

# Duo Mobile Instant Restore

Version 9

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Instant Restore enables account recovery of **Duo-Protected** accounts when a Duo Mobile user gets a new iOS or Android device.

When users with account backups open Duo Mobile on their new device, they can tap Get My Account Back to begin the Instant Restore process.

## Android

- Android users should toggle on the Backup accounts with Google Drive option in Duo Mobile and follow the in-app prompts to connect to Google Drive to store their app backup.
- Android users must have their old device available to scan a QR code generated on that device to transfer the information to the new device.
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## iOS

- iOS users must have enabled iCloud Backup and iCloud Keychain features on their iOS devices.
- iOS users don't need their old device available to complete the restore, but we do push a restore notification to the old phone.
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Successful Instant Restore deactivates the **Duo-Protected** and **Duo Admin** accounts on the old device.

Instant Restore requires Duo Mobile for Android 3.32.0 or later and 3.33.0 or later for iOS.

tags : duo-security, it-services