

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.
- [How to Use Instant Restore for Duo Mobile on Android](#)

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.
- [How to Use Instant Restore for Duo Mobile on iOS](#)

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