This week’s Did You Know:

**USING DUO MOBILE WITH A NEW PHONE**

When you get a new phone, your Duo Mobile application will not automatically connect to your Pitt account, even if you’re using the same phone number. To sync a new phone, you will need to reactivate Duo Mobile through the Pitt Passport Devices area in my.pitt.edu.

Please note: you will need to authenticate using multifactor authentication in order to reactivate phones or add/change other devices. If you have the same phone number but can’t get a push, you can have Pitt Passport text or call you with a bypass code. If you do not have any devices available but need to log in to change your settings, call CSSD’s Help Desk at 412-624-HELP [4357]. They will generate a one-time bypass for you after confirming your identity. Katz IT recommends you add as many devices as possible (mobile phone, office phone, home phone, etc.) to Pitt Passport so you are never locked out of your account.

To modify your multifactor authentication device settings:

1. Log in to my.pitt.edu
2. Complete the multifactor authentication
3. Click on the Profile link in the top right
4. Choose Manage Your Account
5. Select Add/Manage Pitt Passport Devices
6. Complete the multifactor authentication again
7. Next to your mobile phone device, click Device Options
8. Click Reactivate Duo Mobile
9. Follow the prompts to reactivate your phone
10. Click Save to finish

Contact Katz IT Services at it@katz.pitt.edu, or at 412-648-1601 with any questions. If you have trouble with multifactor authentication when Katz IT is closed, call CSSD’s Help Desk at 412-624-HELP [4357]. CSSD is available 24 hours a day, seven days a week.
MULTIFACTOR WITH NO CELL/INTERNET ACCESS?
If you don’t have cell service or a registered land line, you can still generate a valid six-digit numeric code one of two ways:

- Open the Duo Mobile app on your phone. To generate a code, press the key button in the mobile app and a six-digit code will be generated, even with no cell or wi-fi service:

  ![Duo Mobile App](image)

- Press the green button on your hardware token to generate the code. Faculty and staff can get a hardware token free by inquiring at Tech Row in the Pitt Bookstore on Fifth Avenue.

You can see all of the steps and view frequently asked questions at [http://technology.pitt.edu/multifactor](http://technology.pitt.edu/multifactor). Contact Katz IT at 412-648-1601, or at [it@katz.pitt.edu](mailto:it@katz.pitt.edu) with any questions. If you have trouble with multifactor authentication when Katz IT is closed, call CSSD’s Help Desk at 412-624-HELP [4357]. CSSD is available 24 hours a day, seven days a week.

And don’t forget:
If you have a Skype call scheduled, make sure you open Skype in advance of your call. In case Skype needs to install updates.