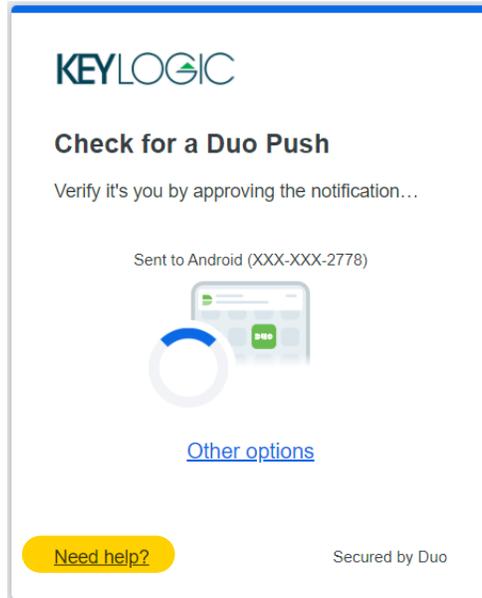


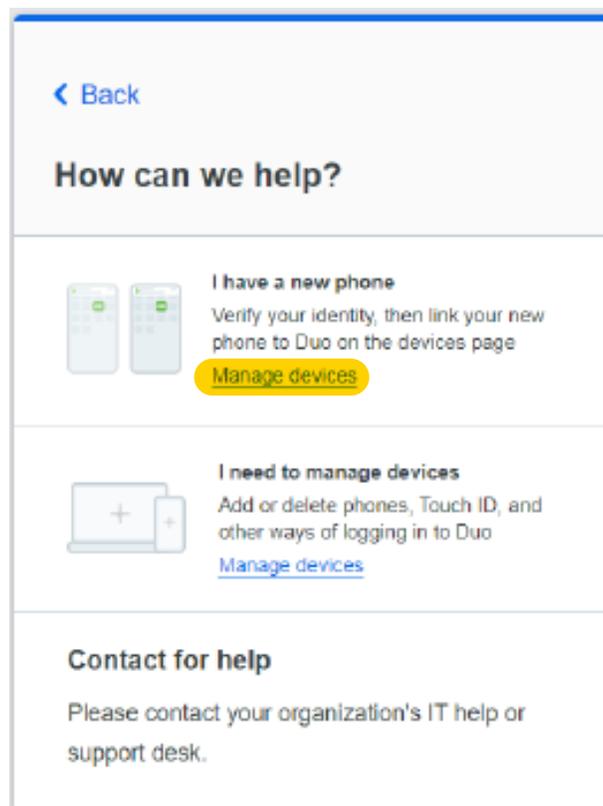
Adding a New Device in Duo with the Same Phone Number

Once enrolled, you can access the Duo menu and add an additional device, by going to <https://office.com> and logging in with your firstname.lastname@keylogic.com email address. When prompted to authenticate with Duo, before approving the prompt on your phone, click **Need Help?** on the sign-in page.

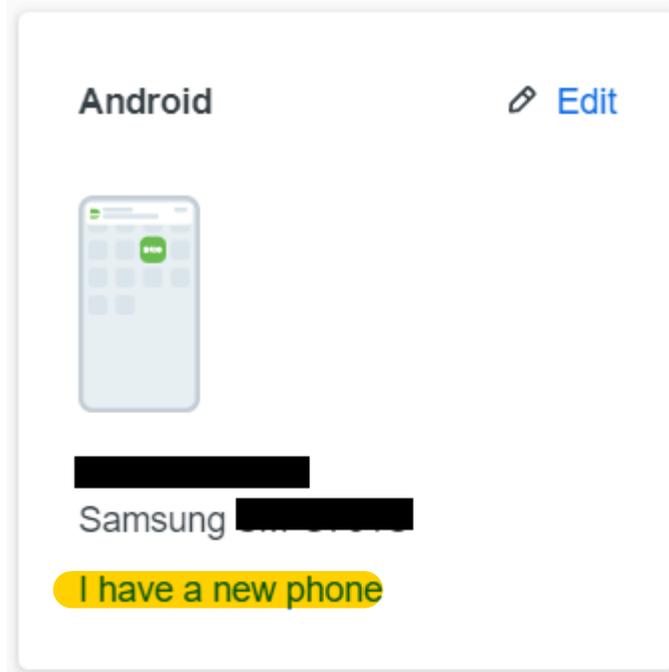


If you do not see this screen and are in your Keylogic account at Office.com, you can log out of office.com by clicking your profile icon in the top right, and clicking, **Sign Out**. Then try logging in again to view the Duo Prompt screen. If the screen still doesn't display, please reach out to support@keylogic.com.

Once you have successfully selected **Need Help?** on the previous screen, select **Manage Devices** under the **I have a new phone** section on the following page.



You will then be shown all devices linked to your account. On the device listed that you are wanting to replace, select the **I have a new phone** option.



Proceed through the Duo prompts to confirm your identity. Download the Duo Mobile security app (example below) on your new device and scan the QR code provided by Duo.



Please let us know if you have any questions or issues by emailing support@keylogic.com.

