

Reset Duo Mobile on Security Cloud Sign-On

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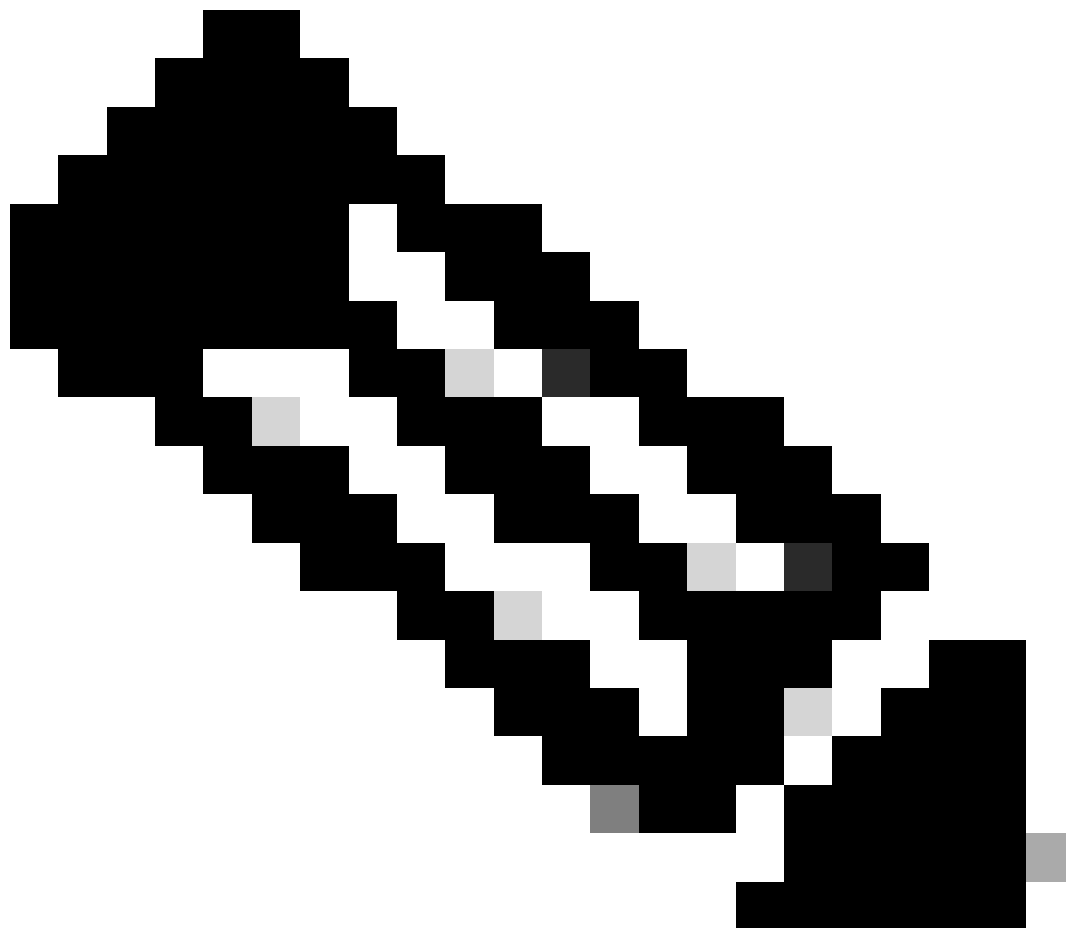
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Introduction


This document describes how to reset Duo mobile two-factor authentication on Cisco services that use Cisco Security Cloud Sign-On.



Note: This guide does not apply to two-factor authentication setups that are a part of third party identity provider integrations with Security Cloud Sign-On.


Problem

You have lost access to the Duo app and cannot sign into Cisco Security Cloud Sign-On.

 **Note:** This guide can only be used if you have access to the phone number you originally registered with Duo.

Solution

1. Log into a Cisco service that uses Cisco Security Cloud Sign-On for authentication, such as Cisco Secure Endpoint ([Cisco Secure Endpoint](#)).

 **Note:** If you do not remember your password, it must be reset first.

2. After you log in in with your password, you are taken to the Duo authentication page shown. Click the **Other Options** button and then choose **Manage Devices**.



Check for a Duo Push

Verify it's you by approving the notification...

Sent to "Android" (.....[REDACTED])



[Other options](#)



[Need help?](#)

Secured by Duo

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Other options to log in



Duo Push

Send to "Android" (.....[REDACTED])



123

Duo Mobile passcode

Enter a code from the Duo Mobile app



Text message passcode

Send to "Android" (.....[REDACTED])



Phone call

Call "Android" (.....[REDACTED])



123

Bypass code

Enter a code from your IT help desk



Manage devices

Add a phone, Touch ID, and more.



First you'll verify your identity.

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[Close X](#)

Passcode sent

Enter the two-factor authentication passcode sent to [REDACTED]

[Verify](#)

[Send a new passcode](#)

Secured by Duo

7. Install the **Duo Mobile** app on your phone as instructed by the prompt. Select **Next**.
8. Scan the QR code with the Duo Mobile app. Once you have successfully scanned the QR code, your

prompt will read **Added Duo Mobile**. When finished, choose **Continue**.

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[Close X](#)

Scan this code in Duo Mobile

In the app, select **Use QR code** to scan.



[Get an activation link instead](#)

Secured by Duo



Added Duo Mobile

You can now use Duo Mobile to log in using a push notification sent to your mobile device.

Since you added a phone number, you can also use text messages and phone calls.

[Continue](#)

Secured by Duo

9. Navigate back to the desired application to login successfully.