

MFA DUO – New Phone with Same Number and Different Carrier

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

Note: You may lose service for up to 24 hours while the telephone number is being ported from the old carrier to the new carrier. The steps are used once service is restored.

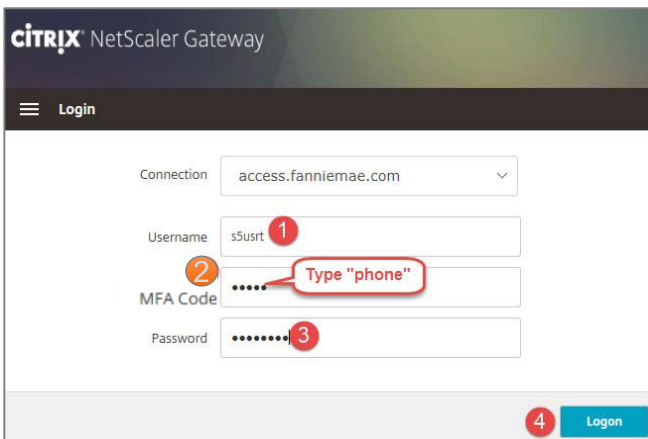
If you have lost service and you don't have a secondary device registered: Call the Corporate Service Center (202-752-1234) and request a bypass code. Once you have service on your new phone, then follow the below steps

Step 1: Install Duo Mobile app on the new phone

(* iPhone users may be taken to the app store to download the app when Duo icon is clicked on the new phone)

Access **Citrix VPN** and type "**Phone**" in the MFA code field

1. Click on the **Citrix VPN** icon on your laptop.
2. Enter your Fannie Mae Username.
3. Type "**phone**" in Passcode.
4. Enter your Fannie Mae Password.
5. Click **Logon**.

6. You will receive a call from third party service phone number used by DUO on your enrolled **mobile device**.
7. Answer the phone. You will be prompted to press "**1**" to authenticated.
8. Once authenticated, you will be connected to the Fannie Mae network

Access the **Self Service Portal**

1. Go to the Self Service Portal <https://mfa.fanniema.com>
2. Click **Call Me**.
3. You will receive a call on the registered phone number, **press 1** to complete authentication.
4. Click the **blue gear** button next to your enrolled device, Click **Activate Duo Mobile**



5. You will receive a new QR code to scan with your phone
6. Scan the QR code to complete Duo Mobile activation