MANAGING YOUR DEVICES

AUTHENTICATION

The authentication prompt will display a "Manage Devices" button. To manage your devices, select a device to use, choose an authentication method, and complete second factor authentication. You will not be able to get in to the device management portal if you do not have access to any enrolled devices; you'll need to contact the help desk for assistance.

DEVICE MANAGEMENT PORTAL

After authenticating you'll see the device management portal. This is where you can edit your existing devices or add a new one.
ACTIVATE DUO MOBILE

Clicking **Activate Duo Mobile** in the actions dropdown helps you get an existing device setup to complete secondary authentication. After answering some questions about your device, you will receive a new QR code to scan which will complete the activation process.

![Enrolled Devices](image)

![Choose Platform](image)
The "Continue" button is clickable after you scan the barcode.

Can’t scan the barcode? Click the link and then follow the instructions.
Clicking **Change Device Name** will open up an interface to change the display name of your phone.

After successfully modifying your phone’s name, not only will you see this from now on when managing devices, but it will also be how your phone is identified in the authentication dropdown.
REMOVE DEVICE

The device manager also lets you remove your devices. If you are unable to delete a device, contact your administrator to have it removed.

Note: You may not remove your last device. If you wish to remove it, first add another, then delete the original.
SET DEFAULT DEVICE

If you authenticate with more than one device, you can specify which you would like to be the default. In the list of actions, simply click **Set as Default** and that device will be moved to the top of the list making it your default device for authentication.