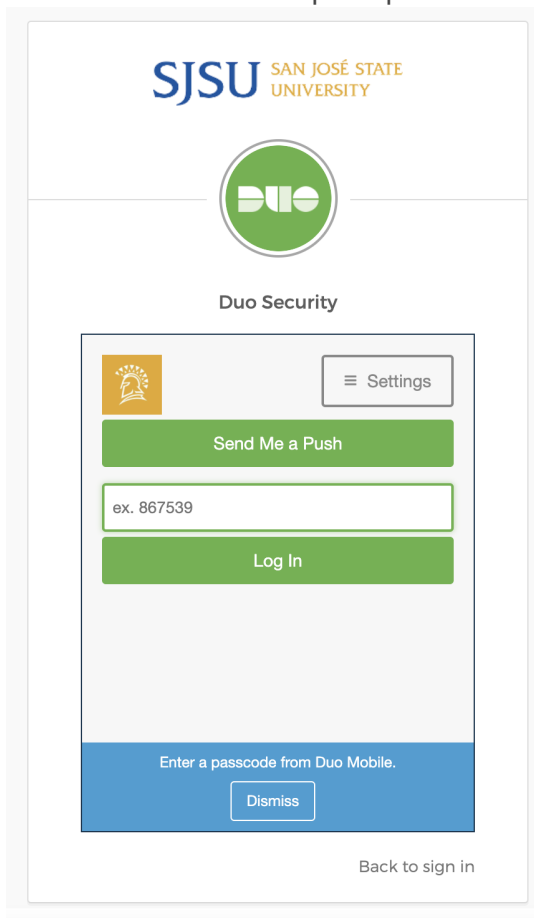


Recovering Duo 2-Factor Account

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 screenshot shows the SJSU Duo Security login page. At the top is the SJSU logo (San José State University). Below it is the Duo Security logo. The main content area is titled "Duo Security" and contains a login form. The form has a "Settings" button in the top right corner. Below the settings button 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. Below the form 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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