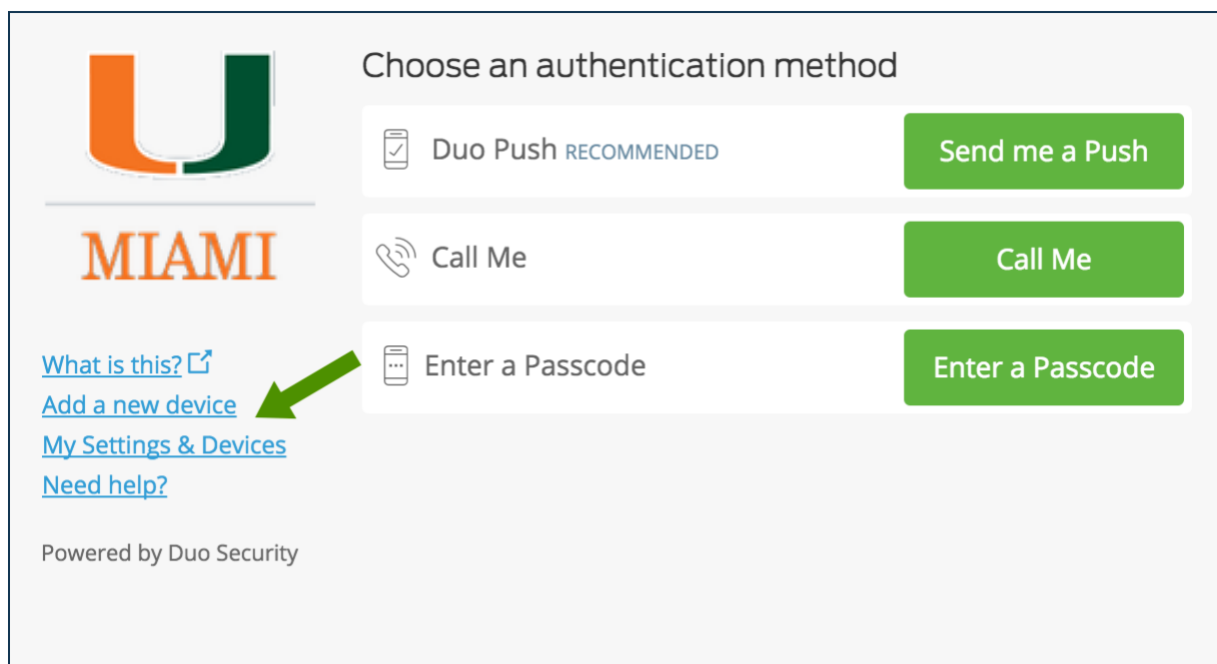


# Duo Multi-Factor Authentication (MFA): Managing Your Devices

Device management allows you to easily edit your MFA authenticated devices.

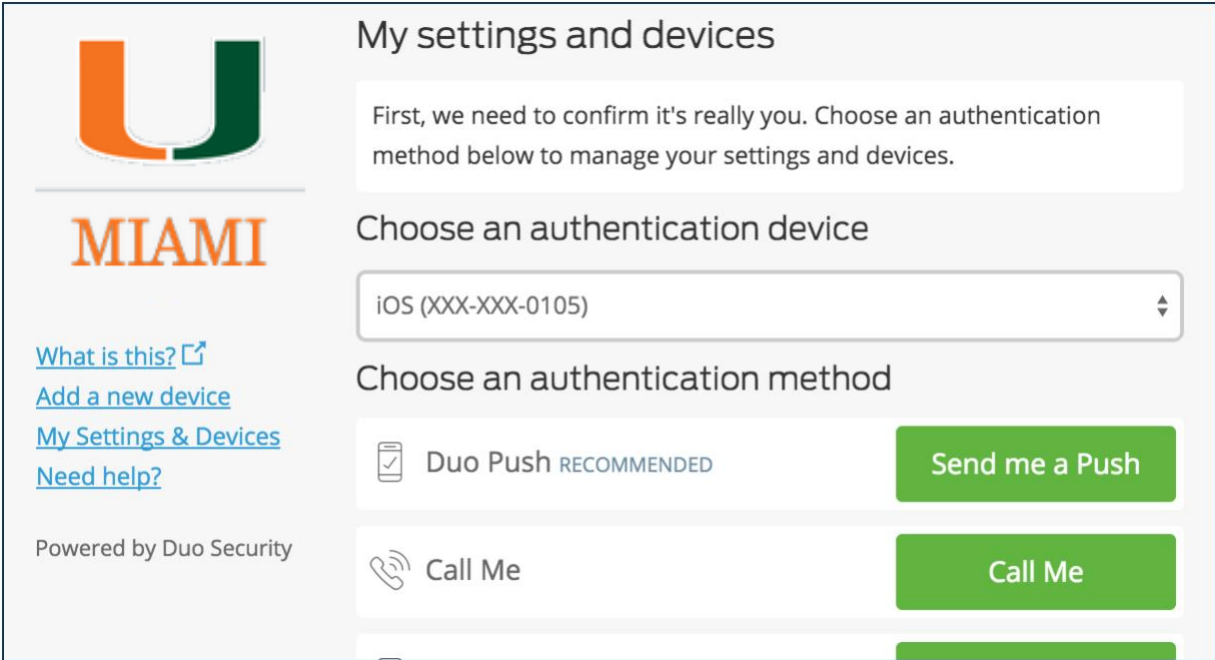
## Authentication

When you arrive at the authentication prompt screen, click the "**My Settings & Devices**" link on the left.

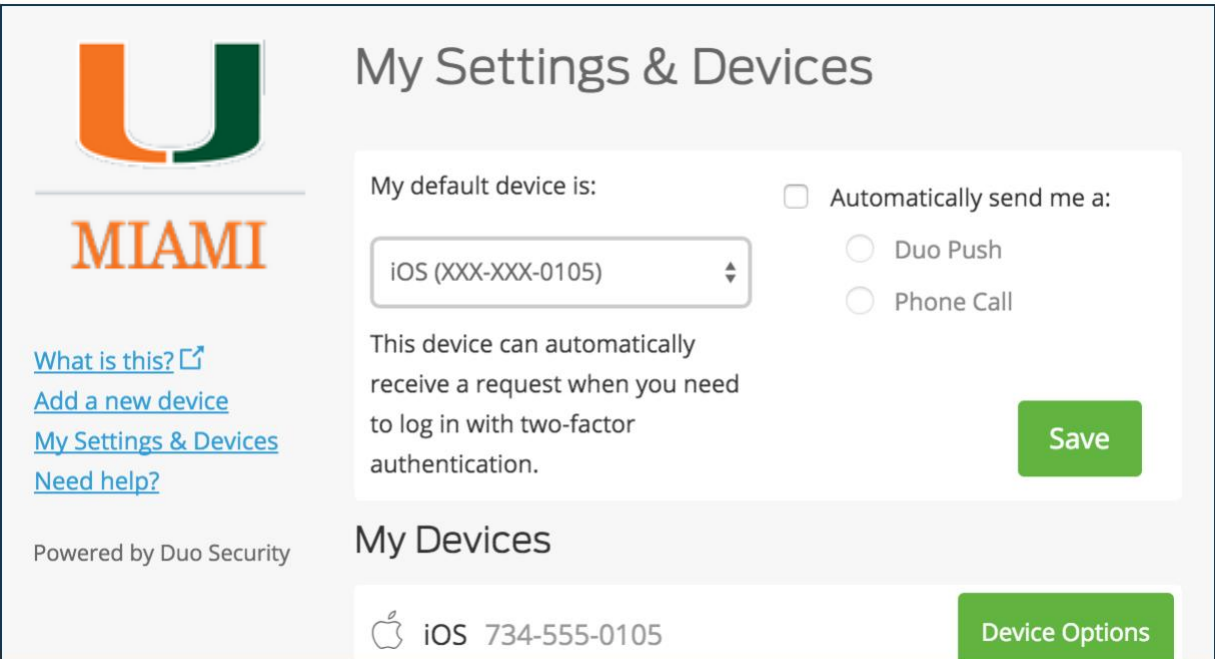


Before you are able to manage your devices, you will be prompted to confirm that it's really you. Choose an authentication method and complete second factor authentication (you may need to scroll down to see all authentication options).

*Note: If you can't get in to the device management portal or if you do not have access to any enrolled devices, please contact the UMIT Service Desk for help: (305) 284-6565 or [itsupportcenter@miami.edu](mailto:itsupportcenter@miami.edu).*

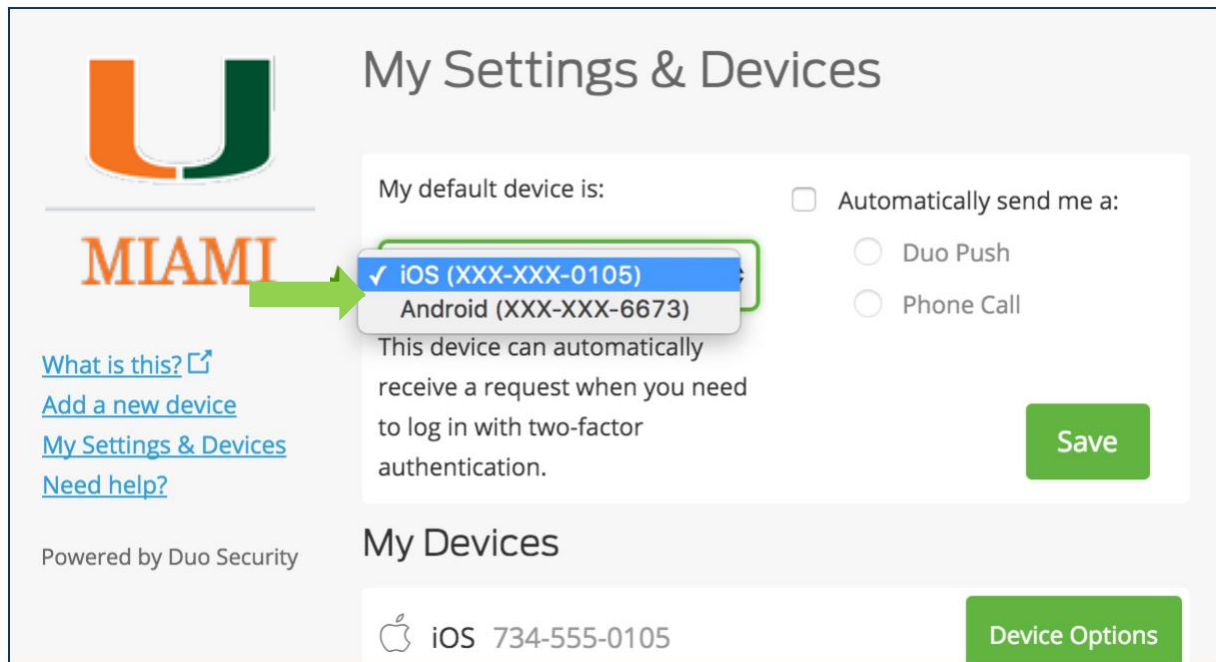


After authenticating, you'll see the device management portal. **This is where you can reactivate, edit, or delete your existing devices.** Scroll down to see all your authentication devices.



## Default Authentication Options

If you authenticate with more than one device, you can specify which you would like to be the default. **In the drop-down list, select the device that you would like to set as the default.** After you have made your selection, click **“Save.”**



The screenshot displays the 'My Settings & Devices' interface. On the left is the Miami logo and navigation links. The main content area has a section titled 'My default device is:' with a dropdown menu. The dropdown is open, showing 'iOS (XXX-XXX-0105)' as the selected option, with a green arrow pointing to it. Below the dropdown, it states 'This device can automatically receive a request when you need to log in with two-factor authentication.' To the right, there is a checkbox for 'Automatically send me a:' with two radio button options: 'Duo Push' and 'Phone Call'. A green 'Save' button is located at the bottom right of this section. Below this is a 'My Devices' section showing the selected iOS device with an Apple icon and the number '734-555-0105', and a green 'Device Options' button.

If this is the device you'll use most often with Duo\*, then you may want to enable the **“Automatically send me a:”** option and choose either **“Duo Push”** or **“Phone Call.”** With this option 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).

*Note: It is recommended that you register at least two devices, for example, both your smartphone and your office phone. If your smartphone is lost or stolen, you will still be able to access protected systems using your secondary device. You can **add a new authentication device** or **manage your existing devices** via the authentication prompt.*

**My Settings & Devices**

My default device is:  Automatically send me a:

iOS (XXX-XXX-0105)

Duo Push  
 Phone Call

This device can automatically receive a request when you need to log in with two-factor authentication.

**Save**

**My Devices**

🍏 iOS 734-555-0105 **Device Options**

### Manage Existing Device(s)

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 (by clicking the red trash can button)**.

**My Devices**

🍏 iOS 734-555-0105

**Reactivate Duo Mobile** **Change Device Name**

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

Token #100001 **Device Options**

**Done**

## 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 barcode to scan with your phone, which will complete the Duo Mobile activation process.



MIAMI

[What is this?](#) 

[Need help?](#)

Powered by Duo Security

### Add a new device

#### Activate Duo Mobile for iOS



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

[Having problems? We'll send you an activation link instead.](#)

**(Barcode is an example only. Do not scan.)**

## Change Device Name(s)

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

receive a request when you need to log in with two-factor authentication. Save

### My Devices

My iPhone 6 Save ✕

📱 Reactivate Duo Mobile ✎ Change Device Name 🗑️

Android 734-555-6673 Device Options

Token #100001 Device Options

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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.

receive a request when you need to log in with two-factor authentication. Save

### My Devices

My iPhone 6 734-555-0105 ⬆️

📱 Reactivate Duo Mobile ✎ Change Device Name 🗑️

Android 734-555-6673 Device Options

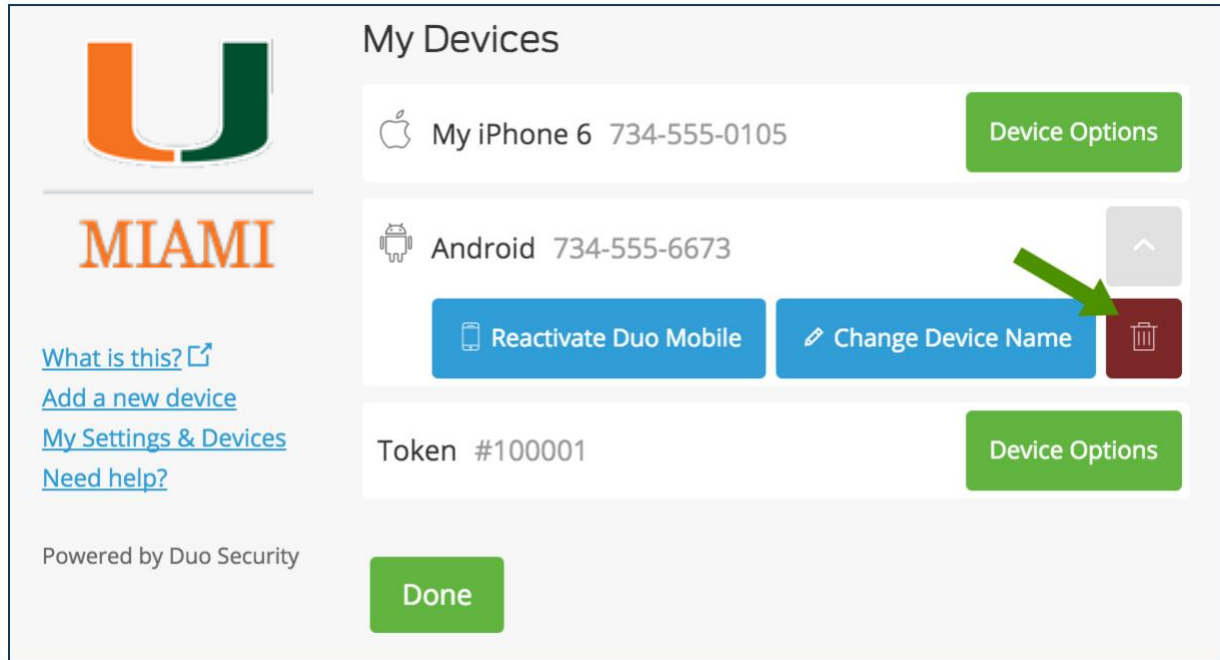
Powered by Duo Security

Successfully modified device name. ✕

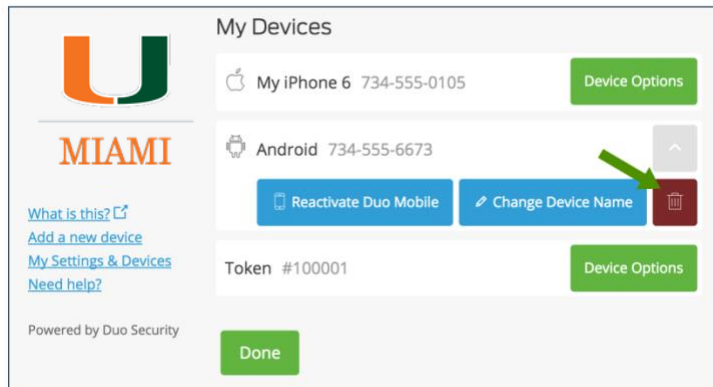
## Remove Device(s)

Click the red 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 the UMIT Service Desk to have it removed: (305) 284-6565 or [itsupportcenter@miami.edu](mailto:itsupportcenter@miami.edu).*



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



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

Successfully removed device.



## Add a New Device

Clicking the “**Add a new device**” link on the left walks you through a few steps to get Duo Mobile installed and activated on your new device. [\*\*Click here for step-by-step instructions on adding a new device.\*\*](#)

## Exit My Settings & Devices

To exit My Settings & Devices, click the “**Done**” button below your listed devices or click on the University of Miami logo on the left.