

# Add a New Device in Duo

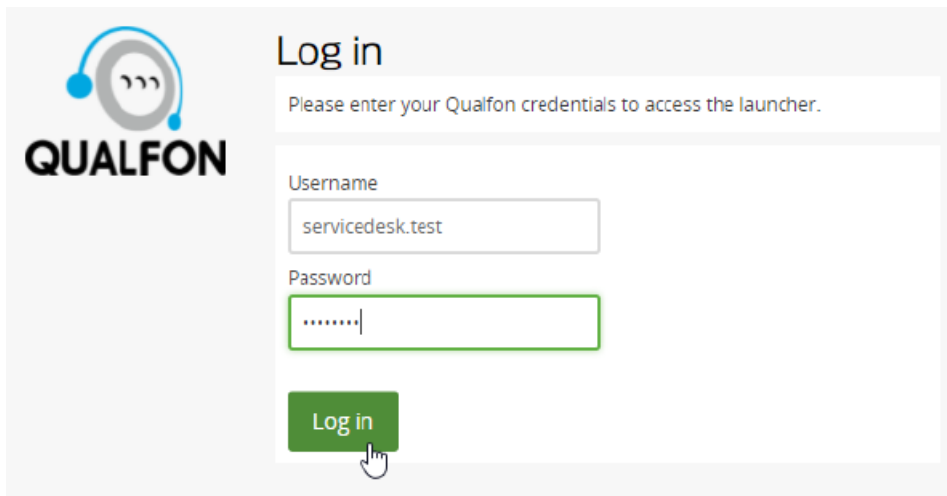
## Introduction

Process details how to add a new device to Duo to receive the Duo prompt.

## Details

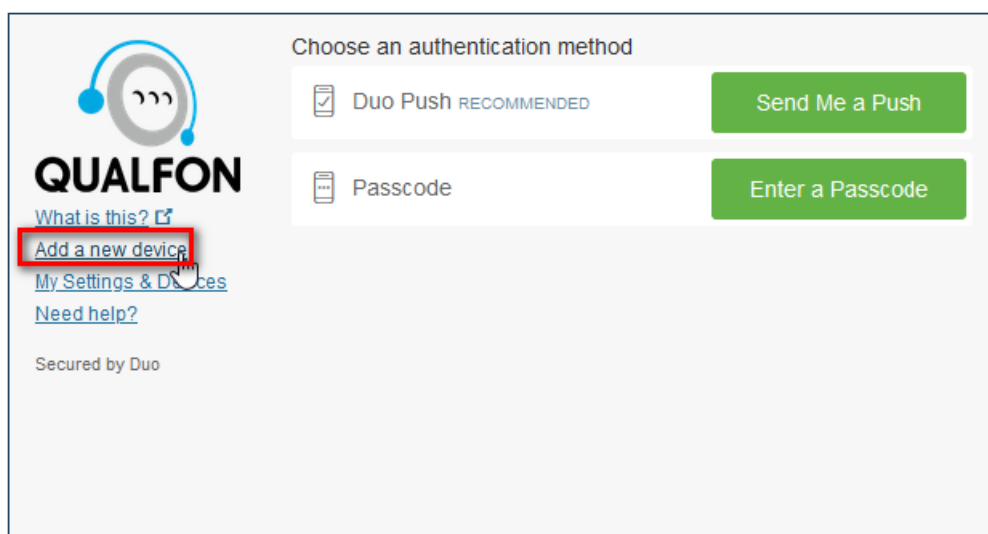
- **If you still have access to your old device and want to transfer the authentication to your new device, follow these steps:**

1. Login to <https://DUOEnrollment.qualfon.com> using your Qualfon Credentials.



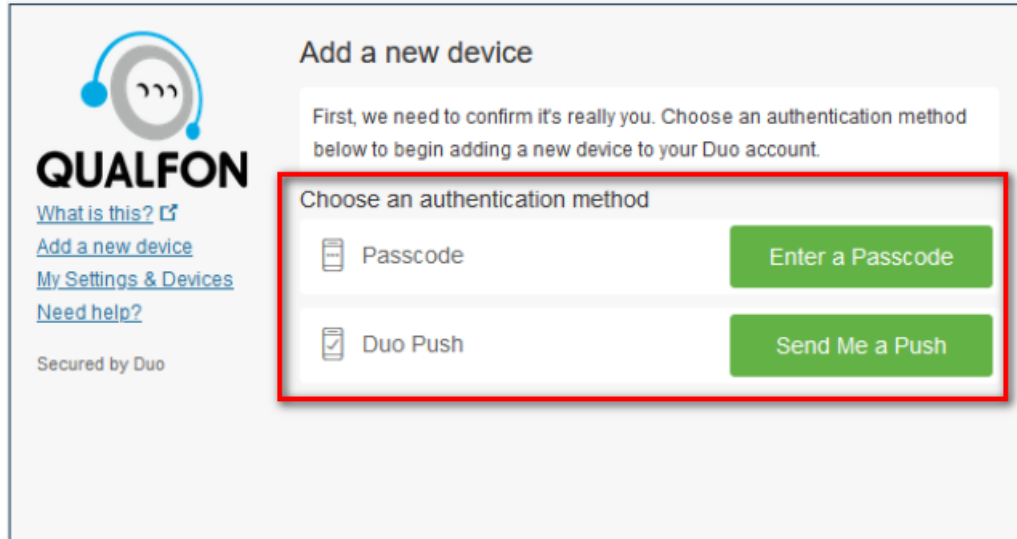
The screenshot shows the Qualfon login interface. On the left is the Qualfon logo. The main heading is "Log in". Below it, a message says "Please enter your Qualfon credentials to access the launcher." There are two input fields: "Username" with the value "servicedesk.test" and "Password" with masked characters ".....". A green "Log in" button is at the bottom, with a mouse cursor pointing to it.

2. Click on "Add a new device."

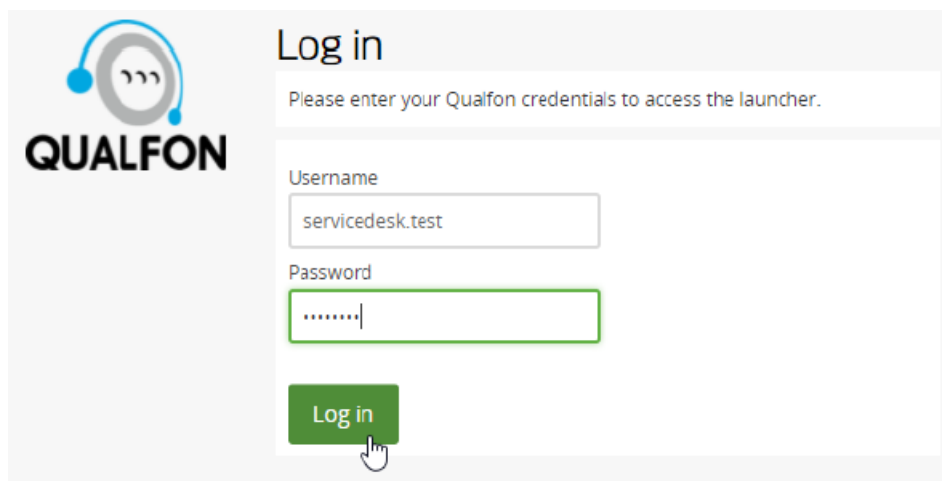


The screenshot shows the Qualfon authentication method selection page. On the left is the Qualfon logo and a list of links: "What is this?", "Add a new device" (highlighted with a red box), "My Settings & Devices", and "Need help?". Below the links is the text "Secured by Duo". The main heading is "Choose an authentication method". There are two options: "Duo Push RECOMMENDED" with a green "Send Me a Push" button, and "Passcode" with a green "Enter a Passcode" button.

3. Select any of the **confirmation methods**.



4. Once your Identity has been confirmed, follow the same procedure in setting up your new device. Proceed to the [Enrolling in DUO](#) process.
- **If you do not have access to your old device but still have the same mobile number being used by your new device, follow these steps:**
    1. Login to <https://DUOEnrollment.qualfon.com> using your Qualfon Credentials.



2. Select **My Settings & Devices > Send Me a Code > SMS**.
  3. Once your Identity has been confirmed, follow the same procedure in setting up your new device. Proceed to the [Enrolling in DUO](#) process.
- **If you have a new device and a new mobile phone number and do not have access to the old one**, please contact the Service Desk and request the removal of the device and mobile number currently registered on your DUO account. This will start the enrollment process again.

## Related Articles

## Revision History

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