MY TWO FACTOR

This tutorial will assist with reactivating Two Factor Authentication (2FA) on your new device or adding and deleting devices from your Two Factor account.

STEP 1
Go to https://it.ufl.edu/2fa/

Click on My Two Factor located on left menu.

Log in with your GatorLink credentials.

STEP 2
Choosing the authentication method is dependent the your situation:

- If you have the same number but different device. - Go to Reactivate Duo Mobile section below!
- If you have a different number and secondary device listed on your 2FA account. - Go to Add Another Device section below!
- If you have a different number and do not have secondary device listed on your 2FA account. - Go to Additional Assistance section below!

**To eliminate future issues, it is best to add a secondary device!**

REACTIVATE DUO MOBILE

If you have the same number but different device follow the steps below.

**STEP 1:** On the Choose an authentication method screen click: [Call Me]

**STEP 2:** When you receive the call, dial 1.

**STEP 3:** To the right of your phone number click: [Device Options] > [Reactivate Duo Mobile]

**STEP 4:** Follow the short setup process.

ADD ANOTHER DEVICE

If you have a different number and secondary device listed follow the steps below.

**STEP 1:** On the Choose an authentication method switch to your secondary Device.

**STEP 2:** Select an authentication method.

**STEP 3:** Click + [Add another device]

**STEP 4:** Follow the setup process as you did when you first signed up for 2FA.

ADDITIONAL ASSISTANCE

If you have a different number and do not have a secondary device listed follow the steps below.

**STEP 1:** UFIT will verify your identity.

**STEP 2:** Receive a Bypass code.

**STEP 3:** On 2FA webpage, click Enter a Passcode

**STEP 4:** Enter the Bypass code UFIT gave you.

**STEP 5:** Go to ADD ANOTHER DEVICE. (Step 2)

**STEP 6:** To delete your old device click:

Questions? Call/Text 352-392-2465 or email ithelp@ufsa.ufl.edu