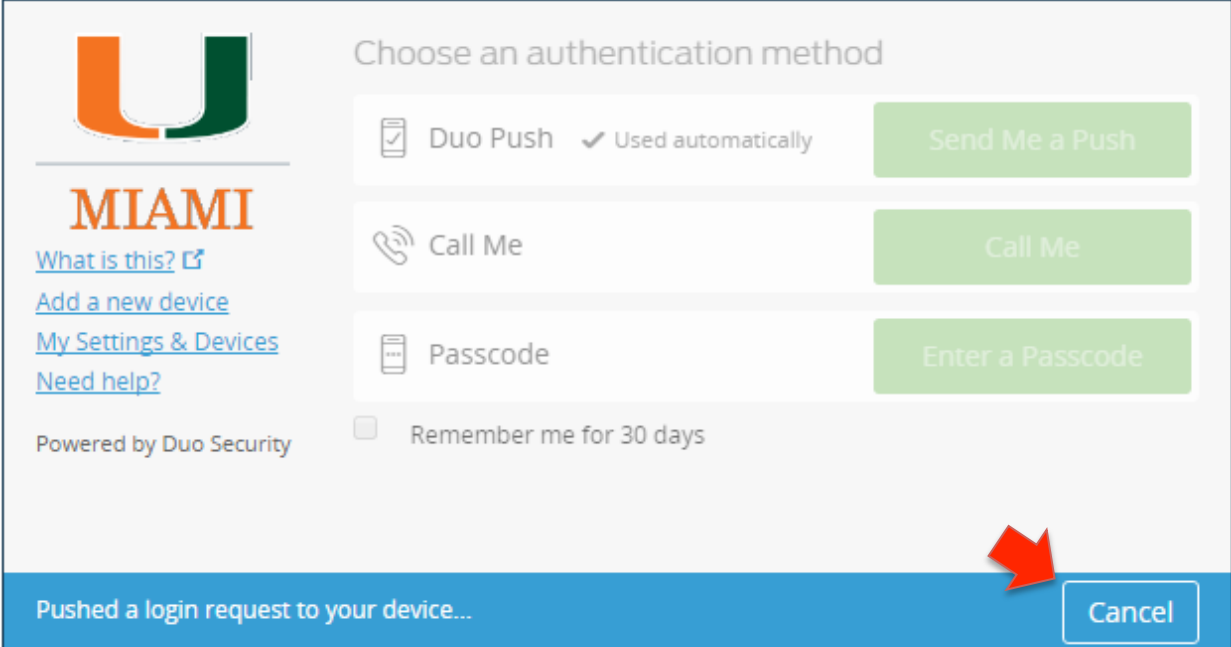


Duo Multi-Factor Authentication (MFA): Adding Another Device when You are Already Receiving Automatic Push Notifications to Your Default Device

This guide will assist you in adding another device to your Duo MFA authentication options in the case of when your default device is set to “automatically push” an authentication notification. *(Note: If you have previously selected “Remember me for 30 days,” you will need to clear your Internet browser cache to see the Duo MFA authentication prompt. [Instructions for how to clear your browser’s cache are available here.](#))*

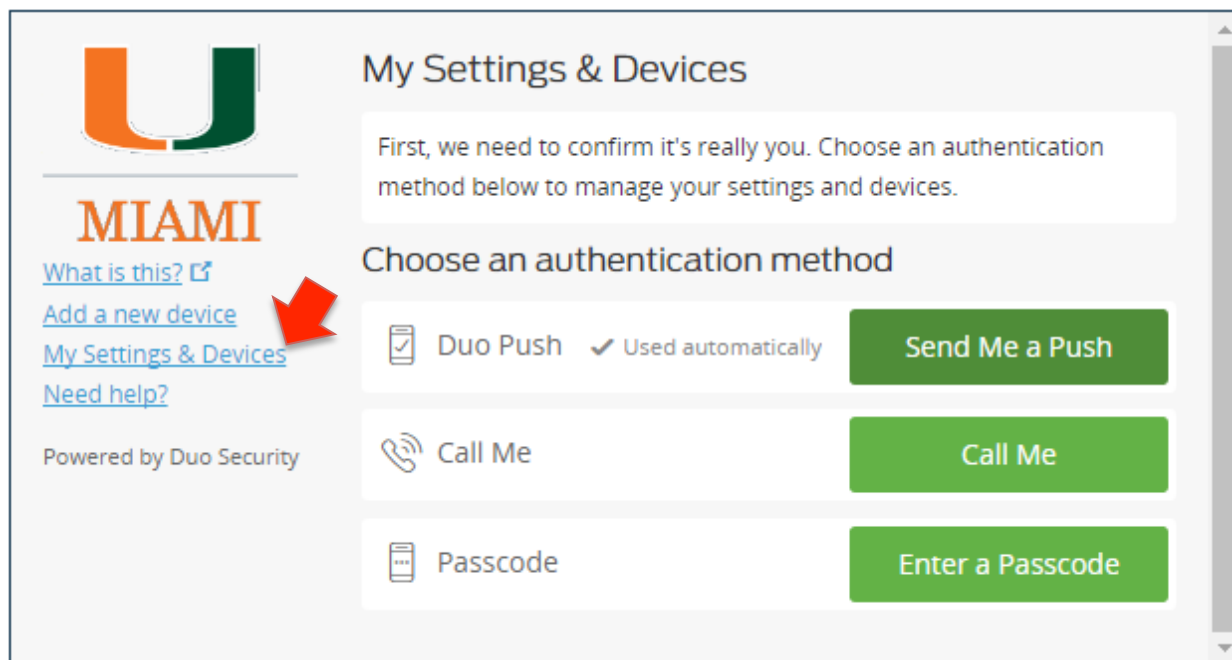
To start, please login to the **CaneID Self-Service portal** (<https://caneid.miami.edu>) or any **University of Miami Single Sign-On (UMSSO)-enabled applications or services** (such as Blackboard, CaneID, CaneLink, myUM, and/or Workday). You will then see the Duo MFA authentication prompt.

When prompted, click “**Cancel**” on the Internet browser’s authentication request that was automatically pushed to your default device and ignore the push request sent to your device. *(Note: In order to add a new device, you need to have the current default device in your possession to verify your identity.)*



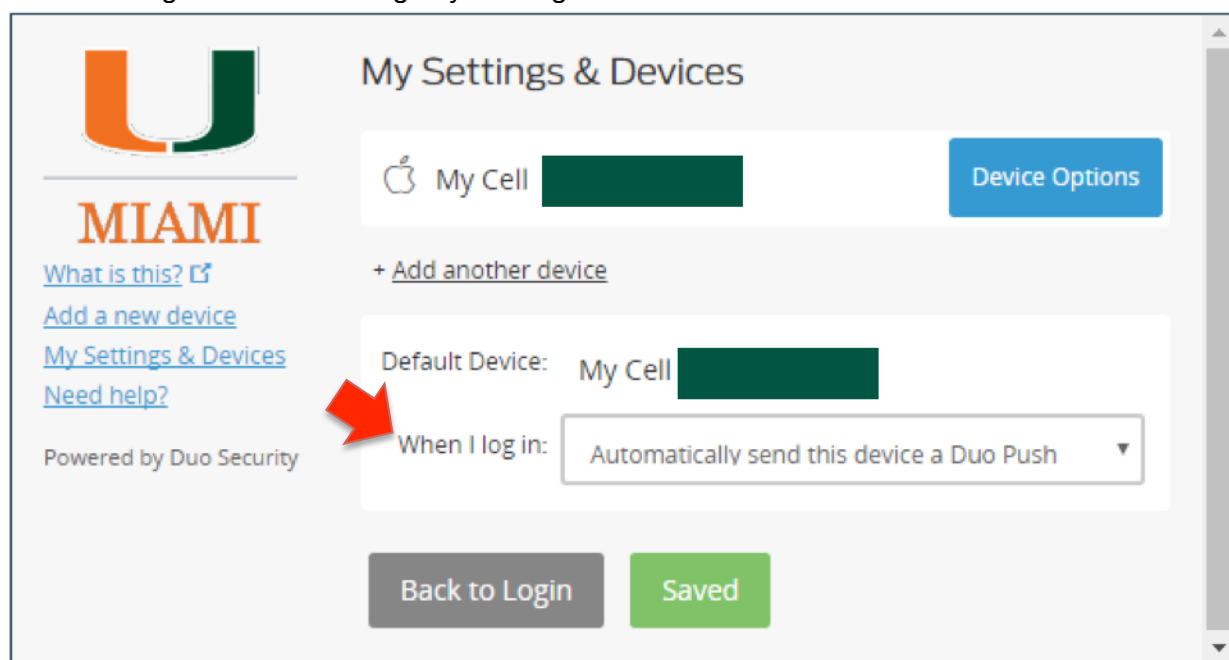
The screenshot displays the Duo MFA authentication interface for the University of Miami. On the left, the University of Miami logo and name are visible, along with links for "What is this?", "Add a new device", "My Settings & Devices", and "Need help?". Below these links, it says "Powered by Duo Security". The main area is titled "Choose an authentication method" and lists three options: "Duo Push" (checked and marked "Used automatically"), "Call Me", and "Passcode". Each option has a corresponding green button: "Send Me a Push", "Call Me", and "Enter a Passcode". At the bottom, there is a checkbox for "Remember me for 30 days". A blue notification bar at the bottom of the screen contains the text "Pushed a login request to your device..." and a "Cancel" button, which is highlighted by a red arrow.

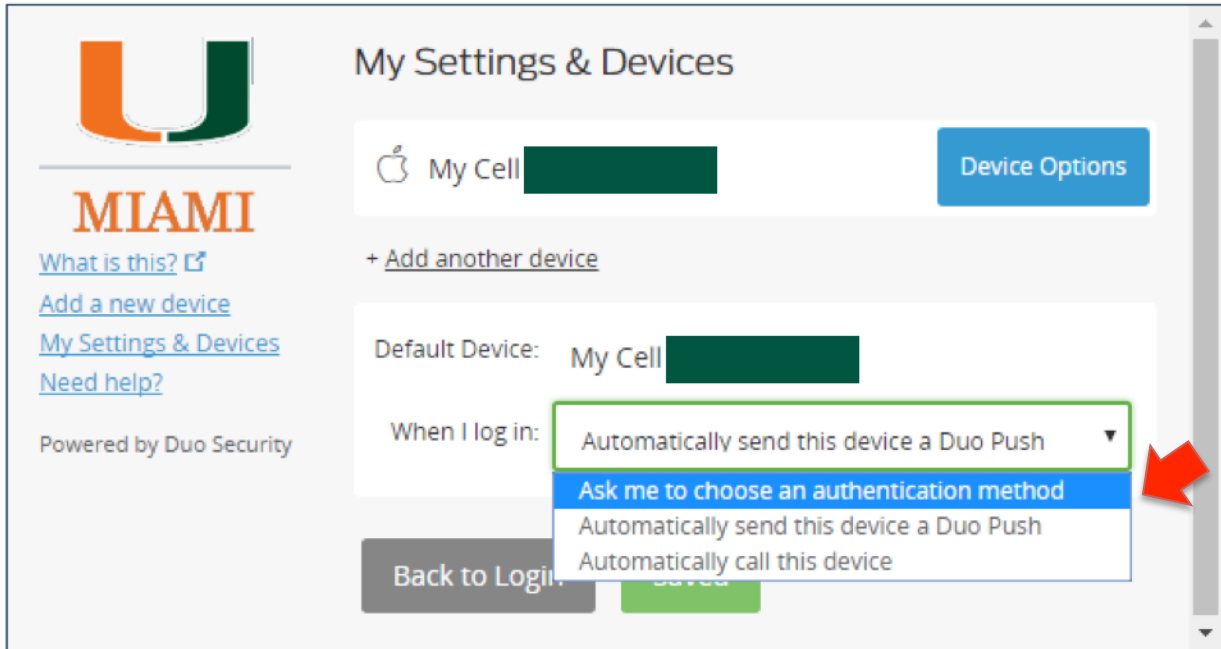
Select **“My Settings & Devices”** on the side navigation. To add another device, you must first confirm your identity by authenticating with your default device.



You will then see your default device's information and a dropdown item titled **“When I log in:”** which displays “Automatically send this device a Duo Push” (or “Automatically call this device.”)

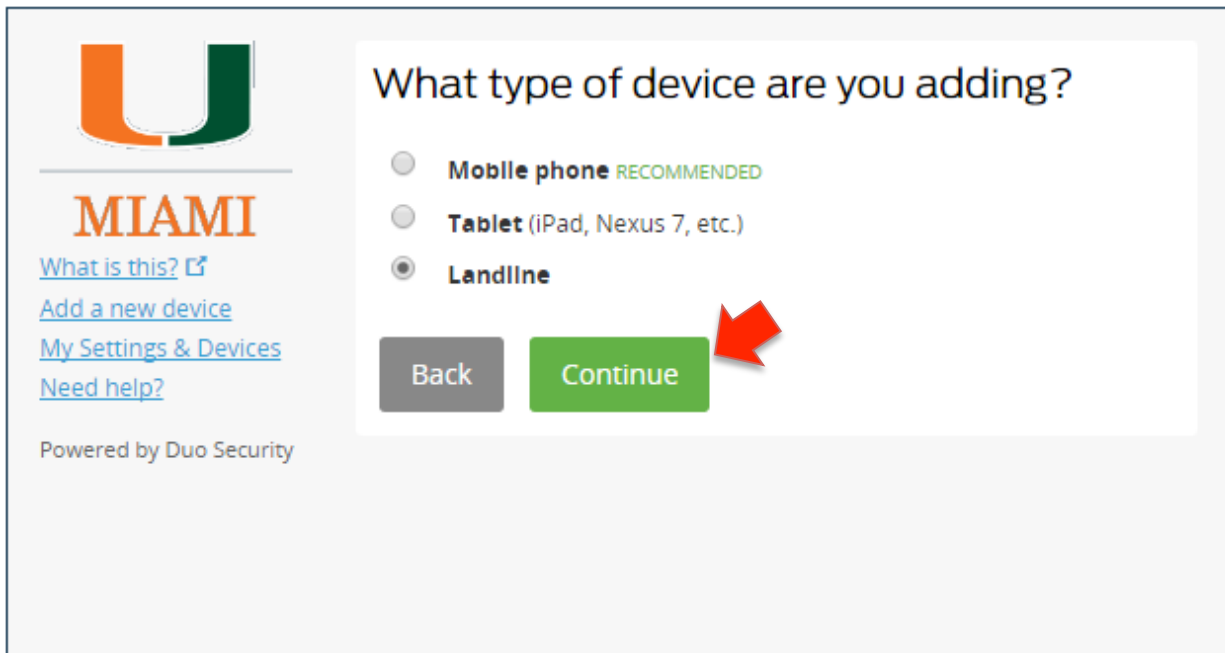
In order to authenticate with other devices, next to the **“When I log in:”** menu item, select **“Ask me to choose an authentication method”** from the dropdown menu to disable the default device setting. Save this settings by clicking on the **“Saved”** button.





After saving, click on the “**Add a new device**” option to add your secondary device, i.e. your home phone, office phone, tablet, etc.

As an example, we will now add a landline. Select the “**Landline**” option and click “**Continue.**”



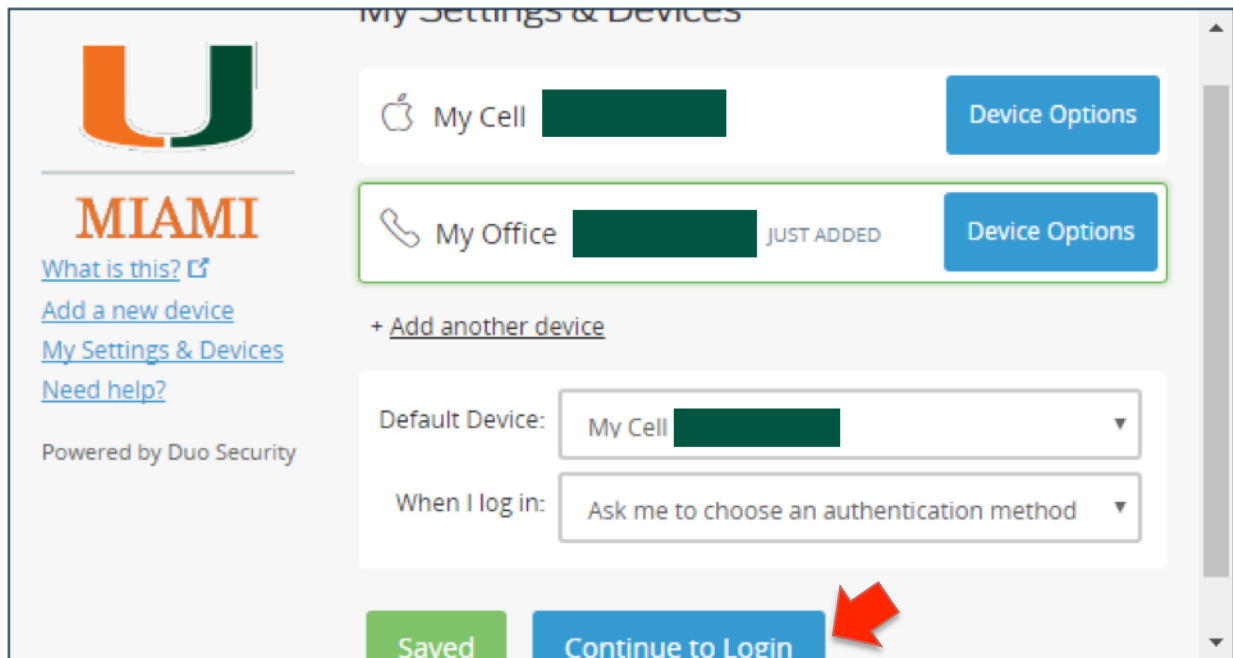
Enter your phone number and click **Continue**

The screenshot shows the 'Enter your phone number' step of the Duo MFA setup. On the left is the University of Miami logo and navigation links: 'What is this?', 'Add a new device', 'My Settings & Devices', and 'Need help?'. Below these is the text 'Powered by Duo Security'. The main content area has a title 'Enter your phone number'. It features a dropdown menu for 'United States', a text input field containing '+1 305284' followed by a redacted area, and a green checkmark to its right. Below this is an example number 'ex: (201) 234-5678' and an 'Extension:' label with an empty text input field. A checkbox is checked, with the text '(305) 284- [redacted] is the correct number.' At the bottom are two buttons: a grey 'Back' button and a green 'Continue' button. A red arrow points to the 'Continue' button.

Verify the ownership of your phone by clicking on the **Call me** button. Answer your phone when Duo MFA calls and gives a 6-digit verification code. Enter the code, click **Verify,** and then click **Continue.**

The screenshot shows the 'Verify Ownership of 305-284-[redacted]' step. The left sidebar is identical to the previous screen. The main content area has a title 'Verify Ownership of 305-284-[redacted]'. It contains two numbered steps: '1. We can call you with a verification code.' and '2. Enter your 6-digit code:'. Below step 1 is a green 'Call me' button. Below step 2 is a text input field for the code and a green 'Verify' button. At the bottom are two buttons: a grey 'Back' button and a green 'Continue' button.

Your new device will now display in the list of available devices to authenticate with. Click on **“Continue to Login”** button to authenticate with Duo MFA.



Now, the authentication prompt will allow you to select a device for authorization instead of automatically sending a push to your default device. **You can select the device you'd like to authenticate with via the dropdown menu.**

