



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.

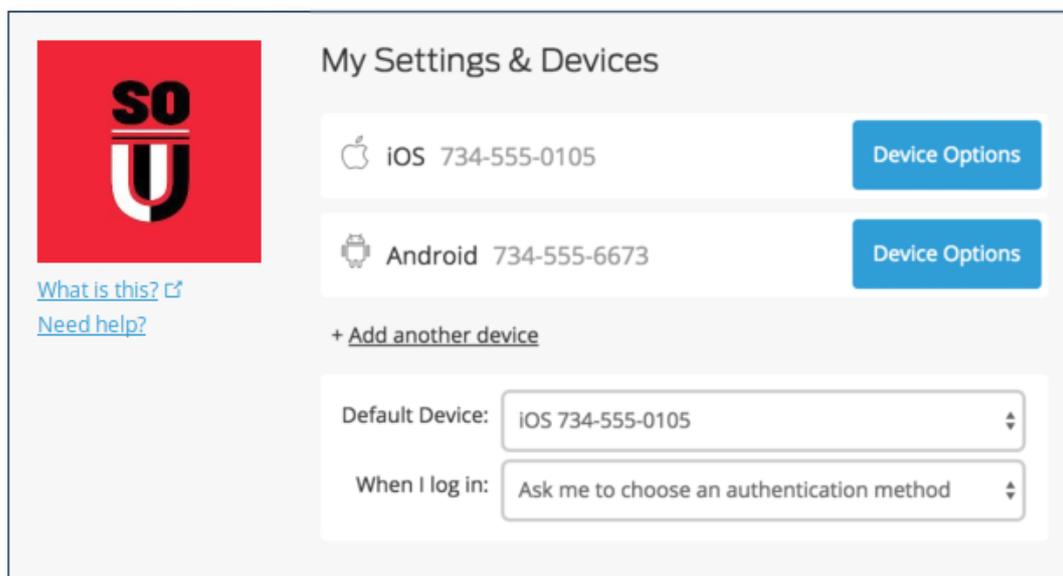
The screenshot shows the Duo authentication prompt. On the left is the InsideSOU logo (a red square with 'SO' above 'U'). Below the logo are links for 'What is this?' and 'Need help?'. The main area is titled 'Choose an authentication method' and contains three options, each with a green button:

- 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.



My Settings & Devices

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

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

[Return to InsideSOU](#)

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	Call Me
 Passcode	Enter a Passcode
 Duo Push	Send Me a Push

[Return to InsideSOU](#)

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](#)

[Return to InsideSOU](#)

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.

[Return to InsideSOU](#)

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)

[Return to InsideSOU](#)

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.](#)

[Back](#) [Continue](#)

[Return to InsideSOU](#)

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	Device Options
 Android 734-555-6673 JUST ADDED	Device Options

+ [Add another device](#)

Default Device:

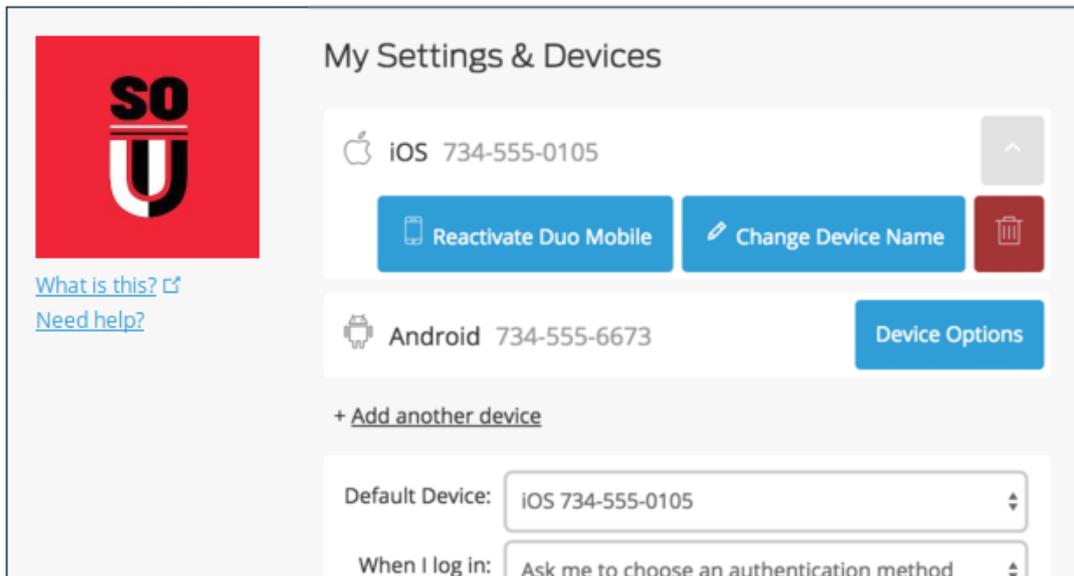
When I log in:

[Return to InsideSOU](#)

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.

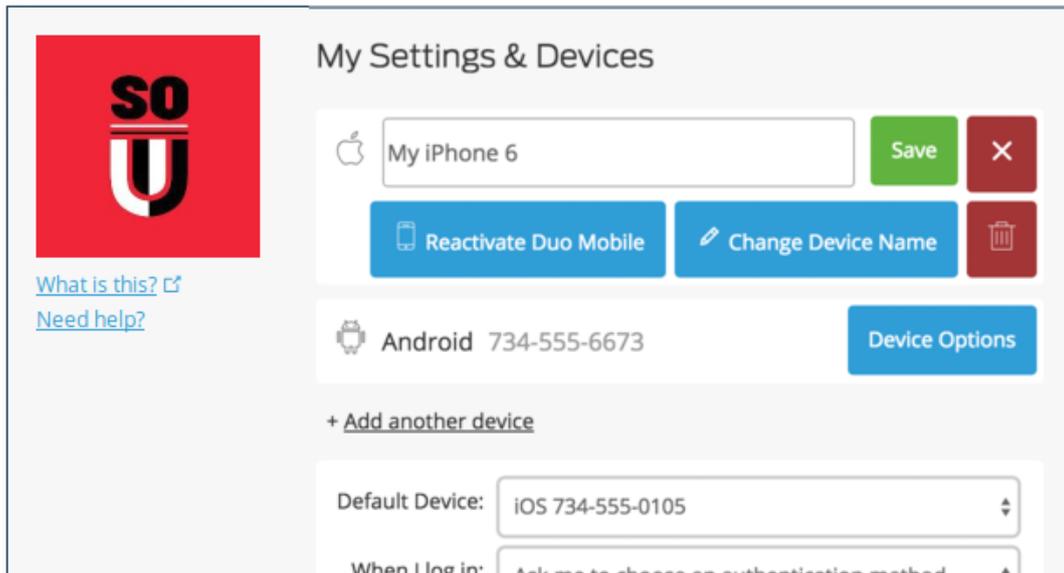


The screenshot shows the 'My Settings & Devices' interface. On the left is the SOU logo and links for 'What is this?' and 'Need help?'. The main area lists an iOS device with ID '734-555-0105'. Below the device name are three buttons: 'Reactivate Duo Mobile' (blue), 'Change Device Name' (blue), and a trash icon (red). Below this is an Android device with ID '734-555-6673' and a 'Device Options' button. At the bottom, there are dropdown menus for 'Default Device' (set to 'iOS 734-555-0105') and 'When I log in' (set to 'Ask me to choose an authentication method').

[Return to InsideSOU](#)

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.

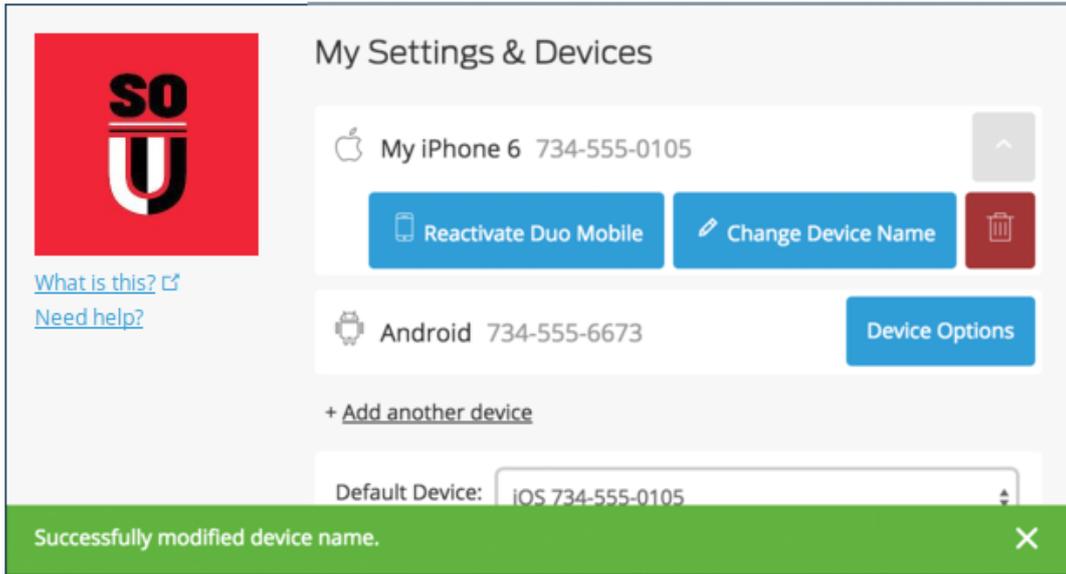


This screenshot shows the 'Change Device Name' modal for the iOS device. The text input field now contains 'My iPhone 6'. To the right of the input are two buttons: a green 'Save' button and a red 'X' button. The 'Change Device Name' button is still visible below the input field. The rest of the page, including the Android device and the bottom dropdowns, remains the same as in the previous screenshot.

[Return to InsideSOU](#)

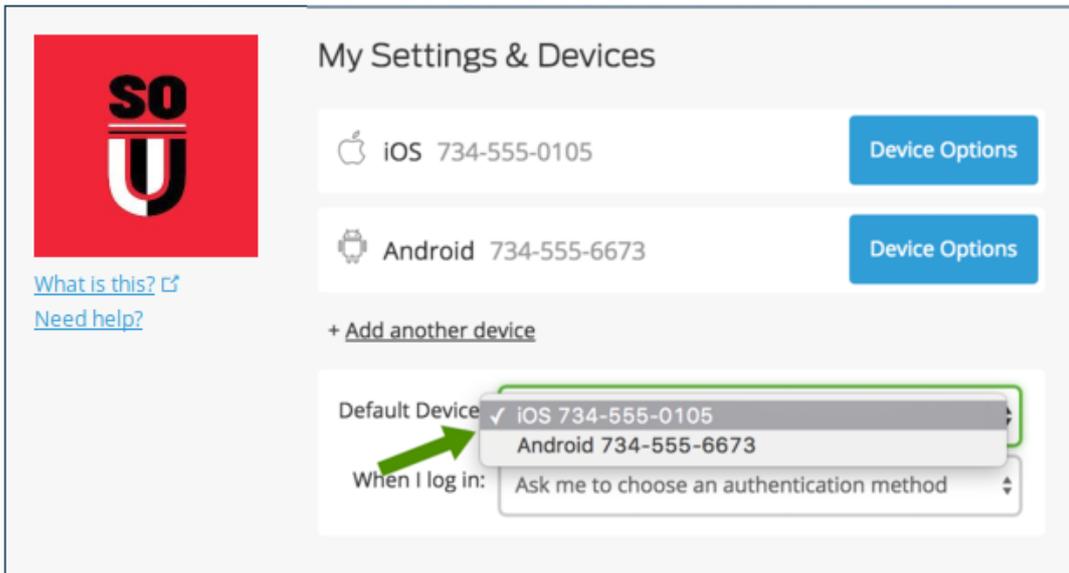
After successfully modifying your phone's name, not only will you see this from

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



[Return to InsideSOU](#)

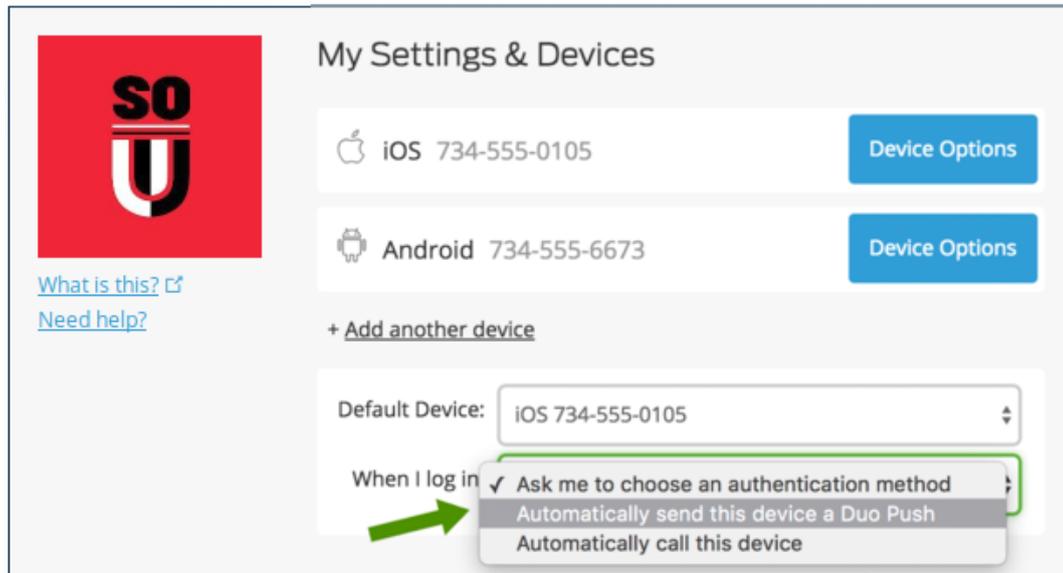
If you want to continue using your original device with Duo, you can specify which of your devices you would like to be the default. Click the Default Device: drop-down menu and pick your default device for authentication. Click Save if you're done making changes.



[Return to InsideSOU](#)

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).



[Return to InsideSOU](#)

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

[Return to InsideSOU](#)

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. ✕