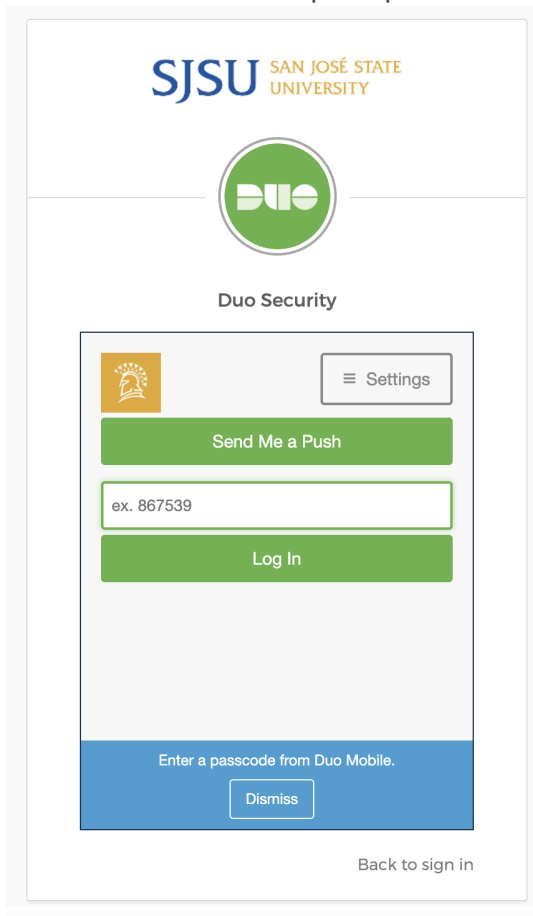


Recovering Duo 2-Factor Account

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 SJSU IT Help Desk. Follow the instructions below:

1. File an IT Ticket and 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 contains a login form with a 'Settings' button in the top right corner. The form has a green 'Send Me a Push' button, a text input field with the placeholder 'ex. 867539', and a green 'Log In' button. At the bottom of the form is a blue section with the text 'Enter a passcode from Duo Mobile.' and a 'Dismiss' button. A 'Back to sign in' link is located at the very bottom of the page.

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/>

Revision #6
Created 30 January 2020 21:53:40
Updated 27 August 2024 19:36:06 by Bruce Gardner