MANAGING YOUR DEVICES

AUTHENTICATION

Use the NetIDplus Manage Devices site to make changes to your device(s) or to re-activate your DUO app on your mobile device. The authentication prompt will display a "My Settings and Devices" button. To manage your devices, select that button and a device to use as an authentication method, 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 will need to contact the help desk for assistance. Note: If your administrator enabled self-service device management, the authentication prompt displays a "My Settings & Devices" link on the left.

To manage your devices, choose an authentication method and complete second factor authentication (you may need to scroll down to see all authentication options). You can't get in to the device management portal if you do not have access to any enrolled devices; you'll need to contact your Duo administrator for help.
ACTIVATE DUO MOBILE

After authenticating you'll see the device management portal. This is where you can reactivate, edit, or delete your existing devices. Scroll down to see all your authentication devices.

To exit My Settings & Devices, click the “Done” button below your listed devices or click your organization’s logo on the left (or the Duo logo if shown).

DEFAULT AUTHENTICATION OPTIONS

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.
If this is the device, you’ll use most often with Duo then you may want to enable the Automatically send me a: option and choose either Duo Push or Phone Call. With this option enabled Duo automatically sends an authentication request via push notification to the Duo Mobile app on your smartphone or a phone call to your device (depending on your selection).

**MANAGE EXISTING DEVICES**

Click the Device Options button next to any of your enrolled devices to view the actions available for that type of device. You can Reactivate Duo Mobile for an enrolled smartphone, Change Device Name for any type of phone, or delete any authentication device.
**REACTIVATE DUO MOBILE**

Click the Reactivate Duo Mobile button if you need to get Duo Push working on your phone, for example, if you replaced your phone with a new model but kept the same phone number. After answering some questions about your device, you'll receive a new QR code to scan with your phone, which will complete the Duo Mobile activation process.

![Activate Duo Mobile for iOS](image)

**CHANGE DEVICE NAME**

Clicking Change Device Name will open up an interface to change the display name of your phone (hardware tokens can't be renamed). Type in the new name and click Save.

![My Devices](image)
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.

![Device Name Confirmation]

**REMOVE DEVICE**

Click the trash can button to delete a phone or token device.

Note: You may not remove your last device. If you wish to remove it, first add another, then delete the original. If you are unable to delete a device, contact your administrator to have it removed.

![Device Removal]

You are given the chance to confirm or cancel deleting the authentication device. The device will be deleted. It can no longer be used to approve Duo authentication requests.
ADD A NEW DEVICE

Clicking the Add a new device link on the left walks you through a few steps to get Duo Mobile installed and activated on your new device.