



## New Phone and Retain Phone Number

Follow the below steps to reconnect your DUO Account for a New Phone

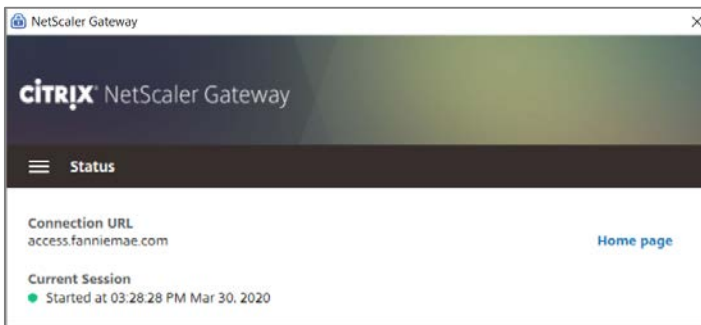
### Use Telephone Call Authentication to Access VPN

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**.



The screenshot shows the Citrix NetScaler Gateway login interface. The 'Connection' dropdown is set to 'access.fanniemaecom'. The 'Username' field contains 's5usr1' with a red '1' next to it. The 'MFA Code' field contains 'phone' with a red '2' next to it and a red callout bubble saying 'Type "phone"'. The 'Password' field contains '\*\*\*\*\*' with a red '3' next to it. A red '4' is next to the 'Logon' button.

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 see the below screen confirming your access to VPN




9. Now that you are on the Network. Proceed to the next page to complete your DUO reactivation



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### Install the DUO Mobile App

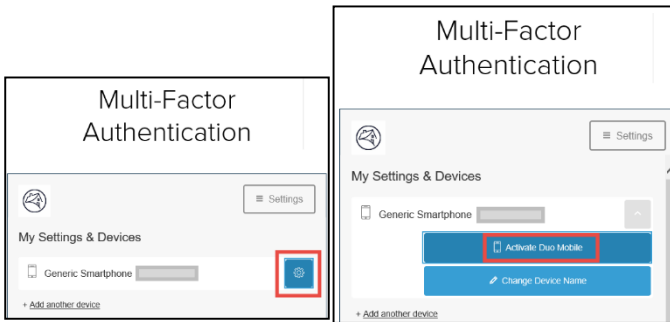
⚠️ Install the **Duo Mobile** app  on your new smart phone using **Play Store** or **App Store**, search for **Duo Mobile** and **install**.

From your laptop, open a browser, and from HomeSite, type: **mfa.fanniema.com** in the URL.

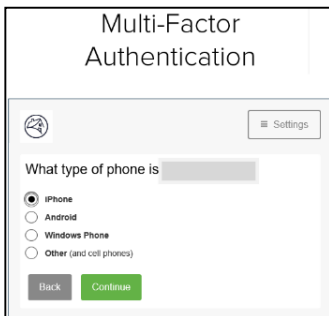
1. Click the **Call Me** button **Press 1** when you receive a call on your cell phone from third party service used by DUO.



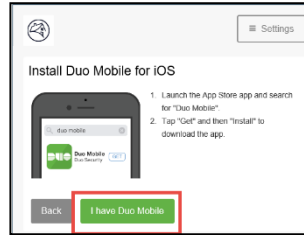
2. From your laptop, click on the **blue gear** box icon and click **Activate Duo Mobile**



3. From your laptop, click on the appropriate type of smart phone, click **Continue**



4. Click **I have Duo Mobile**

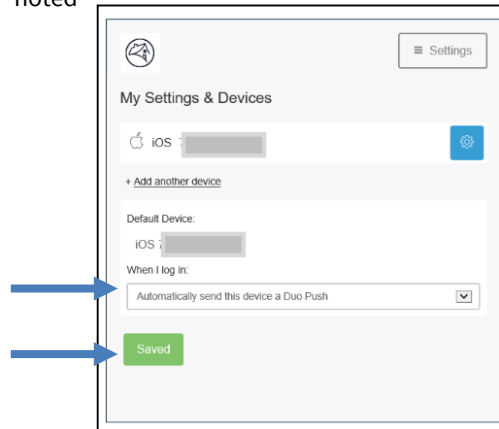


A **QR Code** will appear on your computer screen. Open your **Duo Mobile** application: tap **+** button and **scan** the QR code/barcode. (*Hold device camera to screen*)

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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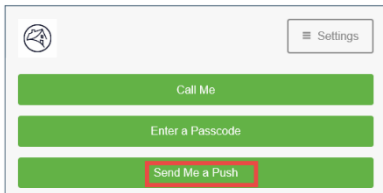
### Install second preference for DUO Mobile App – (Landline recommended)

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

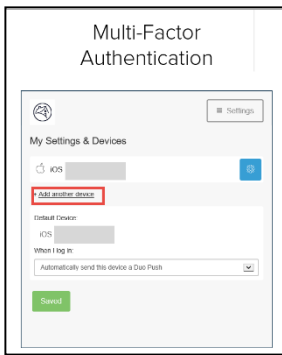
Within “**Multi-factor Authentication Self-Service Portal (DUO)**”

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**.

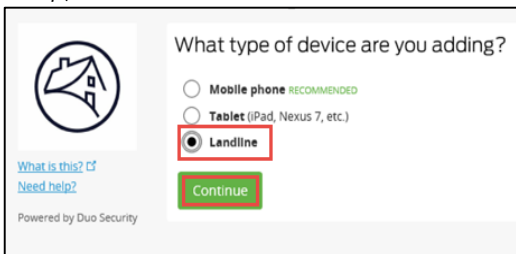
### Multi-Factor Authentication



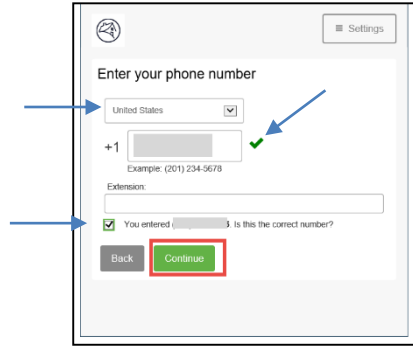
2. Click the **Add another device** link.



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

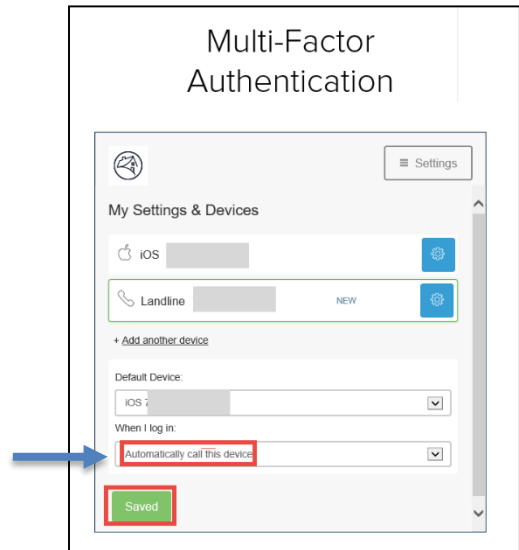


4. Select your **country** from the drop-down list and type your **phone number**. Enter your telephone number. Confirm **check** the box and click **Continue**.



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**