

How to Connect New Phone/Different Number/Same Carrier

You got a new phone AND changed your phone number AND kept your carrier

The below scenarios are based on access to Duo on your device.

Scenario 1 - No Access

If you have changed your phone number and don't have access to your enrolled Duo phone number (ie, your previous number).

Contact the Corporate Service Center (202-752-1234) for assistance

Scenario 2 - Have Access

If you have changed your phone number and have access to your enrolled Duo phone number (ie, your previous number),


You have the ability to authenticate via **push** or **passcode** by following the procedure for adding a new device through the Duo Self Service Portal at <https://mfa.fanniemae.com>.

Go Page 2 and 3 in this guide for setup instructions



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DUO Multifactor Authentication (MFA) – Activate Preferences for Smart Phone

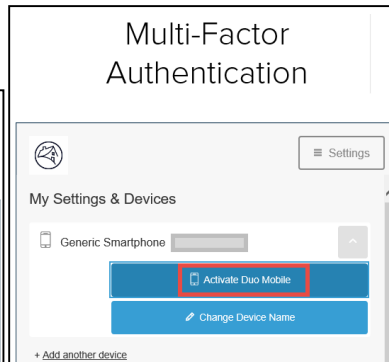
⚠️ Install the **Duo Mobile** app  on your smart phone using **Play Store** or **App Store**, search for **Duo Mobile** and **install**.

Open Chrome browser or Internet Explorer, and from HomeSite, click **Useful Links** and select → **Multi-factor Authentication Self-Service Portal (DUO)**

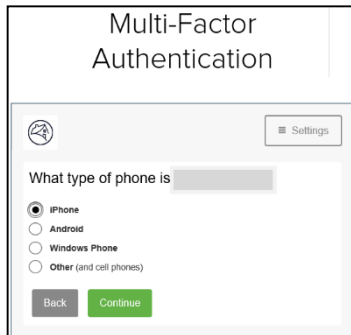
1. Click the **Call Me** button Press 1 when you receive a call from third party service used by DUO number.



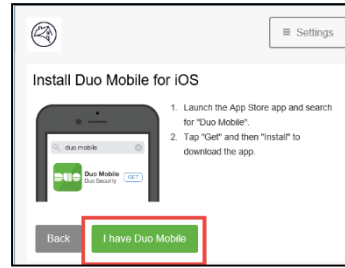
2. Click on the **blue gear** box icon and click **Activate Duo Mobile**



3. Click on the appropriate type of smart phone, click **Continue**

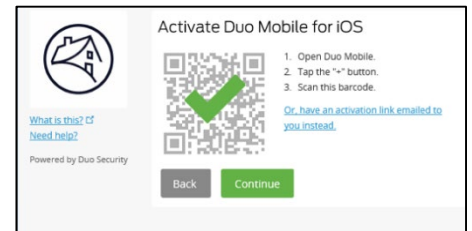


4. Click **I have Duo Mobile**

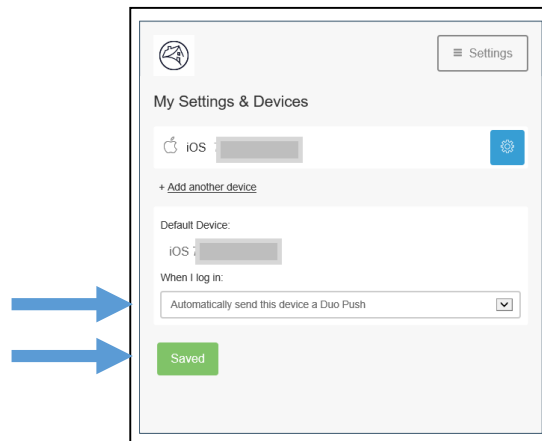


A **QR Code** will appear on your computer screen. Open your **Duo Mobile** application: tap **+** button and scan the QR code/barcode. *(Hold device camera to screen)* Alternatively you can use the emailed link option.

5. Click **Continue** once the green check mark appears.




6. The screen below will display, this is your confirmation you've set your authentication preference to push Confirm **Automatically send this device a Duo Push** is noted



Click **Save** to continue, and click **Finish Enrollment**

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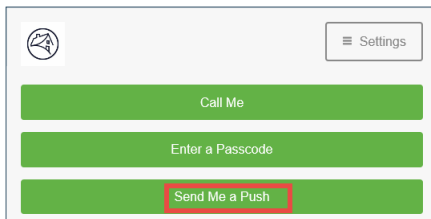
DUO Multifactor Authentication (MFA) – Update Preferences for Landline

 This section will allow you to configure an additional device as a backup option to your smart phone for DUO Multi-Factor Authentication.

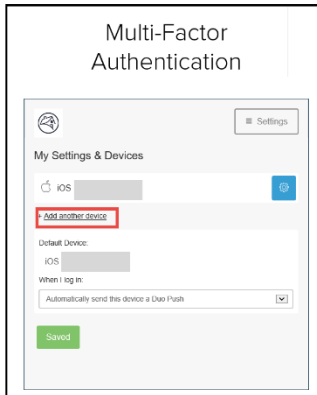
Within “**Multi-factor Authentication Self-Service Portal (DUO)**”

1. Select one of the previously registered devices and one of the green buttons to verify your identity: **Call Me**, **Enter a Passcode** or **Send Me a Push**.

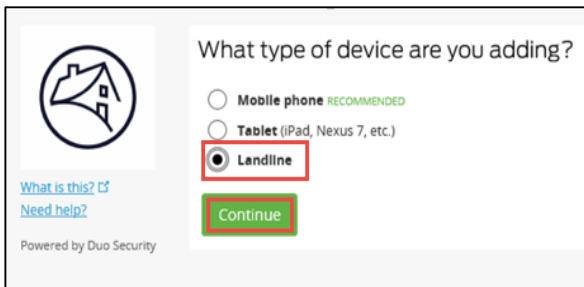
Multi-Factor
Authentication



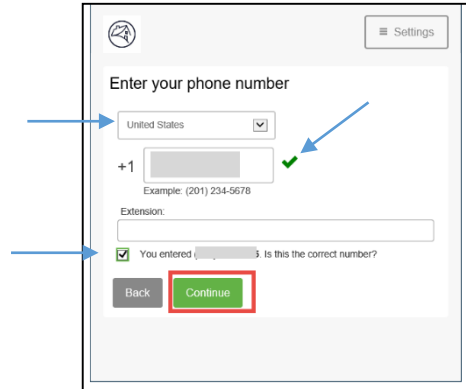
2. Click the **Add another device** link.



3. Select **Landline (recommend)** and click **Continue** (You can also choose another mobile phone or tablet as a backup)

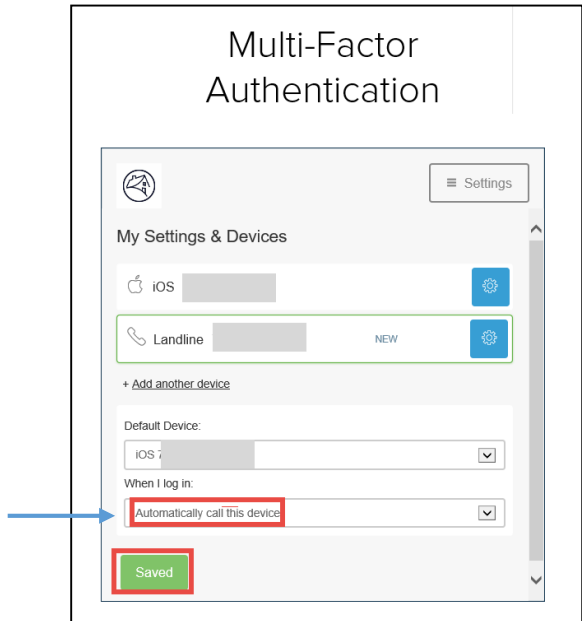


4. Select your **country** from the drop-down list and type your **phone number**. Enter your telephone number. Confirm **check** the box and click **Continue**.



You will see the screen below to confirm you've successfully added the landline as your secondary device

Choose **Automatically call this device a Duo Push**



Click **Save** to **Finish Enrollment**