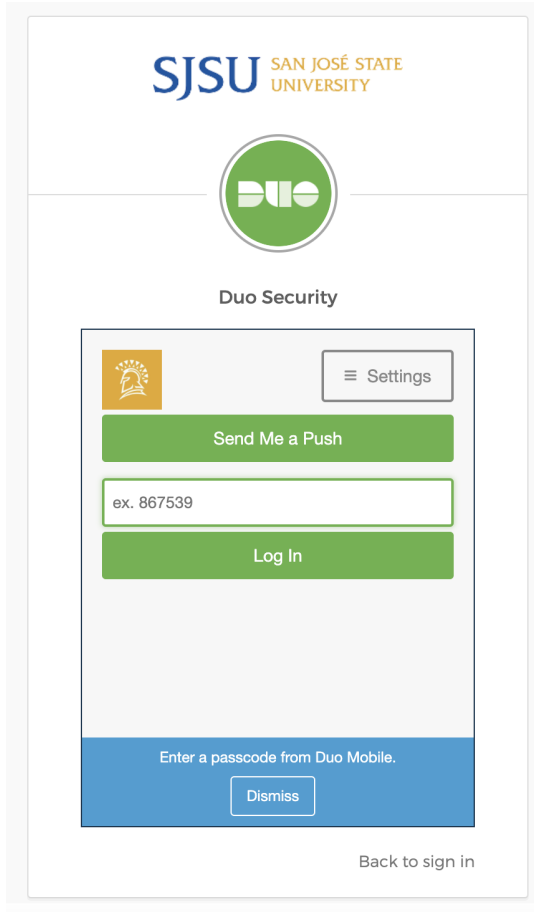


Recovering Duo 2-Factor Account

When you setup your Duo 2-Factor Account, it's important to setup **Duo Restore** to ensure easy account recovery if you get a new device or your account is deleted off your original device. However, if you did not enable Duo Restore before getting a new device do not fear, you can still recover your account by contacting the MLML IT Help Desk. Follow the instructions below:

1. File an [MLML IT Ticket](#). Include your name, and your SJSU email address and ID number.
2. When your request is processed, you will be sent a temporary bypass code.
 1. Visit the SJSU Duo MFA Settings page: <https://sjsu.okta.com/signin/verify/duo/web>
 2. Enter this code when prompted for a Duo code:

The image is a screenshot of the SJSU Duo Security login interface. At the top, the SJSU San José State University logo is displayed. Below it is the Duo Security logo. The main content area is titled "Duo Security" and contains a login form. The form has a header with the SJSU logo and a "Settings" button. Below the header is a green button labeled "Send Me a Push". Underneath that is a text input field with the placeholder text "ex. 867539". Below the input field is a green button labeled "Log In". At the bottom of the form is a blue section with the text "Enter a passcode from Duo Mobile." and a "Dismiss" button. At the very bottom of the page, there is a link that says "Back to sign in".

3. Follow the directions on the SJSU Duo setup page to add your new device as a Duo authentication device: <https://www.sjsu.edu/it/services/computer-security/duo/>

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