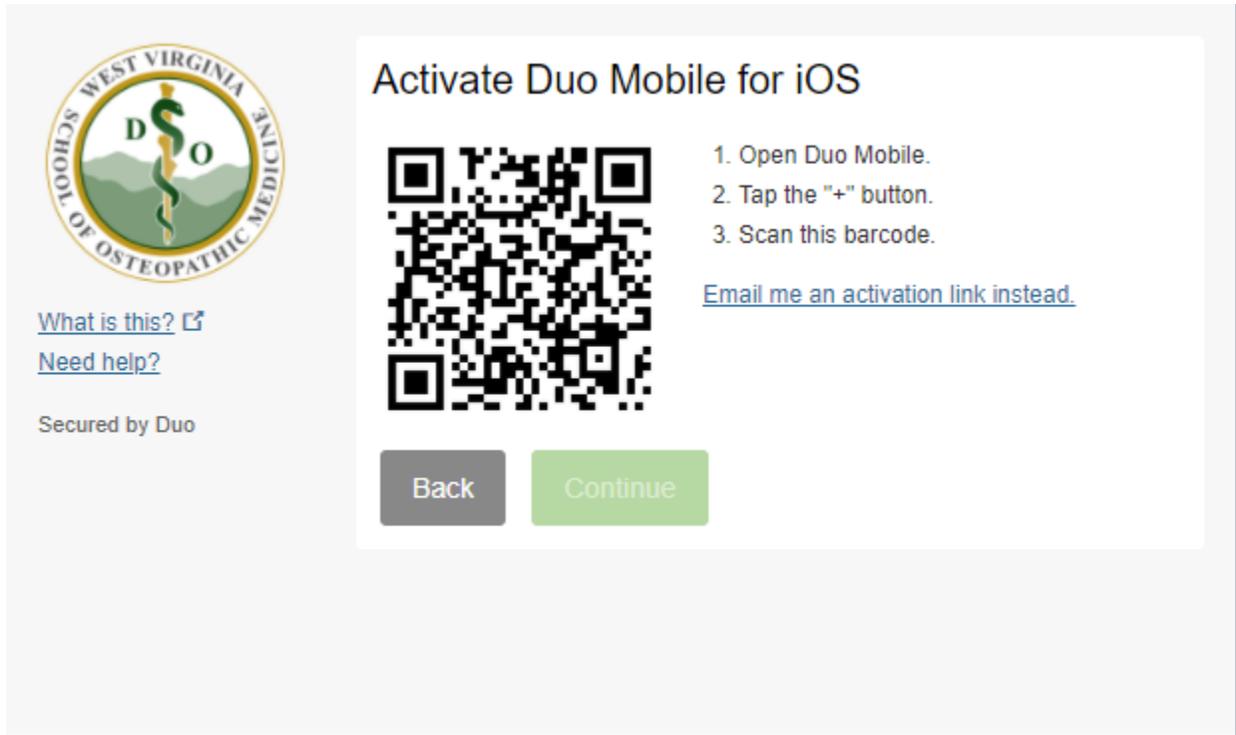
The screenshot shows a Duo Mobile setup screen. On the left is the West Virginia School of Osteopathic Medicine logo. Below it are links for "What is this?" and "Need help?", and the text "Secured by Duo". The main content area has the heading "What type of phone is [redacted]". There are four radio button options: "iPhone" (selected), "Android", "Windows Phone", and "Other (and cell phones)". At the bottom are "Back" and "Continue" buttons.

5. Make sure you have installed the DUO Mobile app on your device then click "I have Duo Mobile installed"



The screenshot shows a Duo Mobile setup screen for iOS. On the left is the West Virginia School of Osteopathic Medicine logo. Below it are links for "What is this?" and "Need help?", and the text "Secured by Duo". The main content area has the heading "Install Duo Mobile for iOS". It features an image of an iPhone displaying the Duo Mobile app in the App Store search results. To the right of the image are two numbered instructions: "1. Launch the App Store app and search for 'Duo Mobile'." and "2. Tap 'Get' and then 'Install' to download the app." At the bottom are "Back" and "I have Duo Mobile installed" buttons.

6. Follow the steps to scan the QR code. Once completed, the DUO Mobile App will be reauthenticated on your new device.





[What is this?](#) 

[Need help?](#)

Secured by Duo

Activate Duo Mobile for iOS



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

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

[Back](#) [Continue](#)