

Managing Your Duo Devices

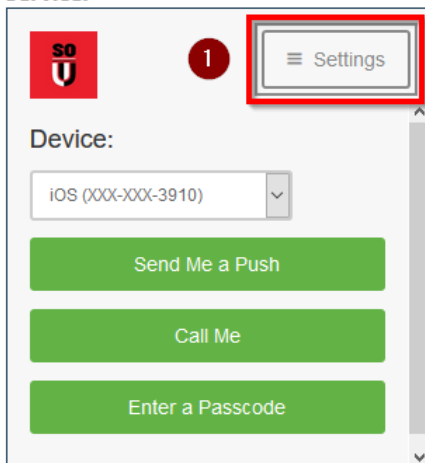
Brad Christ - 2019-06-10 - 0 Comments - in Multi-factor Authentication

Managing Your Devices

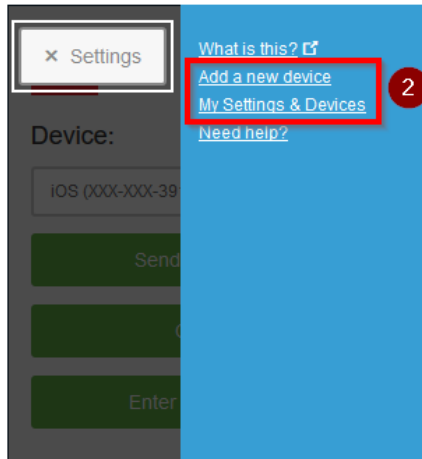
Device management allows you to easily edit and add new devices. You can access this page through the Duo prompt when logging in or clicking Manage Your SOU DUO Account on InsideSOU.



Authentication with Duo is required for the requested service.

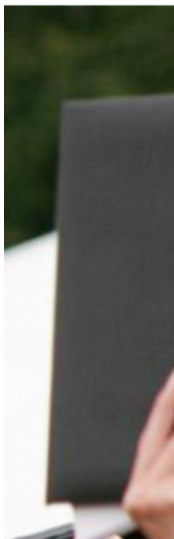


Authentication with Duo is required for the requested service.



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](#).



⚠️ SOU Alerts

There are no alert notifications

Network Alerts **Duo** Banner

Manage Your SOU DUO Account

Enable DUO Multi-Factor

Learn More about DUO Multi-factor

Authentication

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

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

Choose an authentication method

Duo Push **RECOMMENDED** [Send me a Push](#)

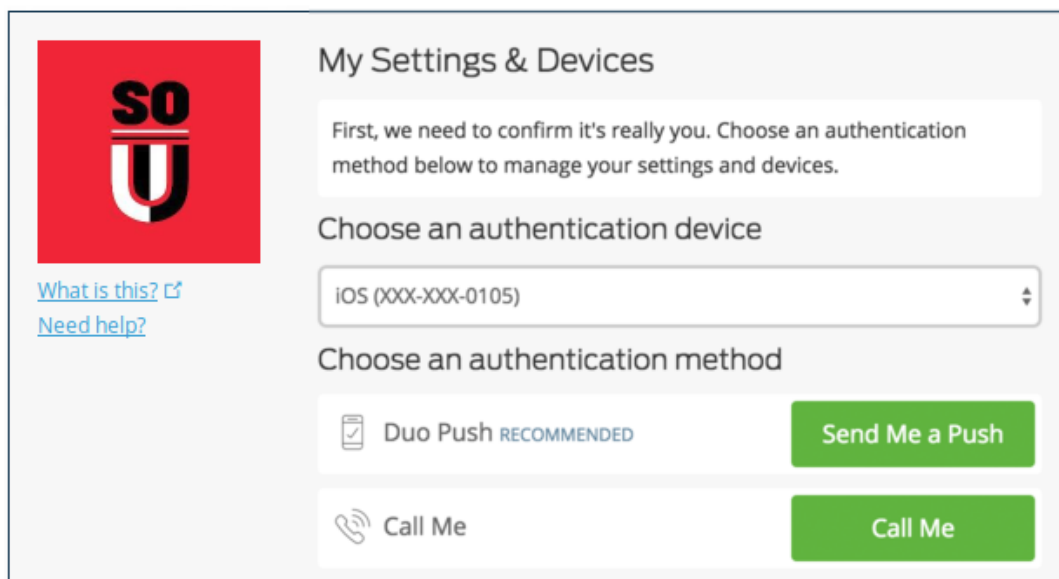
Call Me [Call Me](#)

Passcode [Enter a Passcode](#)

[Return to InsideSOU](#)

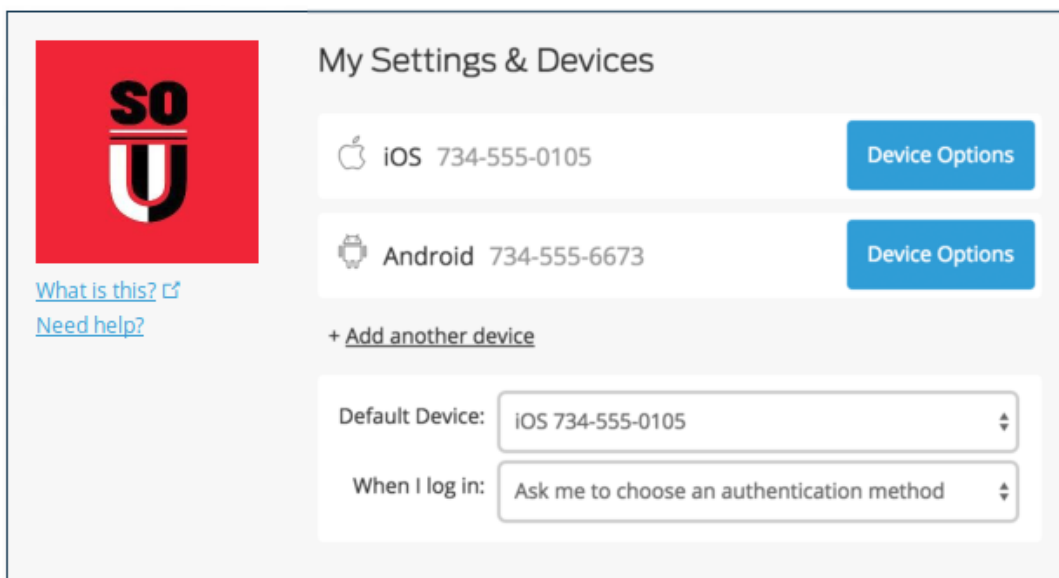
To manage your devices, choose an authentication method and complete two-factor authentication (you may need to scroll down to see all authentication

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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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.



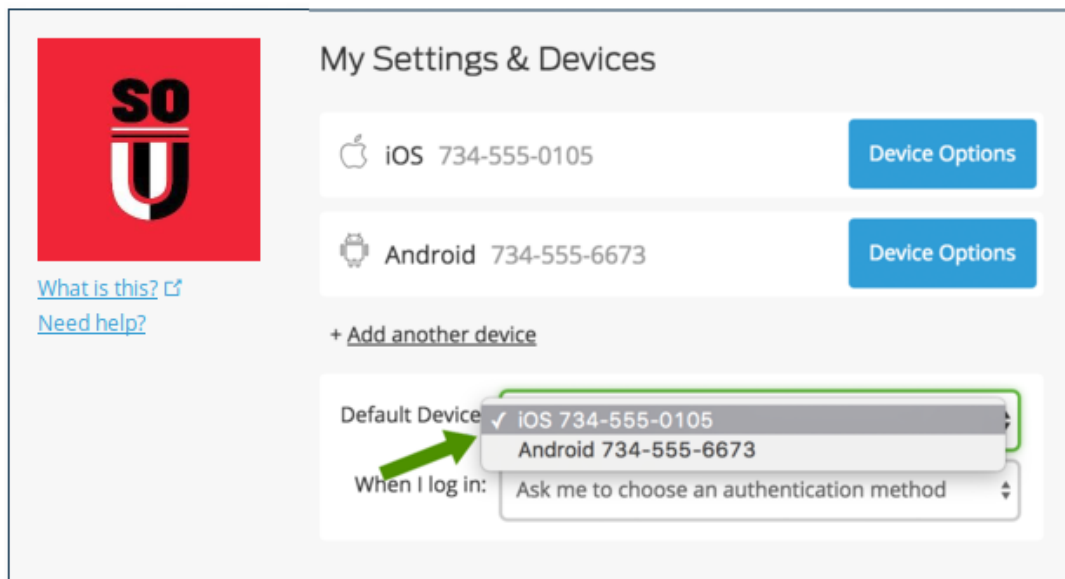
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To exit My Settings & Devices, click the Done button below your listed devices

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.



The screenshot shows a user interface for 'My Settings & Devices'. On the left is a red square logo with 'SO' above 'U'. Below the logo are links for 'What is this?' and 'Need help?'. The main area lists two devices: an iOS device (734-555-0105) and an Android device (734-555-6673), each with a 'Device Options' button. Below the devices is a '+ Add another device' link. At the bottom, there is a 'Default Device' dropdown menu with a green arrow pointing to it, showing 'iOS 734-555-0105' as the selected option and 'Android 734-555-6673' as an alternative. Below the dropdown is a 'When I log in:' dropdown menu with 'Ask me to choose an authentication method' selected.

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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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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**
Automatically send this device a Duo Push
Automatically call this device

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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.

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

My Settings & Devices

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

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

🤖 Android 734-555-6673 [Device Options](#)

+ [Add another device](#)

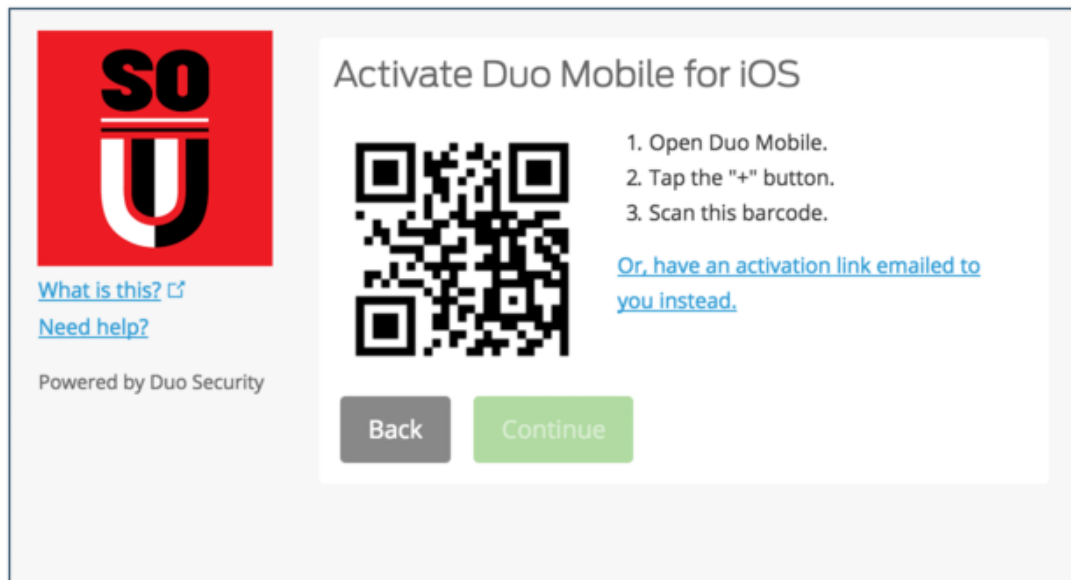
Default Device: iOS 734-555-0105

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

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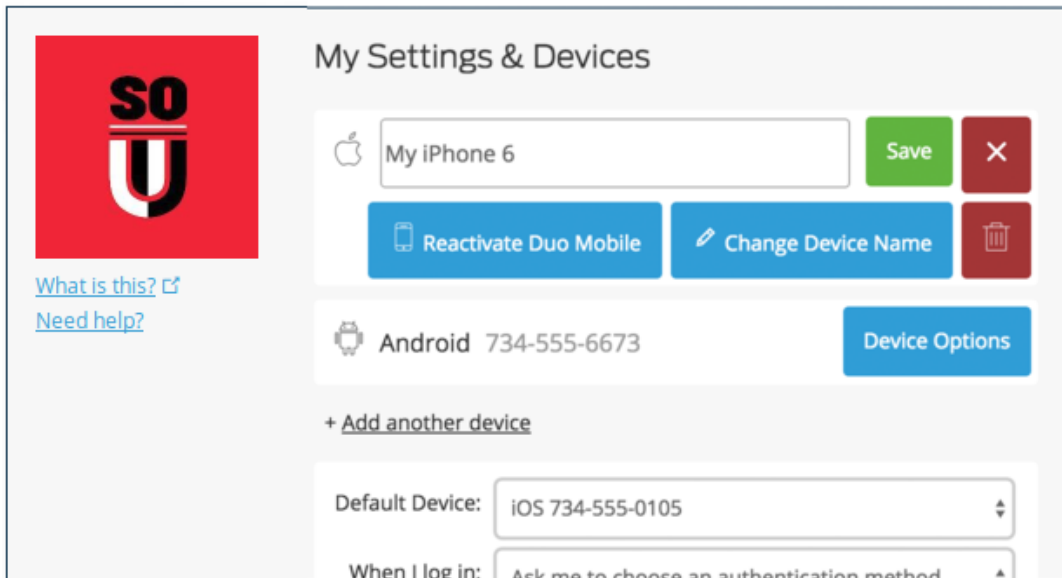
Reactivate Duo Mobile

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.



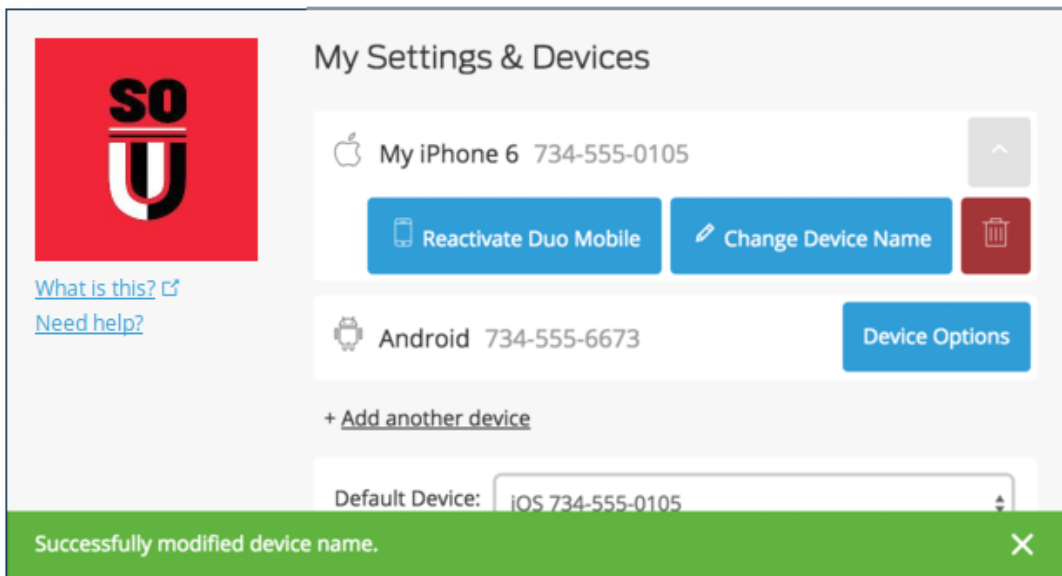
Change Device Name

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.



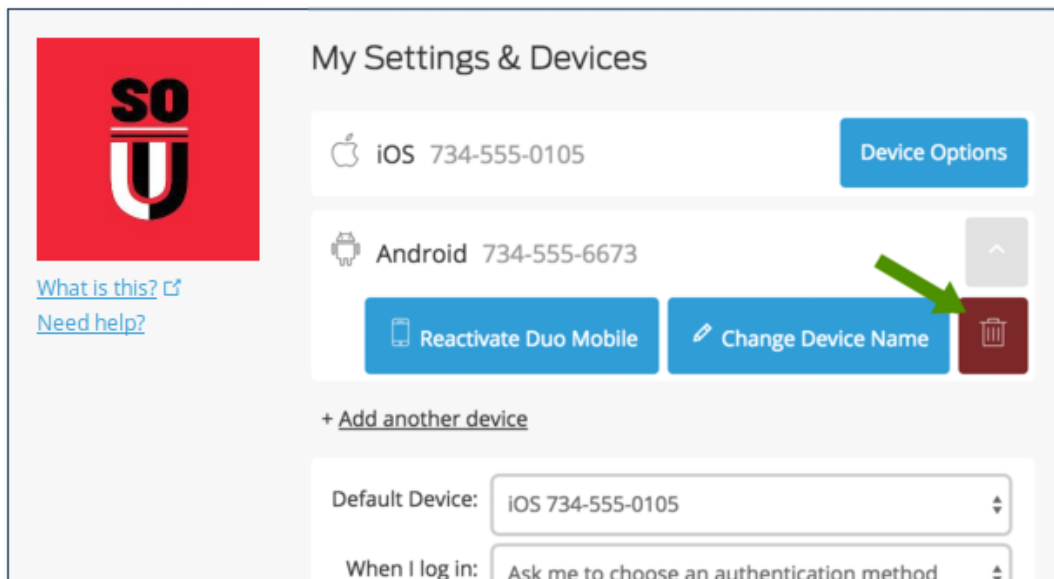
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Remove Device

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.

