

Duo Instructions for your Android Device

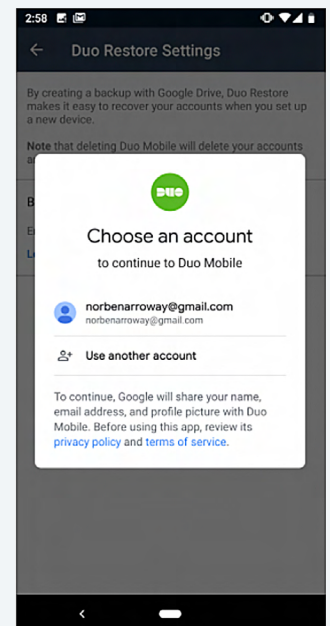
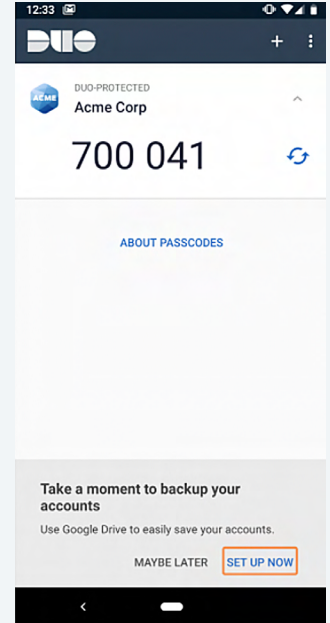
Enabling Duo Restore on your Android device:

- When you add your first-ever account in the Duo Mobile app, you will see a new notification prompt to enable Duo Restore on your device.
- Tap **SET UP NOW** and select the Google account to use for Duo Restore. Grant Duo Mobile permission to store the backup in your Google Drive.

The below instructions can be followed any time if you clicked on Maybe Later on the first attempt:

- Make sure you are running the latest version of the Duo Mobile App on your current Android device.
- Open the Duo Mobile app.
- Tap the overflow menu (three vertical dots) in the top right corner of the main accounts list.
- Tap **Settings**.
- Tap **Duo Restore**.
- Turn on Duo Restore by tapping Backup Accounts with Google Drive.
- Select a Google account to store your backup.
- *Optional:* Enable third-party account restore by tapping Automatically Reconnect Third-Party Accounts.
- Enter and confirm a recovery password that has 10-128 characters.

More details and instructions on how to enable this from [DUO Security](#)

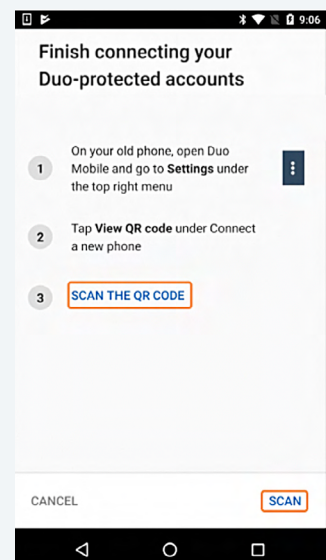
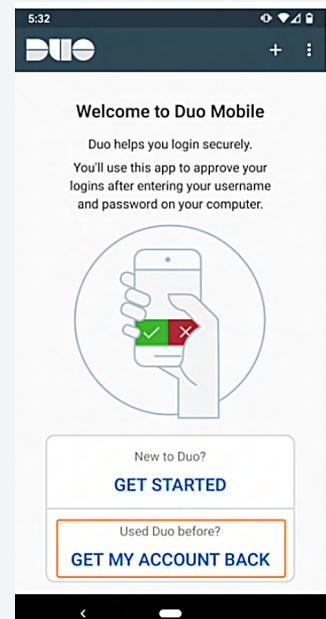


How to restore on your new device:

- Instant Restore requires Duo Mobile for Android v3.32.0 or newer.
- You must have access to Duo Mobile on your old Android device in order to use Instant Restore to restore your Duo-protected account backup to your new device. If you can't open Duo Mobile on your old device, i.e. if your phone was lost or damaged, contact the [CME Group Help Desk](#) to discuss your account recovery options.
- From your new Android device, download the latest Duo Mobile App from the Google Play Store.
- Open the Duo Mobile app on your new device.
- Tap **Get My Account Back** from the welcome screen.
- Select the Google account you used when initially setting up Duo Restore.
- At the beginning of the reconnection process, you'll be asked if you have your old phone. Tap Yes to continue.
- Open Duo Mobile on your old phone and tap the menu icon in the top right to open Settings.
- Locate the Connect a New Phone settings item and tap View QR Code. If you don't see this option, make sure Duo Mobile on your old phone is version 3.32.0 or later.
- Return to your new phone and tap either Scan The QR Code in step three or Scan in the lower left, then scan the QR code shown on your old phone to complete account restoration.
- Duo Mobile locates your backed up Duo-protected accounts and restores them to your device, showing a successful message when complete.

More details and instructions on this from [DUO Security](#)

Note: If you are using a work phone for your DUO setup, please make sure that you are following your organization's device-related policies, as applicable.



If you are having trouble with your Google account and backup, please contact Google. If you have any trouble using DUO for your CME Group login after restore from backup is done, please contact [Enterprise Application & Systems Entitlements \(EASE\)](#).