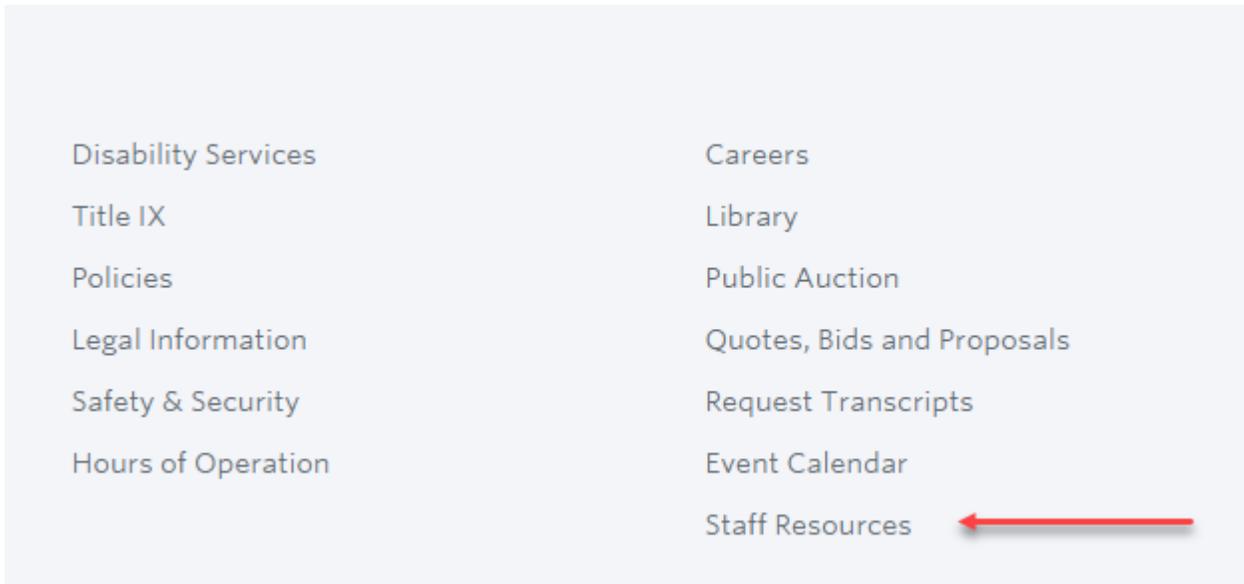# Duo Device Management

There may be times when you need or want to change the device used to authenticate with Duo two-factor Authentication.

This document is provided to assist you with managing your devices.

To start off, please go to www.ntc.edu. Once at the NTC website, scroll down to the bottom of the webpage and click on Staff Resources.

Now click on Duo Management:

Once at the Duo Two-Factor Authentication Management page you will log in your Windows computer credentials.

Please chose a below link to be taken to the respective section of the document.

After successfully logging in, you will come to the main page to managing your devices:
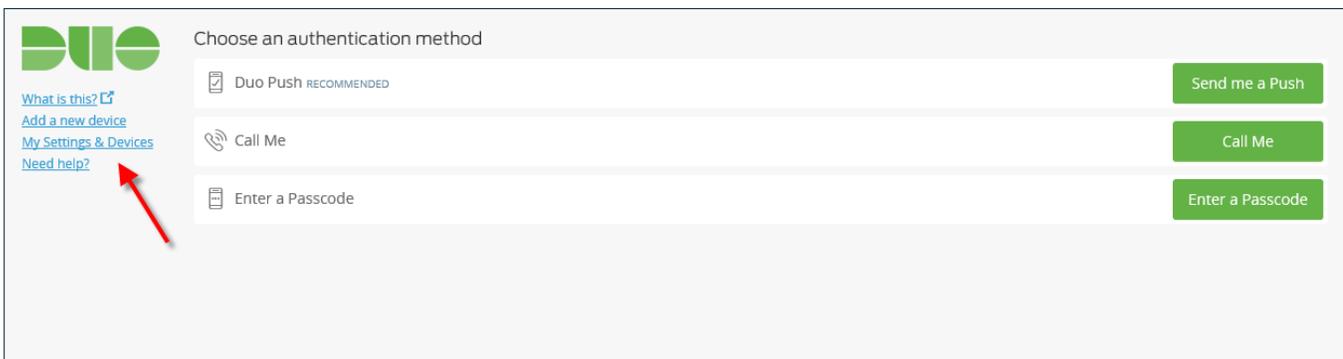
From here you can add a new device or manage your settings & devices. Whichever option you are looking to do, you will first need to confirm that it is actually you, who is making the request and will be asked to authenticate with Duo first.
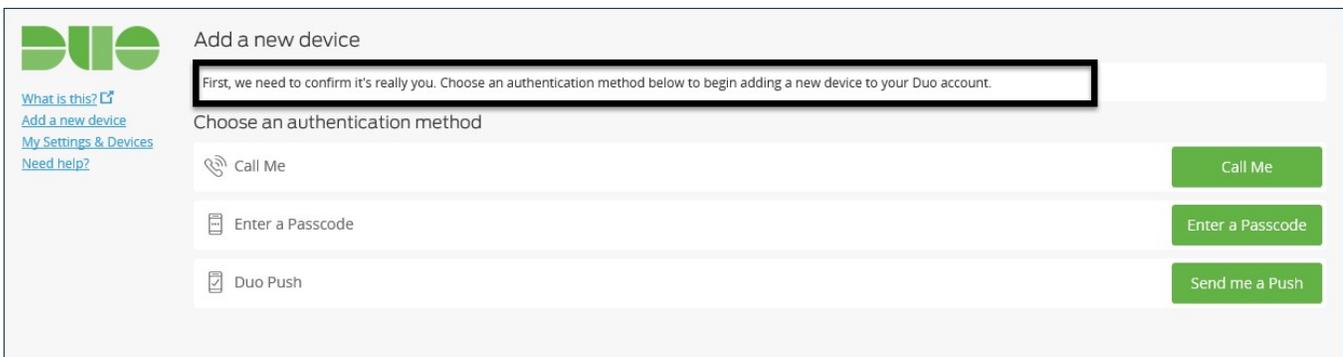
You can authenticate using the method(s) that you setup when you first enrolled. If you forgot which method(s) you setup, please contact the IT Helpdesk at x1160 to get an enrollment notification resent to your email address.
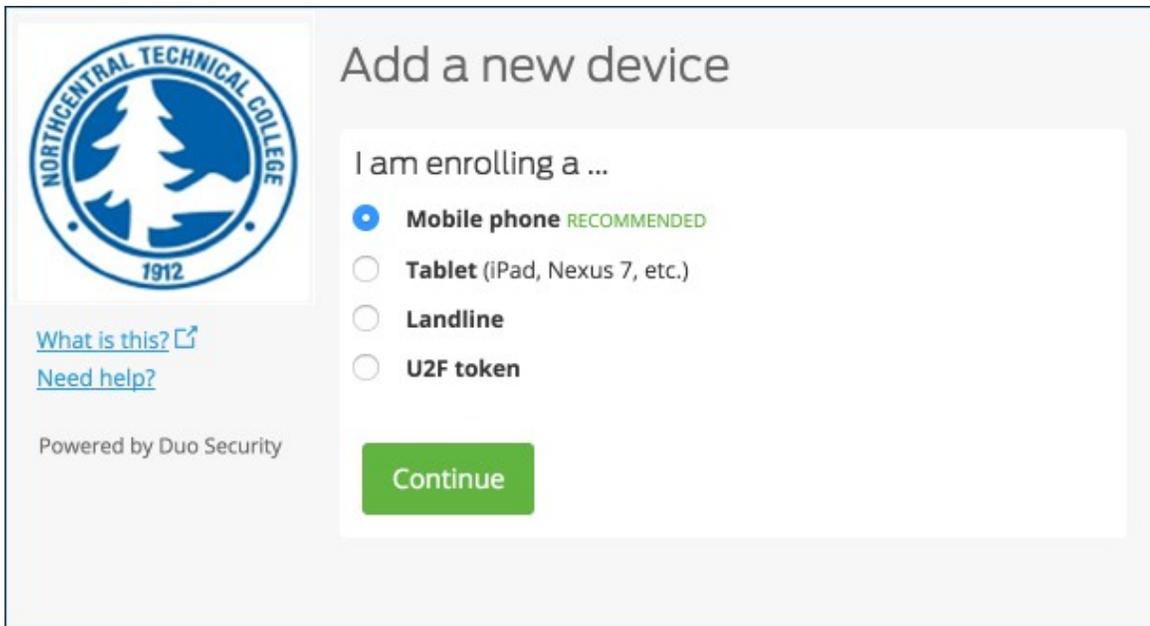
Adding a new device

To add a new device, click **Add a new device**.

Choose an authentication method and complete second factor authentication to begin adding your new device.

If you are adding a new device to replace one that you previously activated for Duo Push, do not select the Duo Push authentication method on this page unless you still have the original device. If you do not 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 cannot add a new device from this page if you do not have access to any of your previously enrolled authentication devices; you will need to contact your Duo administrator for help.

Proceed with the device enrollment process as shown in the initial Enrollment Guide. As an example, let us add another phone.

Enter and confirm the second phone's number.

Select the new phone's operating system.

Install Duo Mobile on the new phone and scan the barcode to activate.
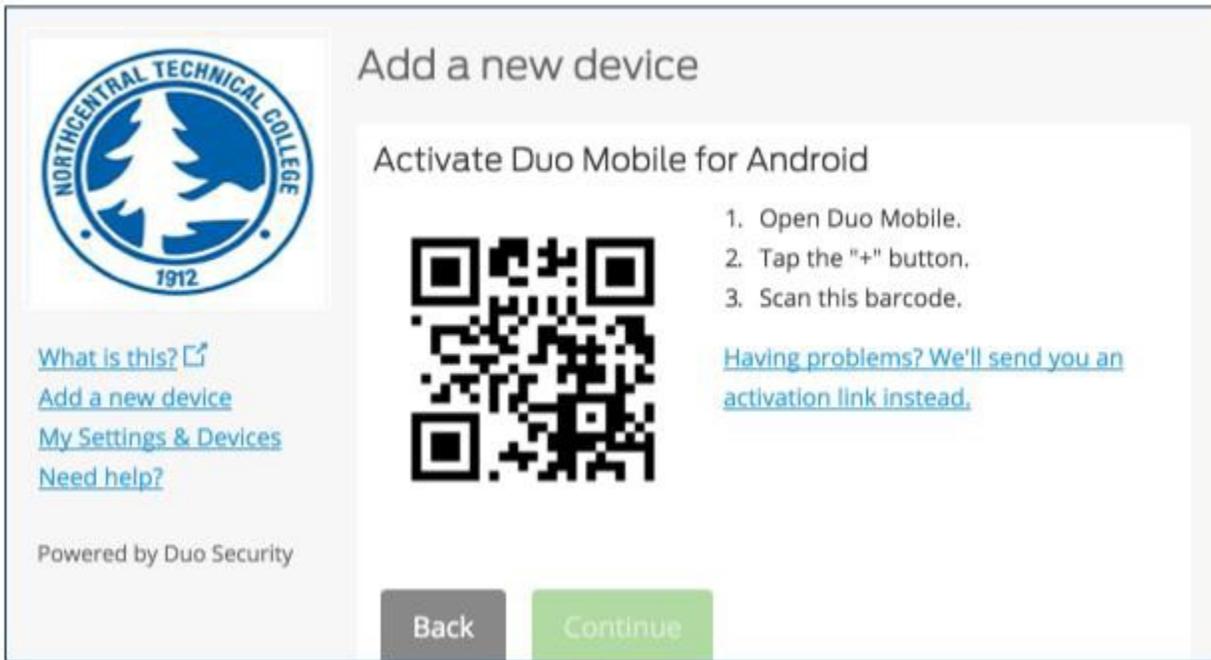
The new phone is added and listed with your other enrolled devices. You may need to scroll down in the "My Settings & Devices" window to see all your enrolled authenticators.
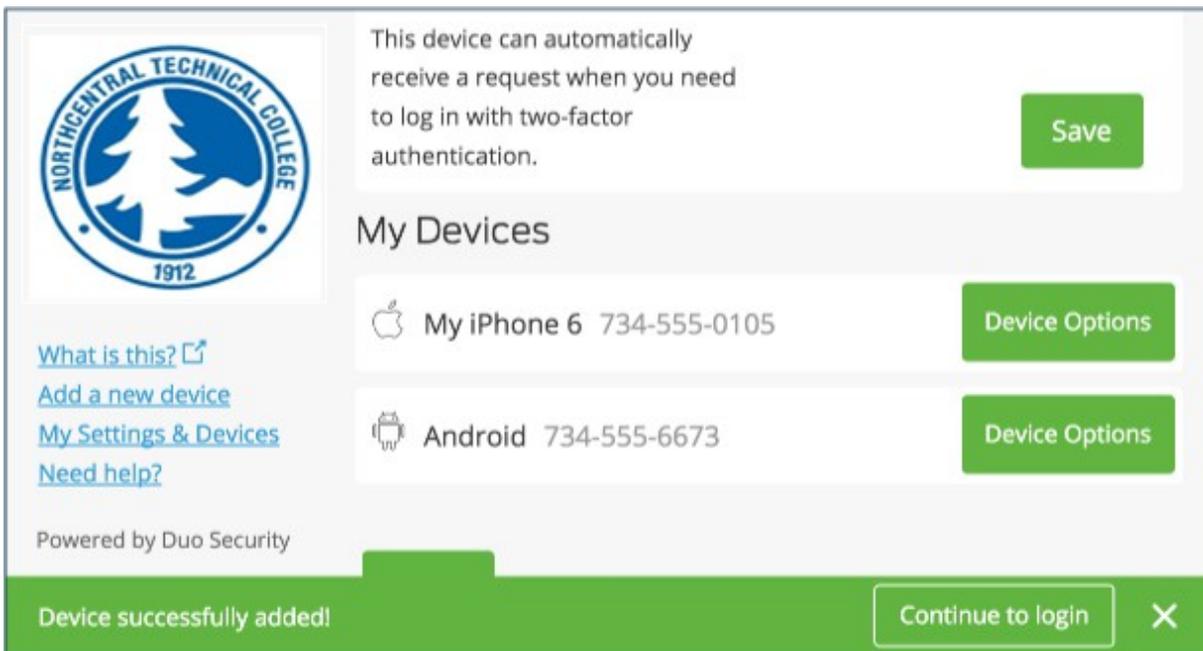
If your new device is replacing the one you previously enrolled, you can remove the device you will not be using any more for authentication. Click the **Device Options** button next to the device you want to remove, and then click the trash can button to delete that device.

You will have the chance to confirm that you want to delete that device.
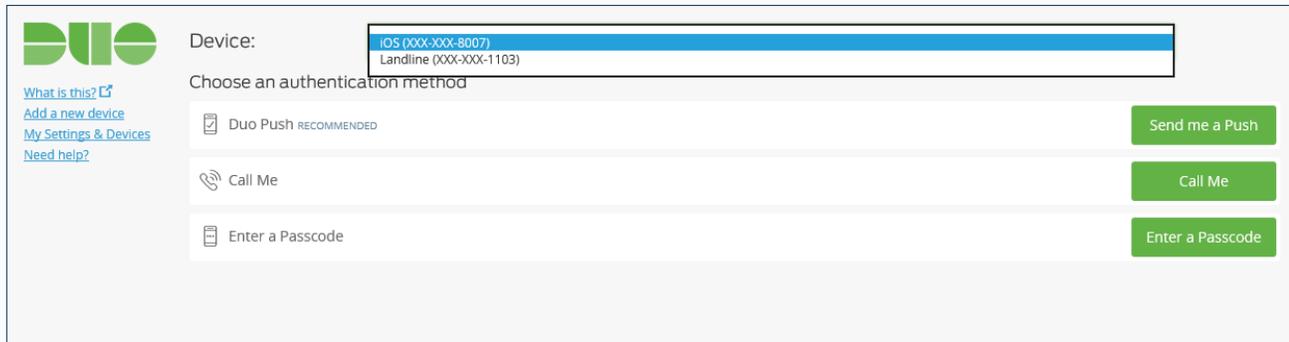
Managing Your Devices

Device management allows you to easily edit and add new devices.

To manage your devices, choose an authentication method and complete second factor authentication

After authenticating you will 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.
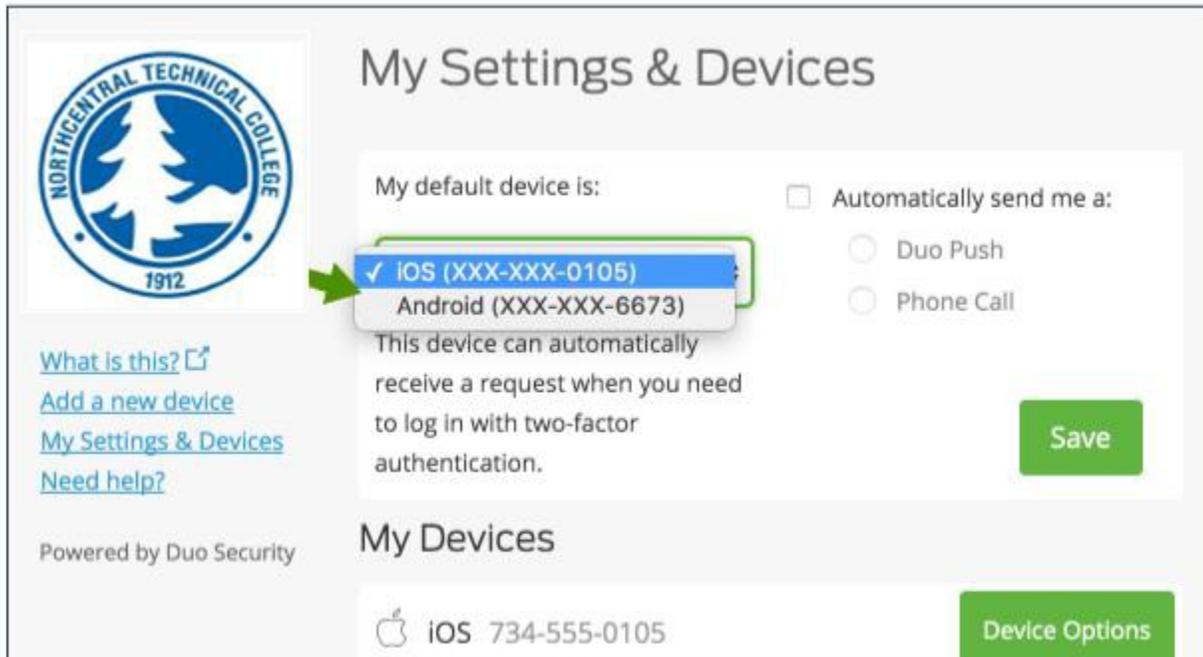

To exit My Settings & Devices, click the **Done** button below your listed devices or click your organization's logo on the left (or the Duo logo if shown).
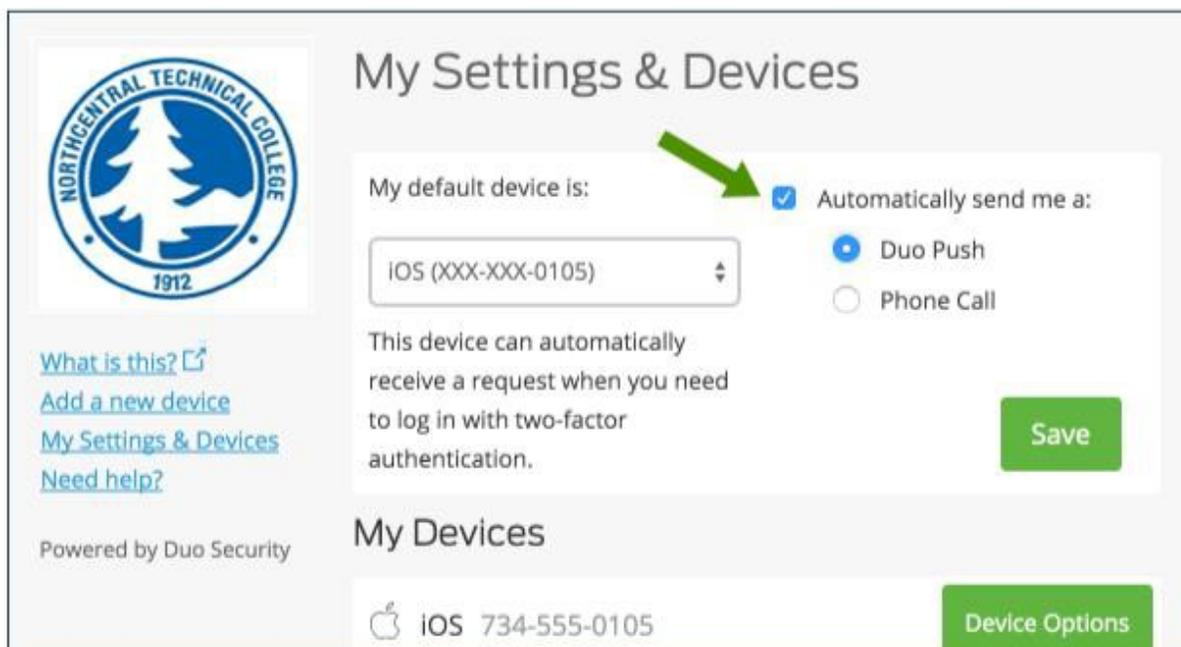
Default Authentication Options

If you authenticate with more than one device, you can specify which you would like to be the default. In the list of actions, simply click **Set as Default** and that device will be moved to the top of the list making it your default device for authentication.


If this is the device you will 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).
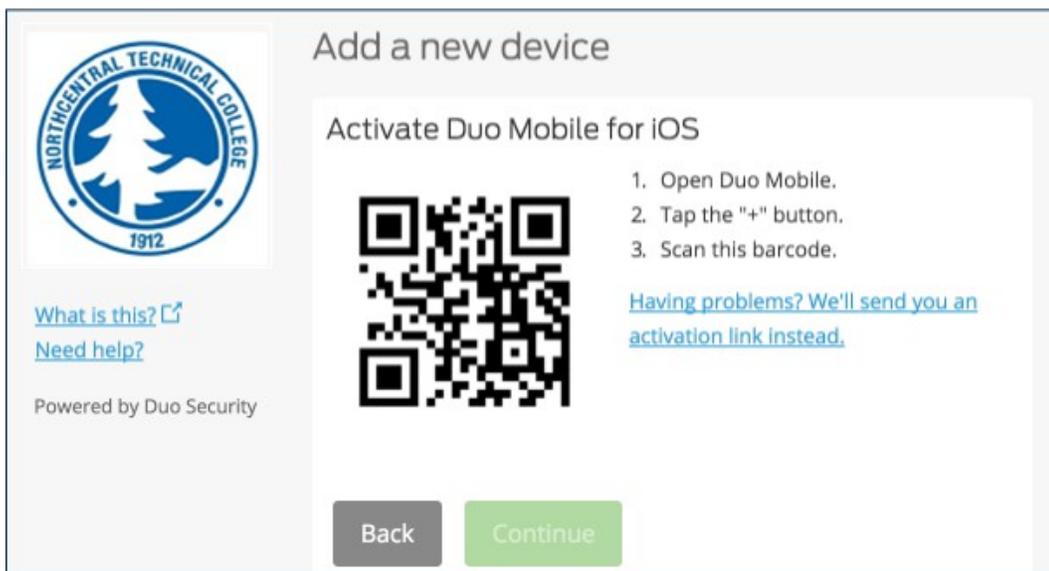
Manage Existing Devices

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.
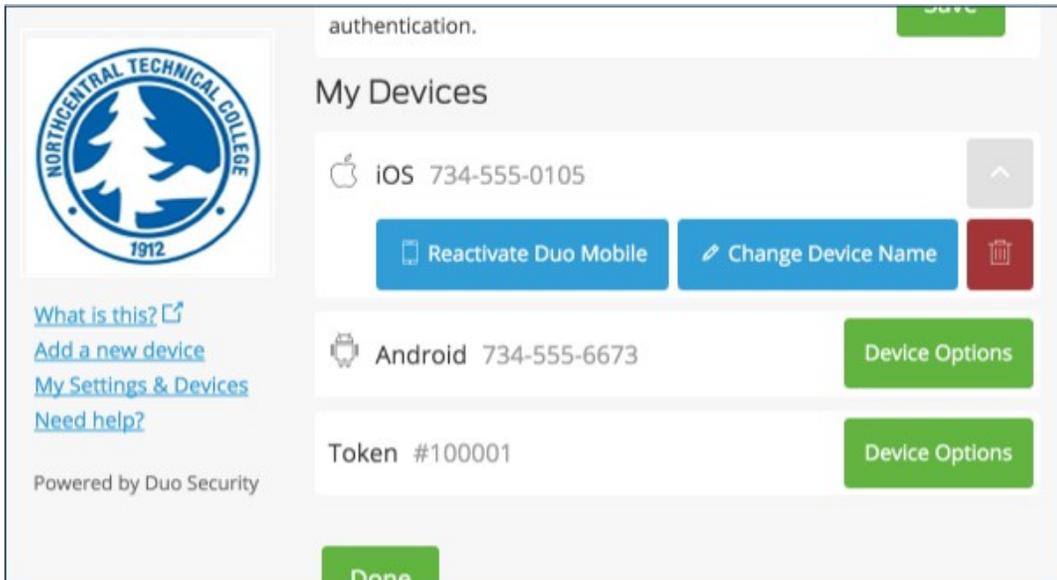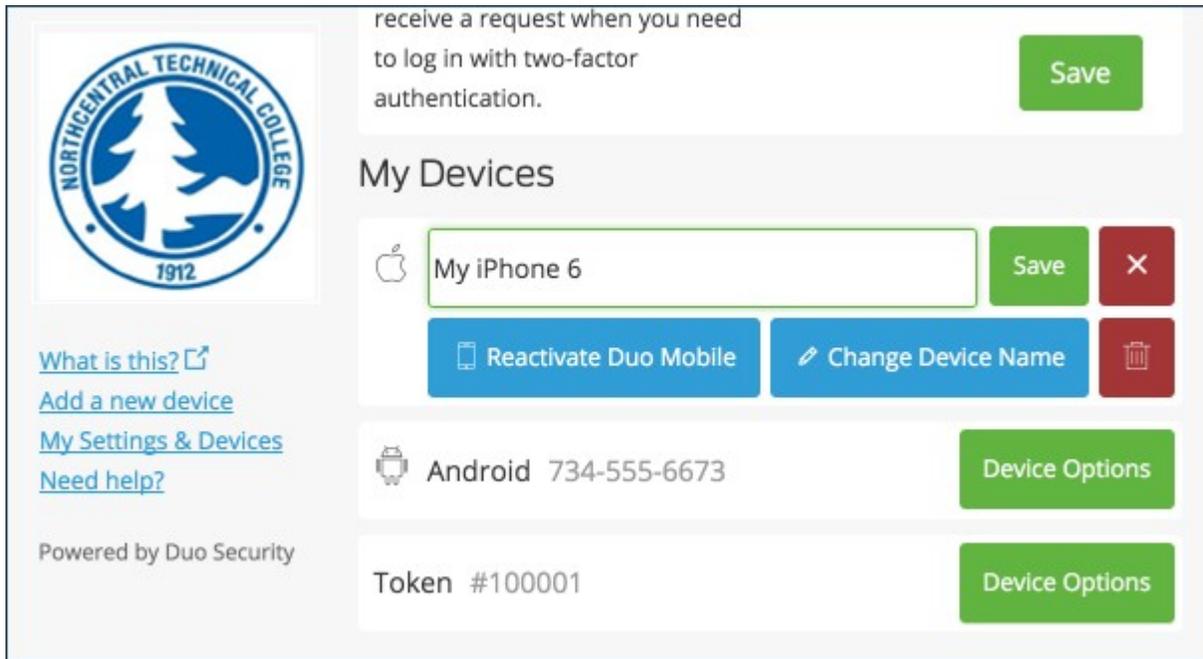

Reactivate Duo Mobile

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 will 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 cannot be renamed). Type in the new name and click **Save**.

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.
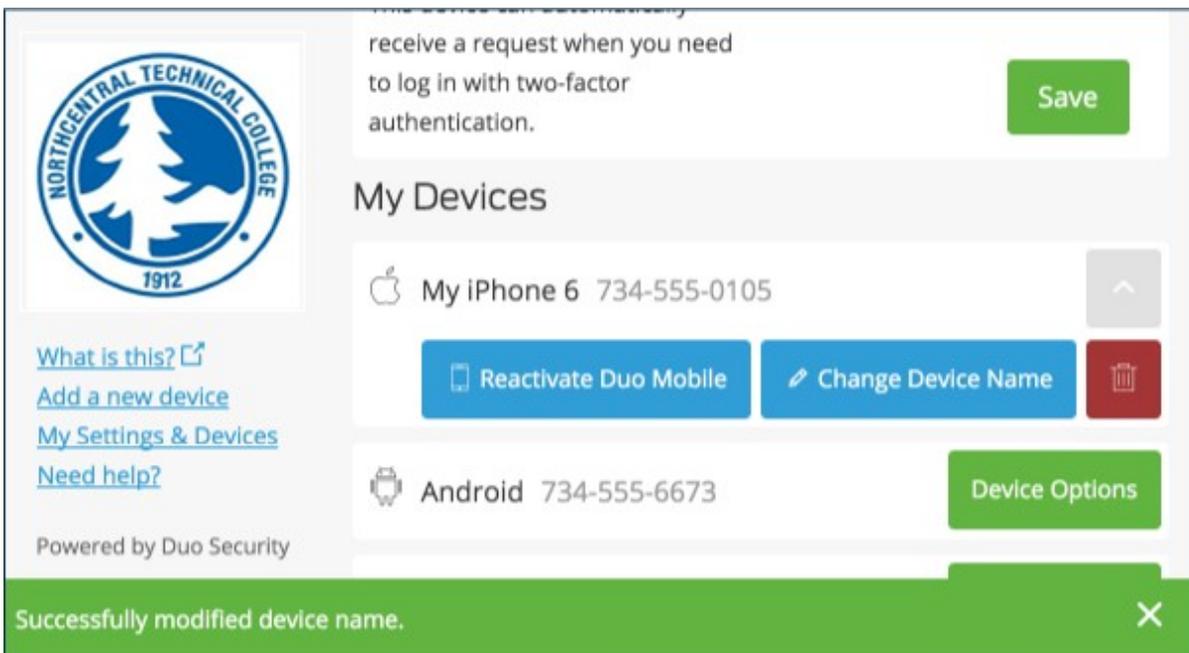
Remove Device

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 administrator to have it removed.
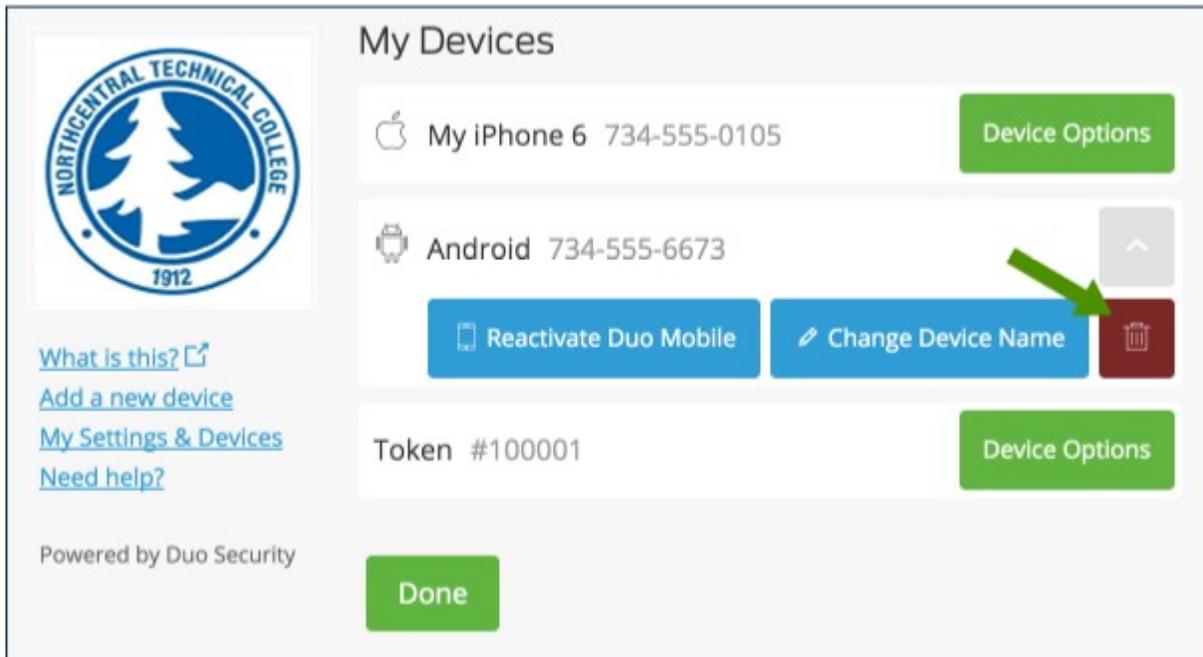
You are given the chance to confirm or cancel deleting the authentication device.

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

Successfully removed device.