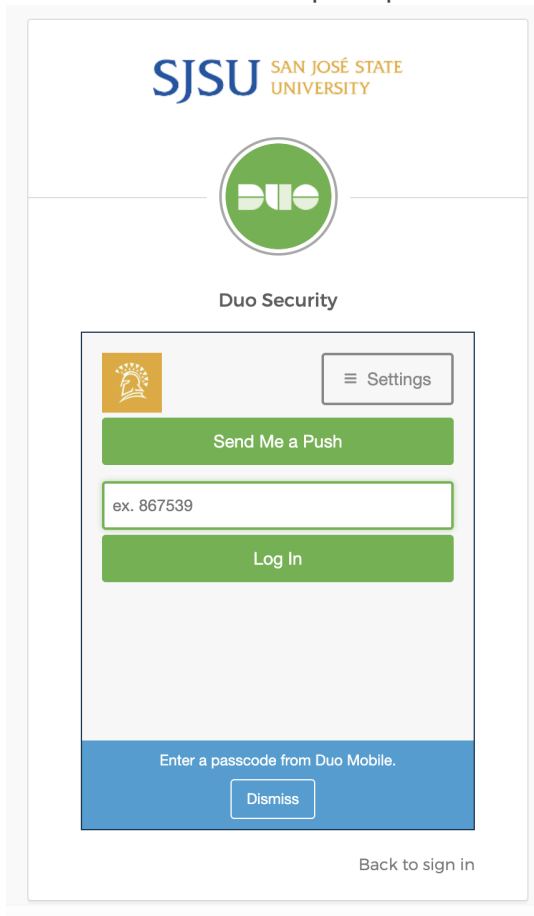


# Recovering Duo 2-Factor Account

**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 logo (San José State University) is displayed. Below it is the Duo Security logo, a green circle with the word 'DUO' inside. The text 'Duo Security' is centered below the logo. The main content area is a white box with a light gray border. Inside this box, there is a header bar with the SJSU logo on the left and a 'Settings' button on the right. Below the header bar, there are three green buttons: 'Send Me a Push', a text input field with placeholder text 'ex. 867539', and 'Log In'. At the bottom of the white box, there is a blue bar with the text 'Enter a passcode from Duo Mobile.' and a 'Dismiss' button. Below the white box, 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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