

# Steps to Reset Duo Authenticator on another contact number.

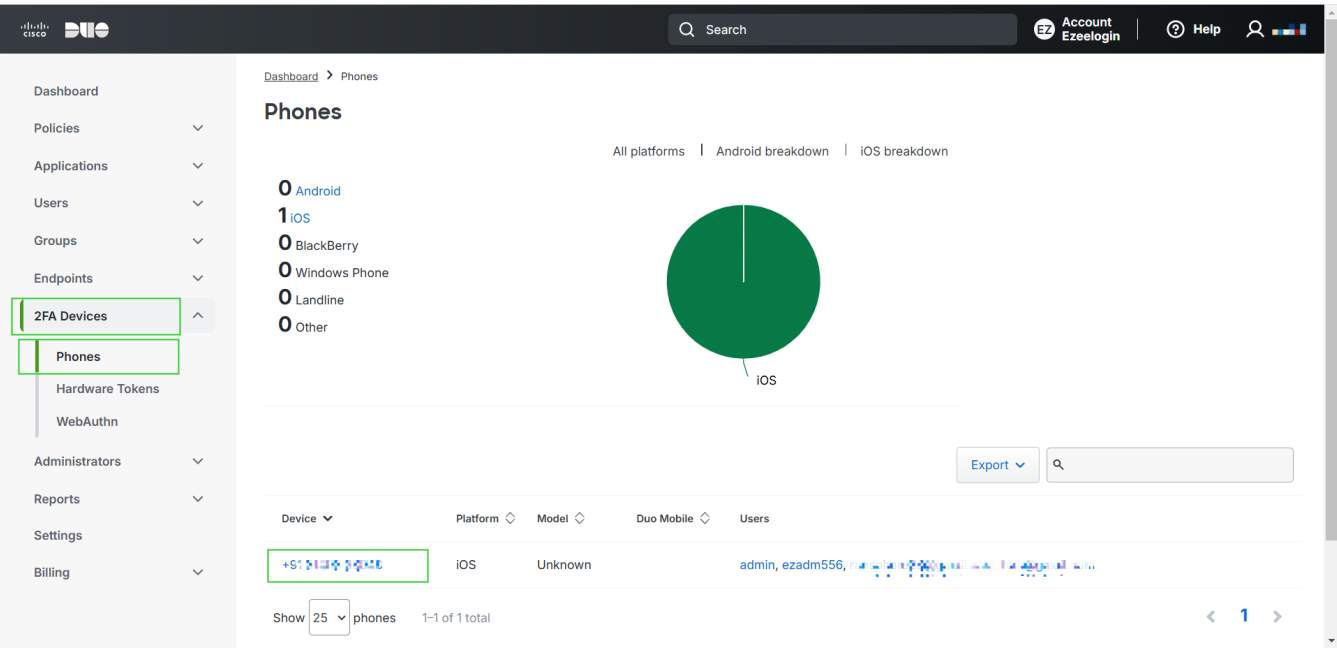
752 Rakhi May 8, 2025 [Common Errors & Troubleshooting](#) 903

## How to Reset Duo Authenticator on a New Phone?

**Overview:** This article provides instructions on how to set up Duo if you are using a new phone and need to reset your Duo settings on the gateway server.

### Step 1: Log into DUO.

Start by logging into your Duo account. Navigate to **2FA Devices > Phones** and select your previously used contact number.



Update the contact number as needed and save the changes.

Groups
Endpoints
2FA Devices
Phones
Hardware Tokens
WebAuthn
Administrators
Reports
Settings
Billing

admin (admin)  
admin@ezeelogin.com
+91 70213 49825

+91 70213 49825

Attach a user  
Authentication devices can share multiple users

Device Info  
Learn more about Activating Duo Mobile

Not using Duo Mobile  
New activation pending  
Activate Duo Mobile  
Last seen 1 day ago

Model  
Unknown

OS  
iOS

Settings

Number

+91 70213 49825
Show extension settings

Device name

Optional. Examples: "Work phone", "Old iPod touch"

Type

Mobile

Platform

Android

Save Changes

## Step 2: Activate DUO Mobile.

Click on **Activate Duo Mobile** to set up Duo on your new phone.

Groups
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OS  
iOS

Generate the Duo Mobile activation code and send it to your new device.

duo  
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Dashboard
Phone: +91 70213 49825
Activate Duo Mobile

### Activate Duo Mobile

This form allows you to generate a new activation code for this phone's Duo Mobile application. The Duo Mobile application allows the user to generate passcodes on their mobile device or authenticate via Duo Push.

Note: Generating an activation code will invalidate any existing Duo Mobile credentials for this device until it is activated with the new activation code.

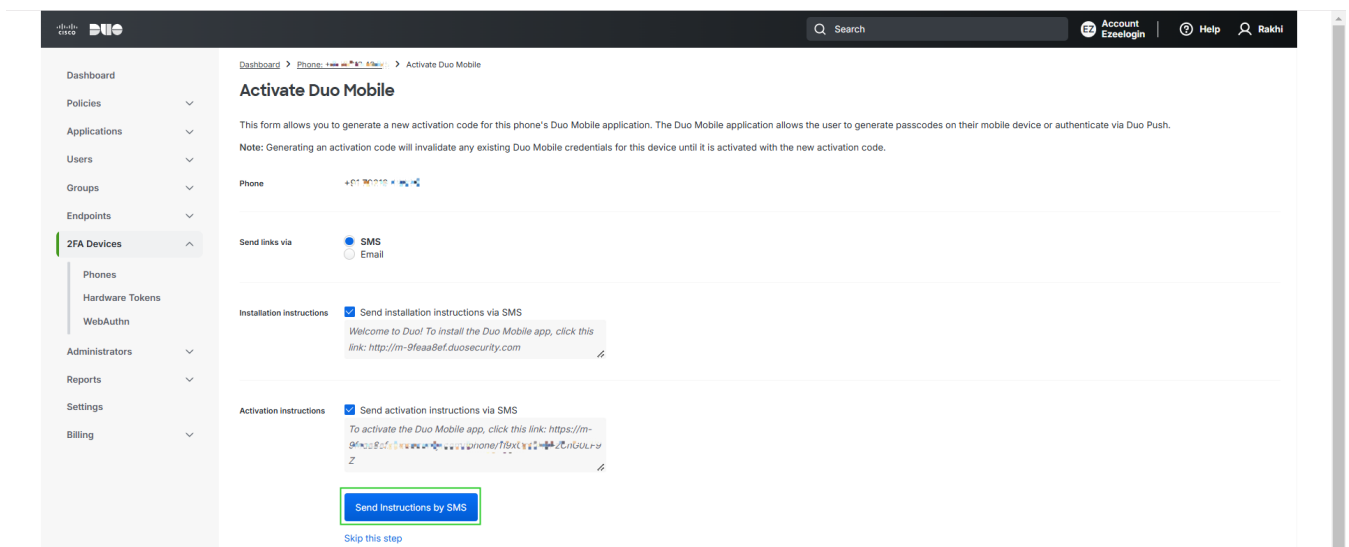
Phone
+91 70213 49825

Expiration

24
hours

after generation

Generate Duo Mobile Activation Code



### Step 3: Download and setup DUO.

You will receive an SMS with instructions to download and set up the Duo Mobile app on your new phone. Follow these instructions to complete the setup.

Once the app is configured, you will be able to access the WebGUI using Duo authentication.

By following these steps, you can successfully reset Duo Authenticator on your new phone.

### Emergency CLI Method:

- Run the below commands to disable and clear DUO 2FA. Replace the username to *disable DUO* for that user.

```
root@gateway:~# php /usr/local/ezlogin/ez_queryrunner.php "update prefix_settings set value='N' where(name='enable_duo')"
```

```
root@gateway:~# php /usr/local/ezlogin/ez_queryrunner.php "update prefix_users set set_duo=0 where username='ezadmin'"
```

### Related Articles:

[Configure DUO 2FA in Gateway server.](#)

[Reset 2fa of gateway user.](#)

[Disable 2FA from backend.](#)

Online URL:

<https://www.ezeelogin.com/kb/article/steps-to-reset-duo-authenticator-on-another-contact-number-752.html>