



Managing Your Duo Devices

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

Managing Your Devices

Device management allows you to easily edit and add new devices. You can access this page through the Duo prompt when logging in or clicking Manage Your SOU DUO Account on InsideSOU.



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.



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

Choose an authentication method

<input checked="" type="checkbox"/> Duo Push <small>RECOMMENDED</small>	Send me a Push
<input type="checkbox"/> Call Me	Call Me
<input type="checkbox"/> Passcode	Enter a Passcode

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To manage your devices, choose an authentication method and complete two-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 [IT Computing Coordinator](#) or the Help Desk for assistance



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My Settings & Devices

First, we need to confirm it's really you. Choose an authentication method below to manage your settings and devices.

Choose an authentication device

ios (xxx-xxx-0105)

Choose an authentication method

<input checked="" type="checkbox"/> Duo Push <small>RECOMMENDED</small>	Send Me a Push
<input type="checkbox"/> Call Me	Call Me

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After authenticating you'll see the device management portal. This is where you can enroll a new device by clicking [Add another device](#) and following the [device enrollment steps](#), or reactivate, edit, or delete your existing devices.

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

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To exit My Settings & Devices, click the Done button below your listed devices or click the SOU logo on the left.

Default Authentication Options

If you authenticate with more than one device, you can specify which 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.

My Settings & Devices

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

iOS 734-555-0105 **Device Options**

Android 734-555-6673 **Device Options**

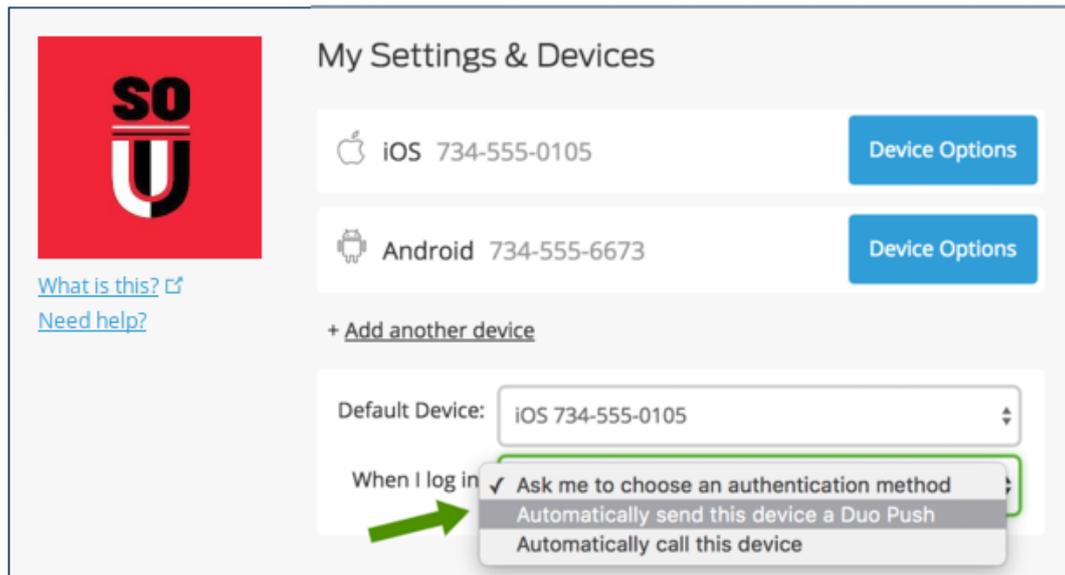
+ [Add another device](#)

Default Device: ✓ iOS 734-555-0105
Android 734-555-6673

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

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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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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.



My Settings & Devices

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

Default Device:

When I log in:

iOS 734-555-0105

Reactivate Duo Mobile Change Device Name

Android 734-555-6673 Device Options

+ Add another device

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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

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

Powered by Duo Security



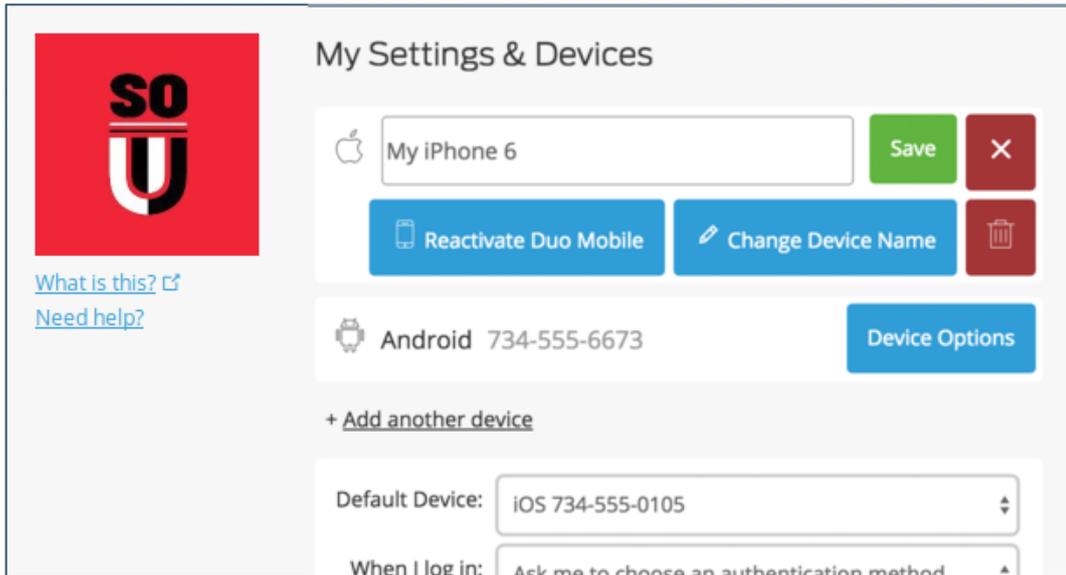
1. Open Duo Mobile.
2. Tap the "+" button.
3. Scan this barcode.

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

Back Continue

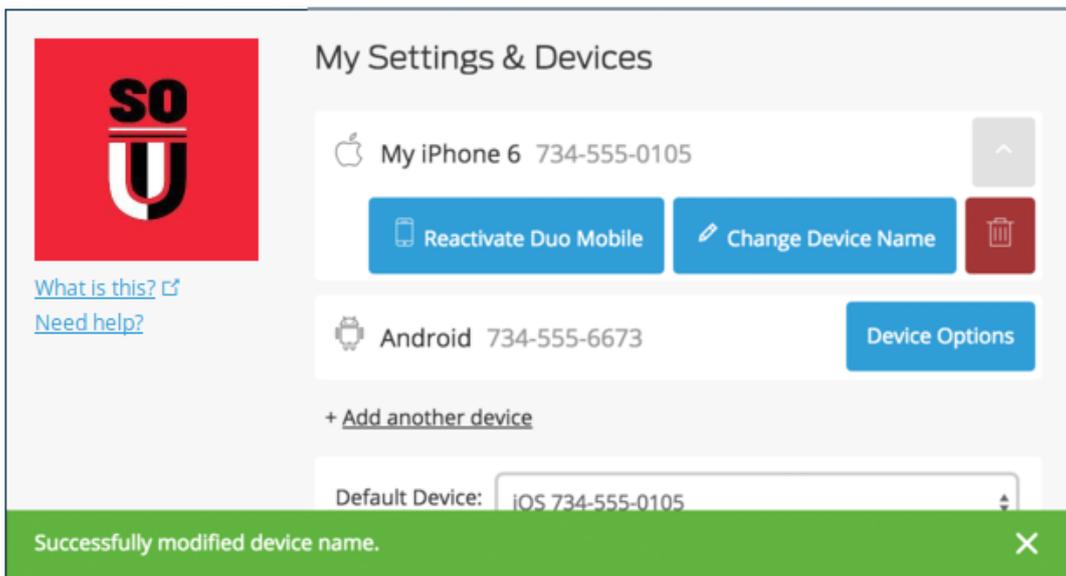
Change Device Name

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.

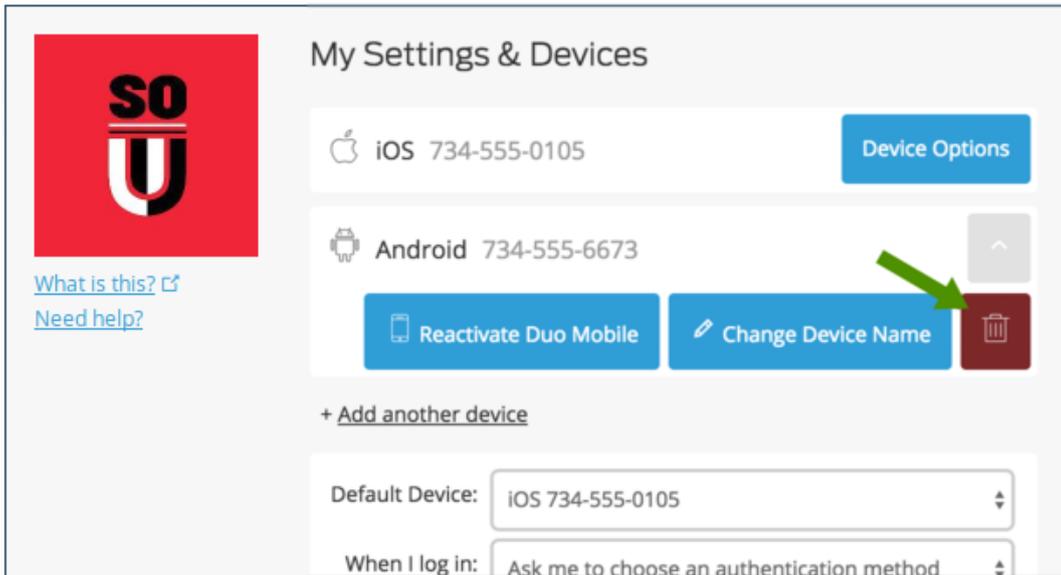


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Remove Device

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 [IT Computing Coordinator](#) or the Help Desk for assistance.



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You are given the chance to confirm or cancel deleting the authentication device.



Are you sure you want to
remove this device?

This action cannot be undone.

Cancel

Remove

The device is deleted. It can no longer be used to approve Duo authentication requests.

Successfully removed device.

