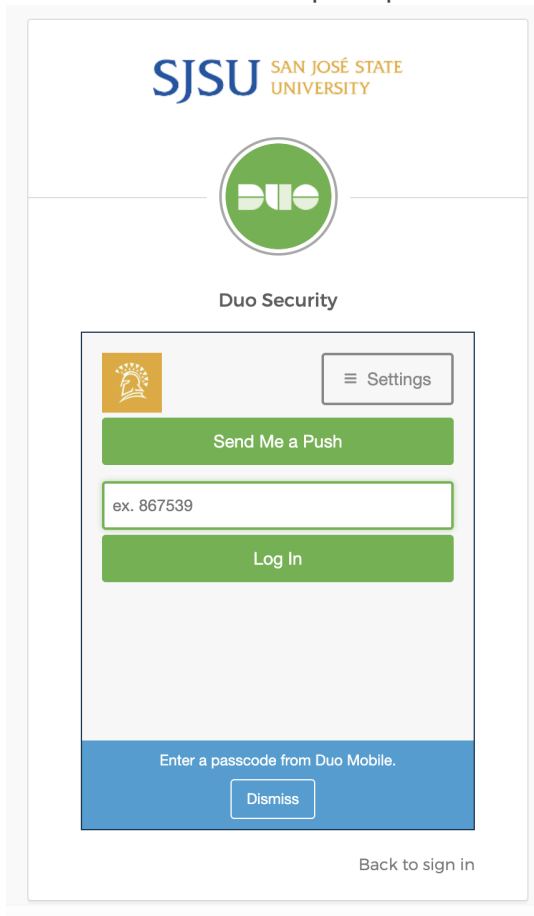


Recovering Duo 2-Factor Account

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 shows a web-based login interface for SJSU Duo Security. 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 'Send Me a Push' button, a text input field with placeholder text 'ex. 867539', and a 'Log In' button. A 'Settings' link is visible in the top right corner of the main area. At the bottom, there is a blue bar 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 interface.

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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