

# Duo for YubiKey 4 users: The mobile app fails sometimes. What can I do?

## Problem

I usually log in using my CIT password and YubiKey 4, but sometimes I want to get a push or have Duo call my smartphone instead. The Duo Mobile app doesn't always work for me. What should I do?

## Solution

If your Duo push, call, or passcode method isn't functioning as it should, check your wireless or cellular data connection. If those are fine, restart your phone. If the problem persists, **reactivate the app** by following these steps:

1. Log in to the [Duo Device Portal](#) with whichever authentication method is currently working. (If none of them are working, call CISL at 303-497-2400.)
2. Click **Device Options**.
3. Click **Reactivate Duo Mobile**.
4. Identify the type of phone you're using.
5. Click **I have Duo Mobile Installed** if you still have the app on your phone.
6. Scan the barcode and click **Continue** to finish.  
or
7. Choose **Email me an activation link instead** and enter your email address.
8. Open the email on your phone and use the link you receive to activate your Duo Mobile app.
9. Then, return to the Duo Device Portal and click **Continue** to finish.