

## Register a Replacement Phone in Duo

When you get a replacement phone you will need to register it. If you still have your old phone, or if you have more than one authentication device you can do this yourself with the instructions below.

If you no longer have any working authentication devices, you must call the TOC at (916) 734-4357 to register the new phone.

1. Use Edge or Chrome (not all browsers work) to access the **HS MFA Portal** website at:  
<https://hsmfa.ucdmc.ucdavis.edu>
2. Click the gold **Enroll O365 Banner CAS** bubble



The banner features the UC Davis Health logo on the left. In the center, there are icons for a smartphone with a question mark, a smartphone displaying a green checkmark and a red 'X', a smartphone displaying a green checkmark and a red 'X', a landline phone, and a green circle with the Duo logo. Below the banner is a paragraph of text and four circular buttons: 'Guides', 'Enroll O365 Banner CAS', 'Enroll EPCS VPN Citrix', and 'FAQ's'.

To improve our security posture, UC Davis Health has incorporated Duo Security as a multi-factor authentication solution to access EPCS, Office 365, VPN, HS Apps, and other applications from off-site locations. DUO helps to verify identification by combining username and password (something you know) with cell phone or landline (something you have). This ensures that you are the person trying to access your account.

[Guides](#)   [Enroll O365 Banner CAS](#)   [Enroll EPCS VPN Citrix](#)   [FAQ's](#)

*HS MFA Self Service Portal*

3. Click **Manage**.

If you have never enrolled an authentication device (e.g. Phone) in Duo before, use the **Enroll** button to begin. You will need your employee ID.

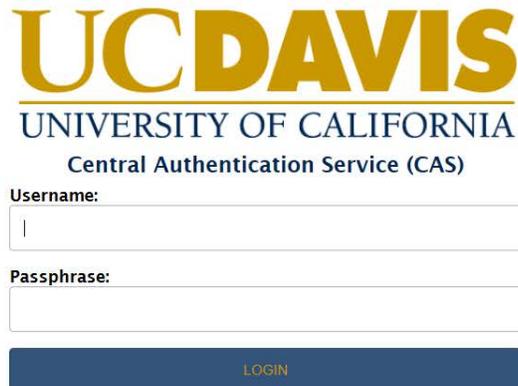
[Enroll](#)

If you already have an authentication device enrolled in Duo and want to make changes to it or enroll another device, use the **Manage** button below to begin. You will need your Kerberos (email) userid and password.

[Manage](#)

*Portal Selection*

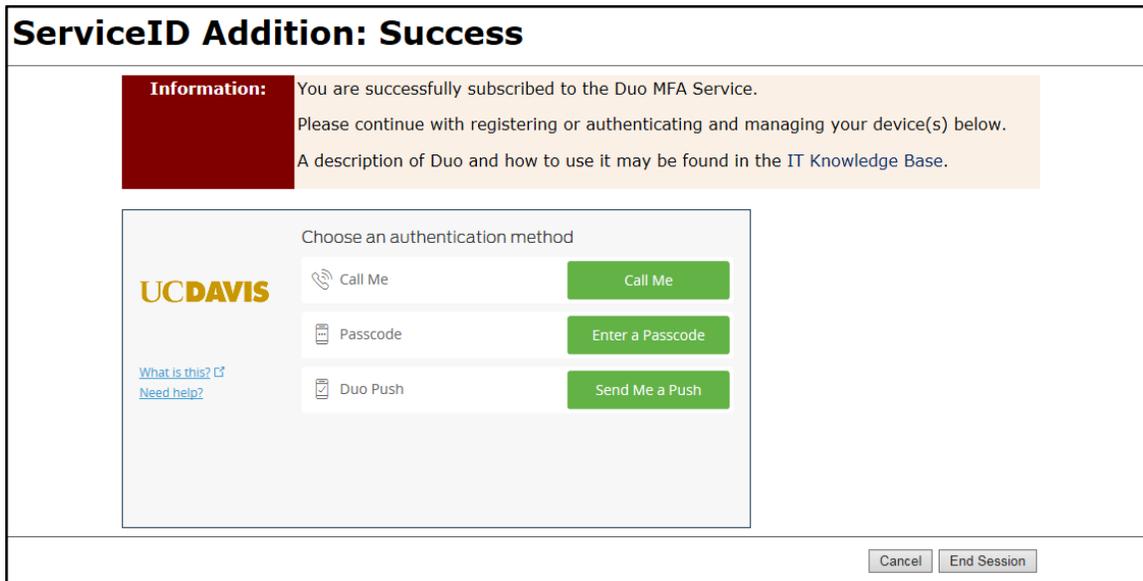
4. Log in using your Kerberos userid and password.



The image shows the UC Davis Central Authentication Service (CAS) login page. At the top, the UC Davis logo is displayed in large yellow letters, with "UNIVERSITY OF CALIFORNIA" and "Central Authentication Service (CAS)" in smaller blue text below it. The form includes a "Username:" label followed by a text input field containing a single vertical bar character. Below that is a "Passphrase:" label followed by an empty text input field. At the bottom of the form is a dark blue button with the word "LOGIN" in yellow capital letters.

*Log in*

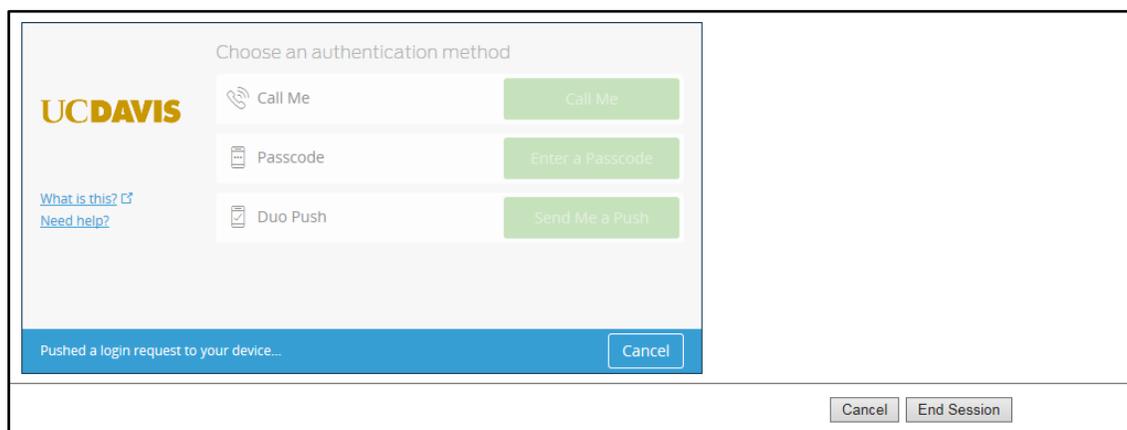
5. You must use your original authentication device to prove your identity. Click the authentication method you wish to use to continue. (In this example, "Send me a push" is selected.)



The image shows a "ServiceID Addition: Success" screen. At the top, the title "ServiceID Addition: Success" is in bold black text. Below the title is an information box with a dark red header and a light orange background. The text in the box reads: "Information: You are successfully subscribed to the Duo MFA Service. Please continue with registering or authenticating and managing your device(s) below. A description of Duo and how to use it may be found in the IT Knowledge Base." Below the information box is a white box titled "Choose an authentication method" with the UC Davis logo on the left. Inside this box are three options: "Call Me" with a green button, "Passcode" with a green button, and "Duo Push" with a green button. At the bottom right of the main screen are "Cancel" and "End Session" buttons.

*Choose an Authentication Method*

6. A notice confirming the requested authentication method displays.



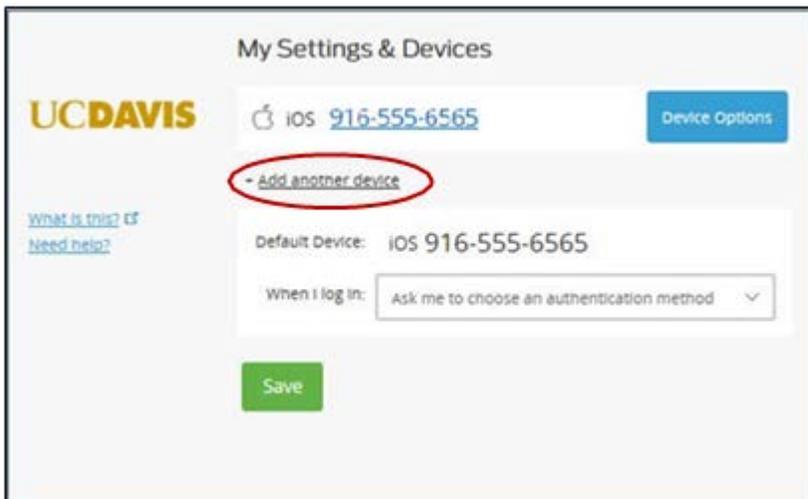
The image shows the "Authentication Confirmation" screen. It features the same "Choose an authentication method" box as the previous screen, but with a blue banner at the bottom of the box that reads "Pushed a login request to your device..." and a "Cancel" button. The "Duo Push" option is highlighted with a blue background. At the bottom right of the main screen are "Cancel" and "End Session" buttons.

*Authentication Confirmation*

7. Approve access on your device.

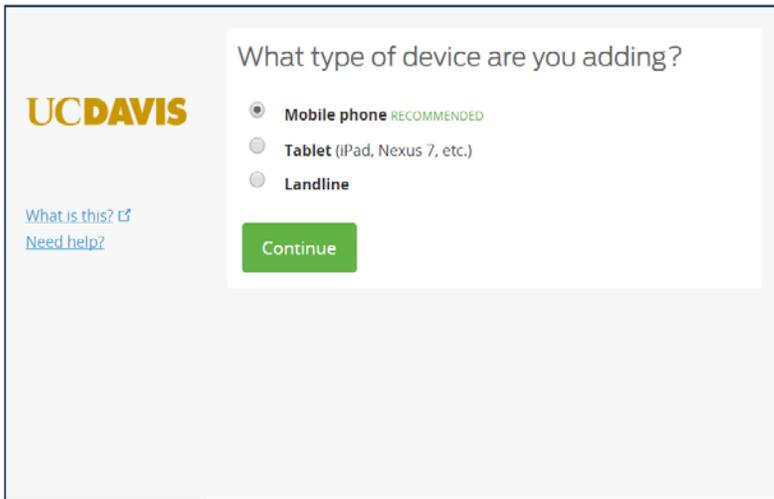


8. After, approving access on the original authentication device, the **My Settings & Devices** screen displays. Click **Add another device**.



*Add Another Device*

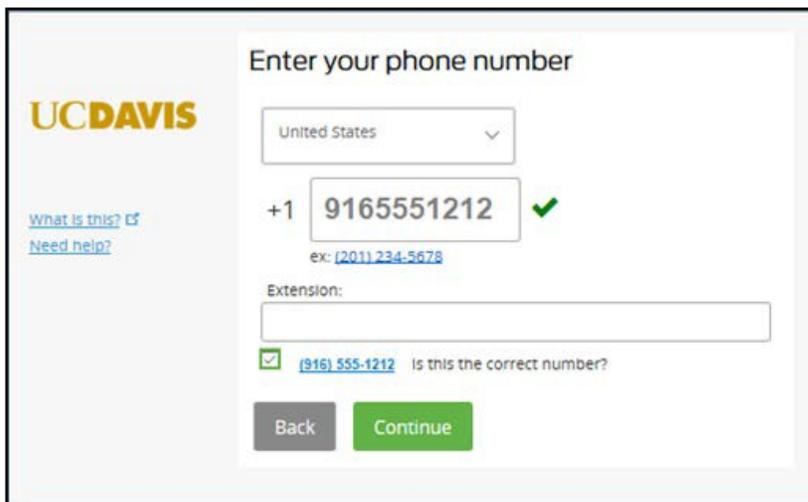
9. Select the device type being added and click **Continue**. (For this example, we add a Mobile phone.)



The screenshot shows a web form titled "What type of device are you adding?". On the left, there is the UC Davis logo and two links: "What is this?" and "Need help?". The main content area contains three radio button options: "Mobile phone" (which is selected and has the word "RECOMMENDED" in green next to it), "Tablet (iPad, Nexus 7, etc.)", and "Landline". Below these options is a green "Continue" button.

Select Device Type

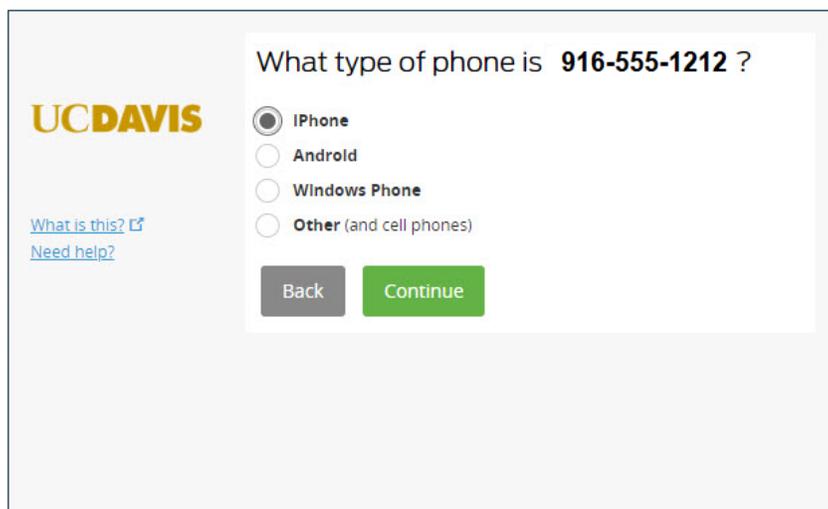
10. Enter the phone number, click the checkbox to confirm the correct number, and then click **Continue**.



The screenshot shows a web form titled "Enter your phone number". On the left, there is the UC Davis logo and two links: "What is this?" and "Need help?". The form includes a dropdown menu for "United States", a text input field containing "+1 9165551212" with a green checkmark to its right, and a smaller example "ex: (201) 234-5678". Below that is an "Extension:" label and an empty text input field. At the bottom, there is a checked checkbox next to the number "(916) 555-1212" followed by the text "Is this the correct number?". There are "Back" and "Continue" buttons at the bottom.

Confirm Number

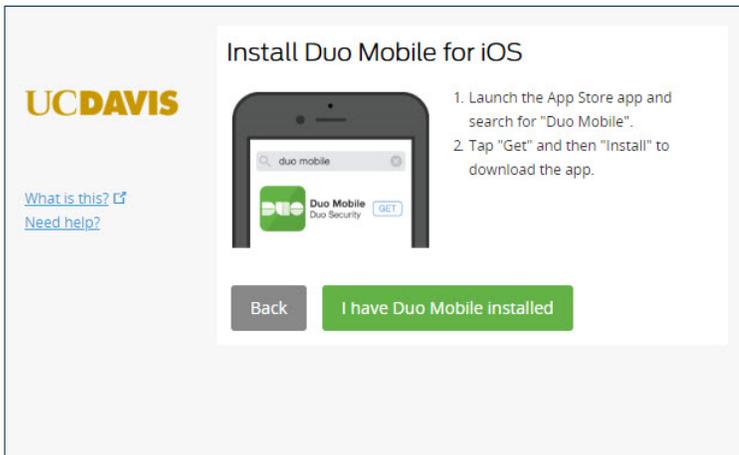
11. Select the phone type, and click **Continue**.



The screenshot shows a web form titled "What type of phone is 916-555-1212?". On the left, there is the UC Davis logo and two links: "What is this?" and "Need help?". The main content area contains four radio button options: "iPhone" (which is selected), "Android", "Windows Phone", and "Other (and cell phones)". Below these options are "Back" and "Continue" buttons.

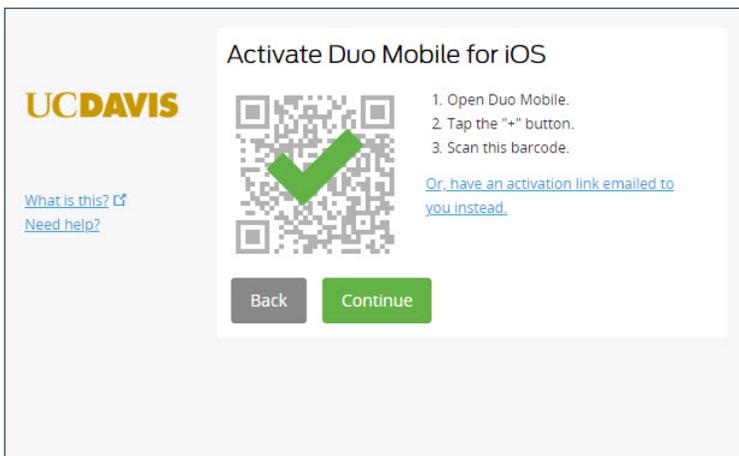
Select Phone Type

12. From your mobile phone, download the Duo Mobile app from your app store and install it on the phone. Allow notifications and camera access and leave all other settings at default. Then from your computer click **"I have Duo Mobile installed"**



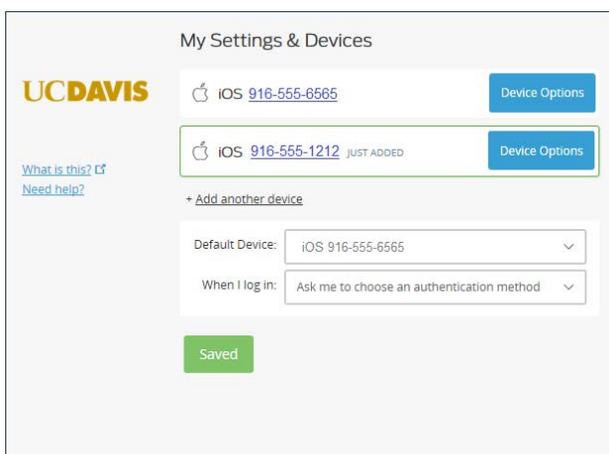
*Install Duo*

13. Point the Mobile phone camera at the QR code on your computer screen until the green check mark appears. Then click **Continue**.

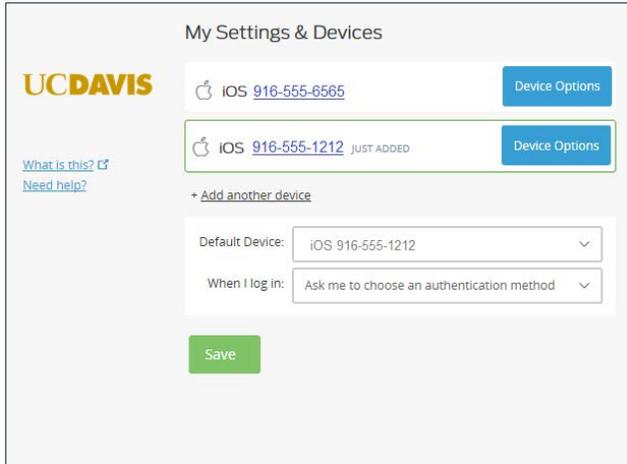


*Register Phone*

14. Verify that your phone number is correct, and select an authentication option for **When I log in**. Click **Save**.



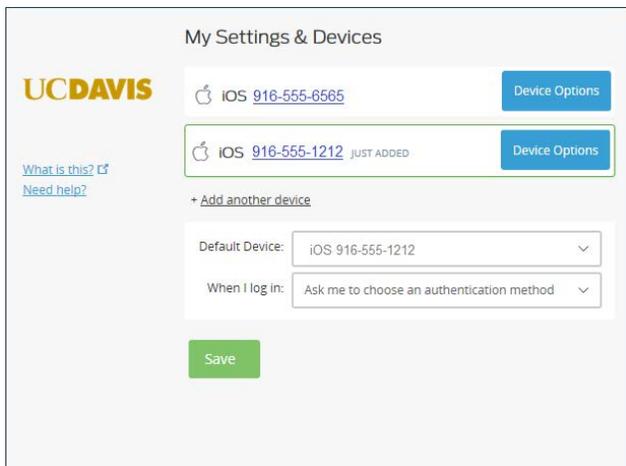
15. Change **Default Device** to the new device. In this example that is iOS 916-555-1212



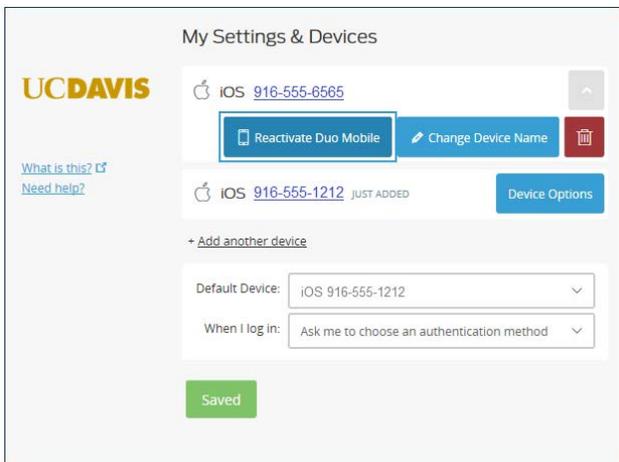
16. Test to make sure the new device is working.

Note: make sure the new phone is working before proceeding.  
The next steps delete the old phone.

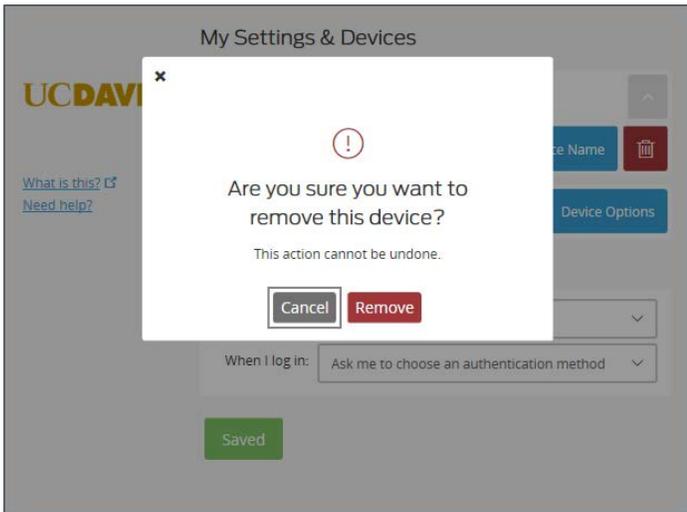
17. Press **Device Options** next to the old phone.



18. Press the red trashcan icon.



19. Press the red **Remove** button.



19. Press **Save** and close the browser

