

## Adding a New Duo Device

Brad Christ - 2023-12-06 - Comments (0) - Multi-factor Authentication

# Adding a new device

You can easily add new devices right from the Duo Prompt.



## Login to InsideSOU

Begin by logging into InsideSOU and locating the DUO tab in the Account Management box. Click **Manage your SOU DUO Account**. To learn more about DUO Multi-factor, read our [FAQs and guides](#).



## Authentication

After entering your username and password, the Duo Prompt will require you to authenticate to DOU before you can manage your devices.

The screenshot shows the Duo authentication prompt. On the left is the SOU logo (a red square with 'SO' above 'U'). Below the logo are two links: 'What is this?' and 'Need help?'. The main area is titled 'Choose an authentication method' and contains three options, each with a green button:

- Duo Push RECOMMENDED** with a 'Send me a Push' button.
- Call Me** with a 'Call Me' button.
- Passcode** with an 'Enter a Passcode' button.

[Return to InsideSOU](#)

# Enroll a New Device

To start enrolling a new device, click Add another device.

**SO**

[What is this?](#) [Need help?](#)

### My Settings & Devices

iOS 734-555-0105	Device Options
Android 734-555-6673	Device Options

[+ Add another device](#)

Default Device: iOS 734-555-0105


When I log in: Ask me to choose an authentication method

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Choose an authentication method and complete two-factor authentication to begin adding your new device.

If you're adding a new device to replace one that you previously activated for Duo Push, don't select the Duo Push authentication method on this page unless you still have the original device. If you don't have the original device, but you have a new device with the same phone number, then you can authenticate with a phone call or SMS passcode.

You can't add a new device from this page if you do not have access to any of your previously enrolled authentication devices; you'll need to contact your [IT Computing Coordinator](#) or the Help Desk for assistance.






[What is this?](#) [Need help?](#)

### Add a new device


First, we need to confirm it's really you. Choose an authentication method below to begin adding a new device to your Duo account.

#### Choose an authentication method

 Call Me	<a href="#">Call Me</a>
 Passcode	<a href="#">Enter a Passcode</a>
 Duo Push	<a href="#">Send Me a Push</a>

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Proceed with the device enrollment process as shown in the initial [Enrollment Guide](#). As an example, let's add another phone.



[What is this?](#) [Need help?](#)


### What type of device are you adding?

- Mobile phone** RECOMMENDED
- Tablet** (iPad, Nexus 7, etc.)
- Landline**
- U2F token**

[Continue](#)

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Enter and confirm the second phone's number.



[What is this?](#) [Need help?](#)

### Enter your phone number

United States


+1 7345556673 ✓

ex: (201) 234-5678

(734) 555-6673 This is the correct number.

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Select the new phone's operating system.



[What is this?](#) [Need help?](#)

### What type of phone is 734-555-6673?

iPhone


Android

Windows Phone

Other (and cell phones)


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Install Duo Mobile on the new phone and scan the barcode to activate.



[What is this?](#) [Need help?](#)

### Activate Duo Mobile for Android




1. Open Duo Mobile.
2. Tap the "+" button.
3. Scan this barcode.

[Or, have an activation link emailed to you instead.](#)

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The new phone is added and listed with your other enrolled devices. You can click Add another device to start the enrollment process again and add another authenticator.



[What is this?](#) [Need help?](#)

### My Settings & Devices

 iOS 734-555-0105	<a href="#">Device Options</a>
 Android 734-555-6673 JUST ADDED	<a href="#">Device Options</a>

+ [Add another device](#)

Default Device:

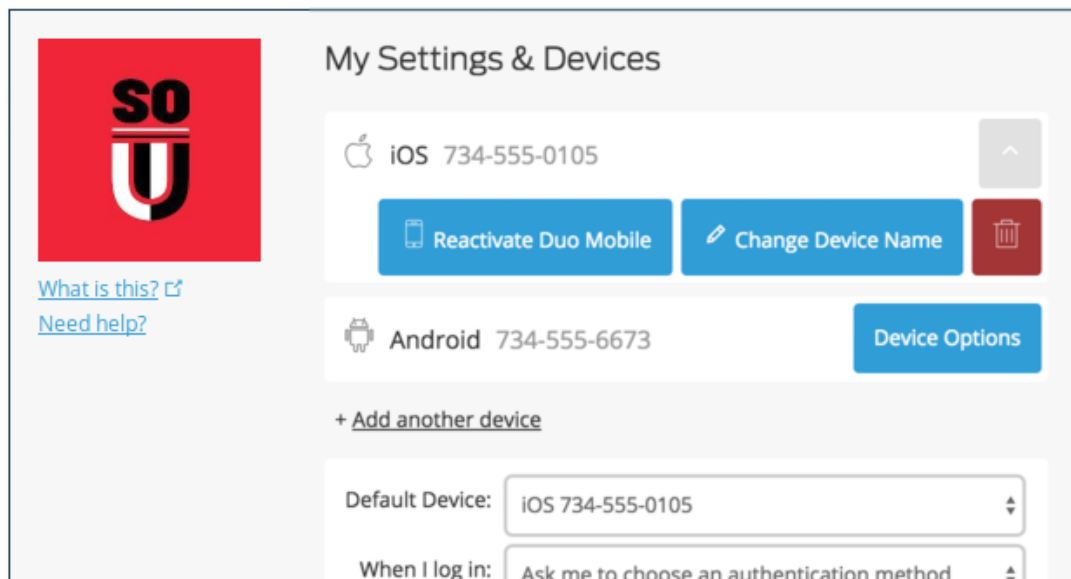
When I log in:

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## Configure Device Options

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

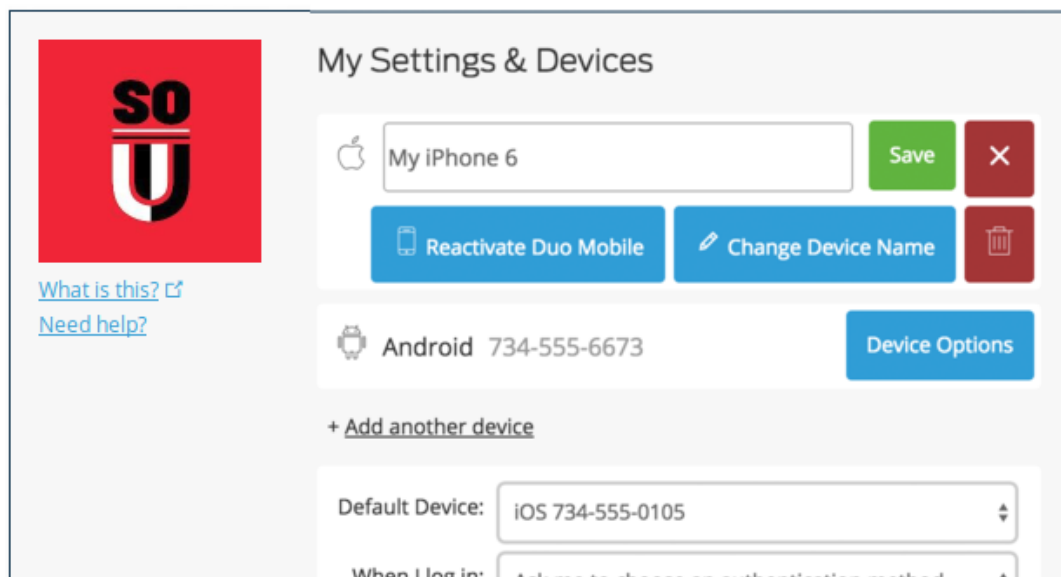
any authentication device.



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## Change Device Name

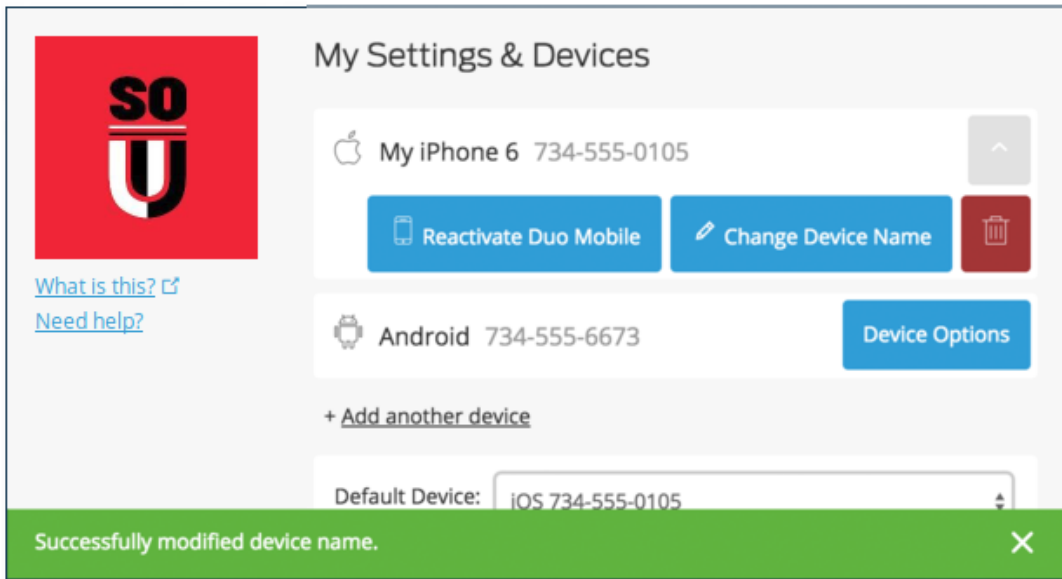
Clicking Change Device Name will open up an interface to change the display name of your phone (hardware tokens can't be renamed). Type in the new name and click Save.



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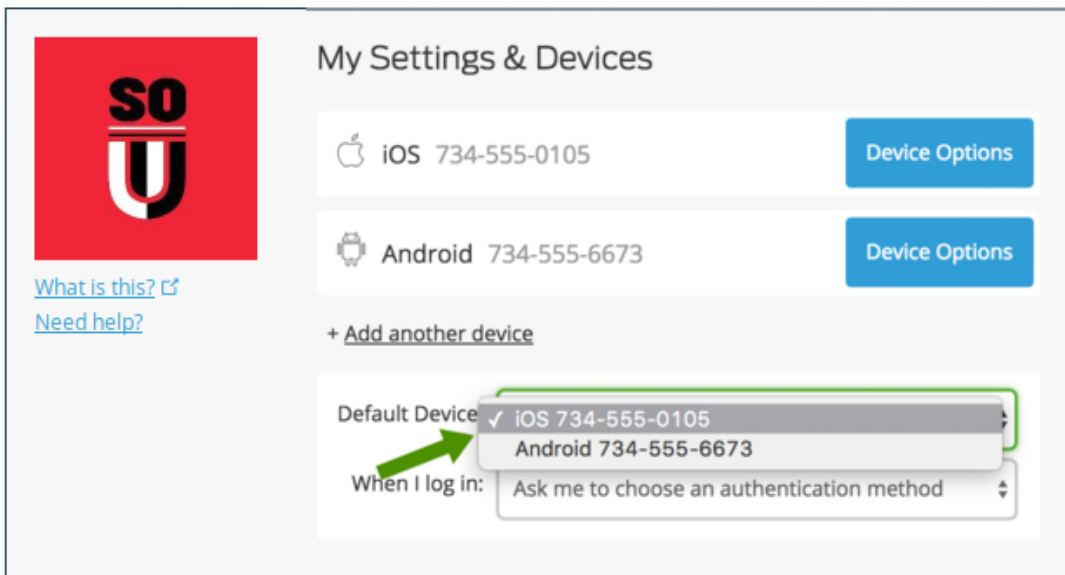
After successfully modifying your phone's name, not only will you see this from

now on when managing devices, but it will also be how your phone is identified in the authentication dropdown.



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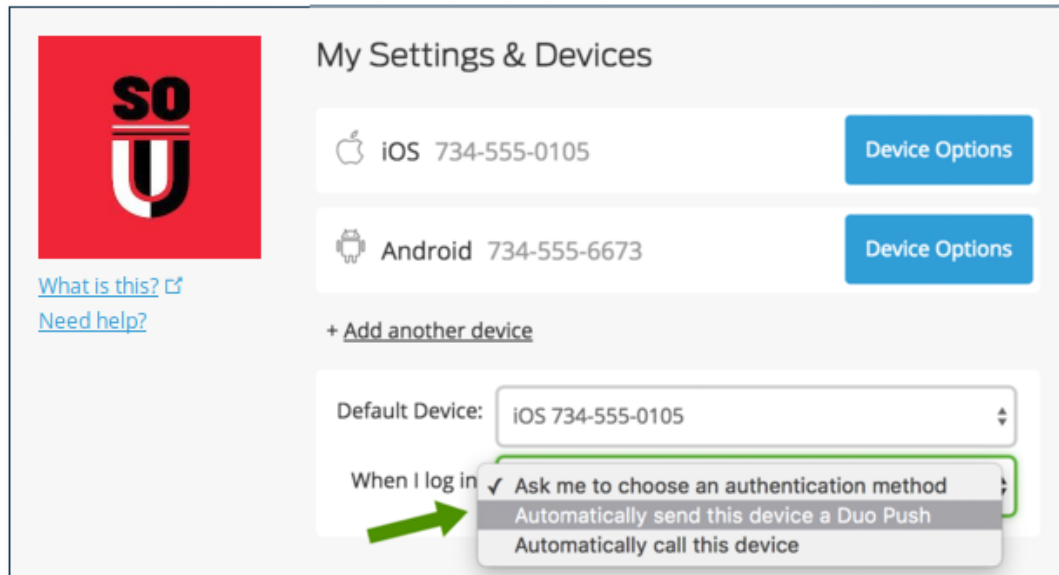
If you want to continue using your original device with Duo, you can specify which of your devices you would like to be the default. Click the Default Device: drop-down menu and pick your default device for authentication. Click Save if you're done making changes.



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If this is the device you'll use most often with Duo then you may want to enable

automatic push requests by changing the When I log in: option and changing the setting from "Ask me to choose an authentication method" to "Automatically send this device a Duo Push" or "Automatically call this device" and click Save. With one of the automatic options 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).



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## Remove a Device

If your new device is replacing the one you previously enrolled, you can remove the device you won't be using any more for authentication. Click the Device Options button next to the device you want to remove, and then click the trash can button to delete that device.



My Settings & Devices

What is this? [Need help?](#)

iOS 734-555-0105 [Device Options](#)

Android 734-555-6673

[Reactivate Duo Mobile](#) [Change Device Name](#)

+ [Add another device](#)

Default Device: iOS 734-555-0105

When I log in: Ask me to choose an authentication method

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You'll have the chance to confirm that you want to delete that device.

✕



Are you sure you want to  
remove this device?

This action cannot be undone.

Cancel

Remove

The authentication device is removed from your profile.

Successfully removed device.

