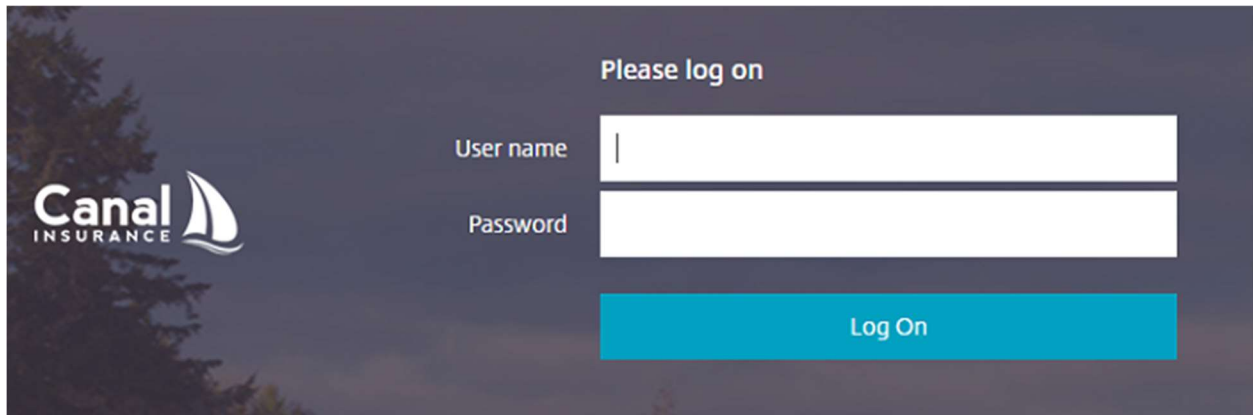


Reactivating DUO Mobile:

The below can be done internal or external to Canal.

Head over to Citrix.canal-ins.com <http://citrix.canal-ins.com>

Login in with your firstname.lastname@canal-ins.com and your Windows Password



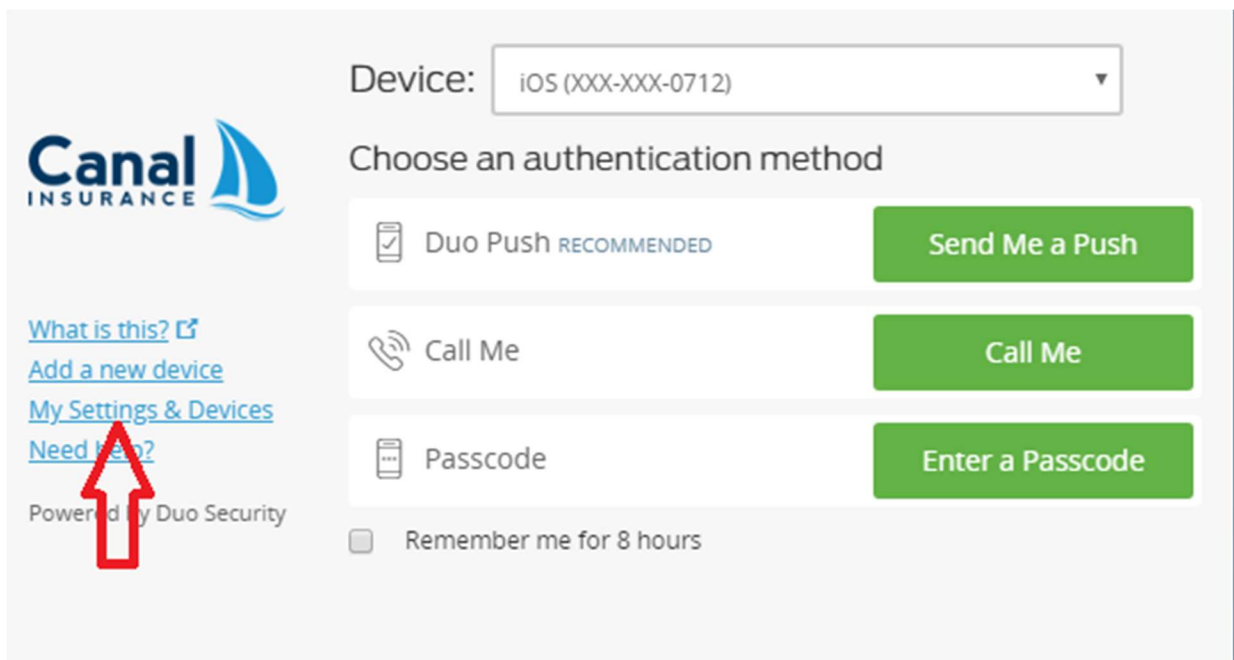
Please log on

User name

Password

Log On

On the DUO Splash Screen – click My Settings and Devices



Device: iOS (XXX-XXX-0712)

Choose an authentication method

DUO PUSH RECOMMENDED

Call Me

Passcode

Remember me for 8 hours

[What is this?](#) [Add a new device](#) [My Settings & Devices](#) [Need help?](#)

Powered by Duo Security

Since you are Reactivating DUO Mobile, do the option Call Me – listen to prompts on your phone.

Please note if your number has changed since last activation of DUO – contact helpdesk and your account will be updated.

Canal
INSURANCE

My Settings & Devices

First, we need to confirm it's really you. Choose an authentication method below to manage your settings and devices.

Choose an authentication device

iOS (XXX-XXX-0712)

Choose an authentication method

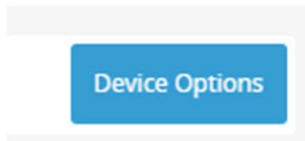
Duo Push **RECOMMENDED** **Send Me a Push**

Call Me **Call Me**

[What is this?](#) [Add a new device](#) [My Settings & Devices](#) [Need help?](#)

Powered by Duo Security

Click Device Options



Click Reactivate DUO Mobile



From there just follow prompts and DUO Mobile will be reactivated.