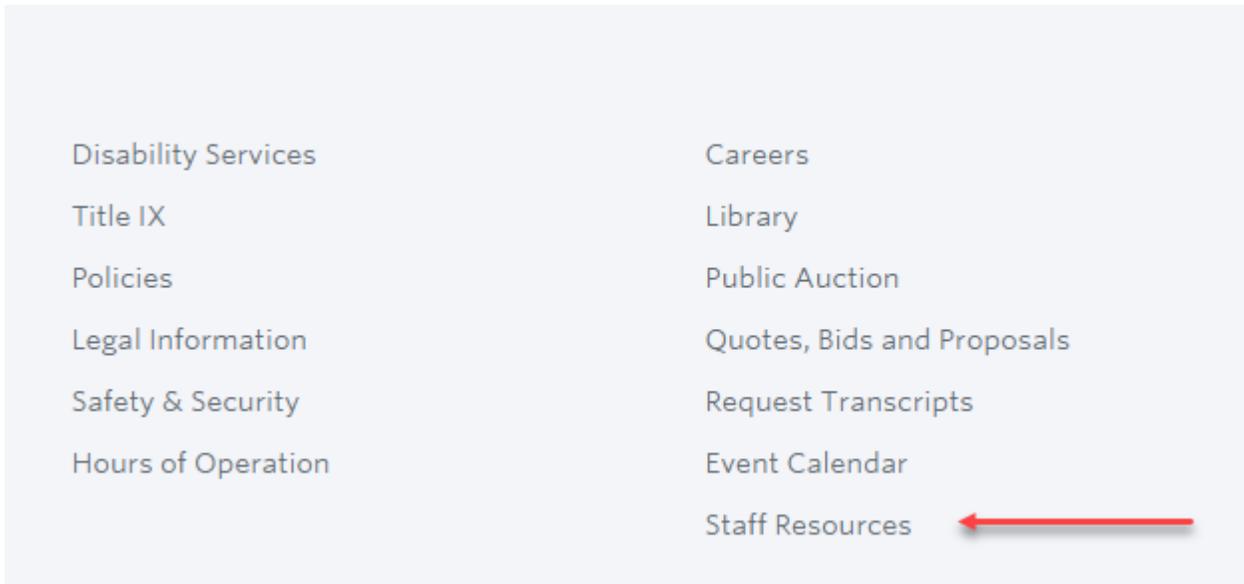


Duo Device Management

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:

Duo Management

Add new devices to your Duo two-factor authentication account or make changes to existing devices by logging into the Duo management system.

[Duo Management](#) →

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



Duo Two-Factor Authentication Management

Add new devices to your Duo account or make changes to existing devices by logging into the Duo management system below.



USERNAME

hankej@ntc.edu

PASSWORD

••••••••

Login

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

[Adding a New Device](#)

[Managing Your Devices](#)

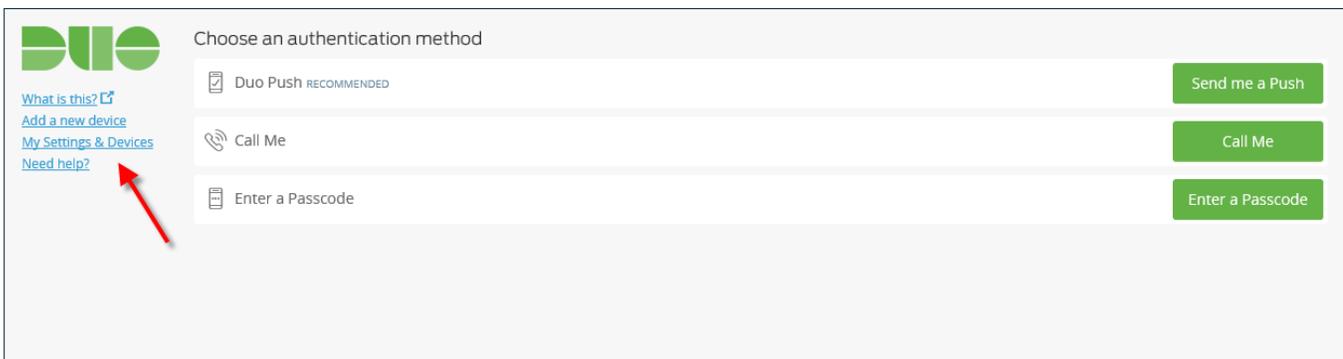
[Default Authentication Options](#)

[Reactivate Duo Mobile](#)

[Change Device Name](#)

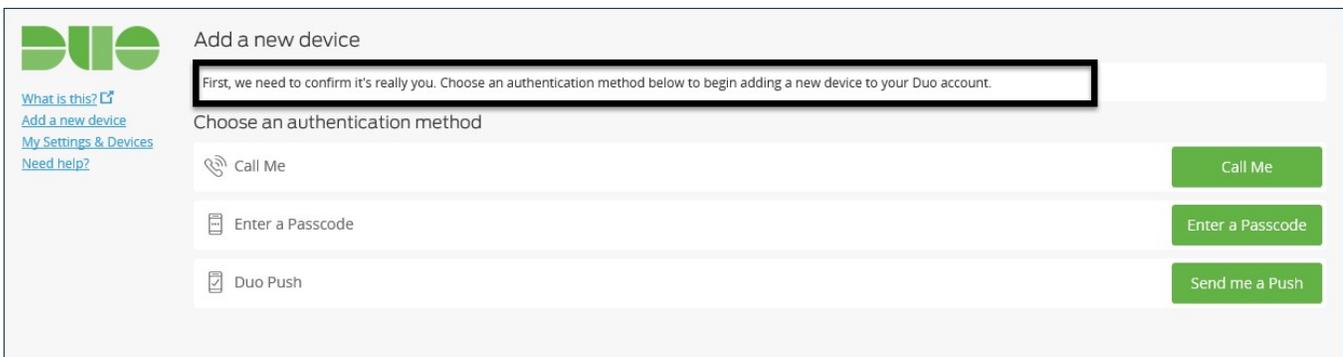
[Remove Device](#)

After successfully logging in, you will come to the main page to managing your devices:



The screenshot shows the Duo authentication interface. On the left, there is a sidebar with the Duo logo and links: "What is this?", "Add a new device", "My Settings & Devices", and "Need help?". A red arrow points to the "Add a new device" link. The main content area is titled "Choose an authentication method" and lists three options: "Duo Push RECOMMENDED" with a "Send me a Push" button, "Call Me" with a "Call Me" button, and "Enter a Passcode" with an "Enter a Passcode" button.

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.



The screenshot shows the "Add a new device" page. At the top, there is a confirmation message: "First, we need to confirm it's really you. Choose an authentication method below to begin adding a new device to your Duo account." This message is enclosed in a black rectangular box. Below the message, the "Choose an authentication method" section lists three options: "Call Me" with a "Call Me" button, "Enter a Passcode" with an "Enter a Passcode" button, and "Duo Push" with a "Send me a Push" button. The sidebar on the left is identical to the previous screenshot.

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

[What is this?](#) 
[Add a new device](#) 
[My Settings & Devices](#)
[Need help?](#)

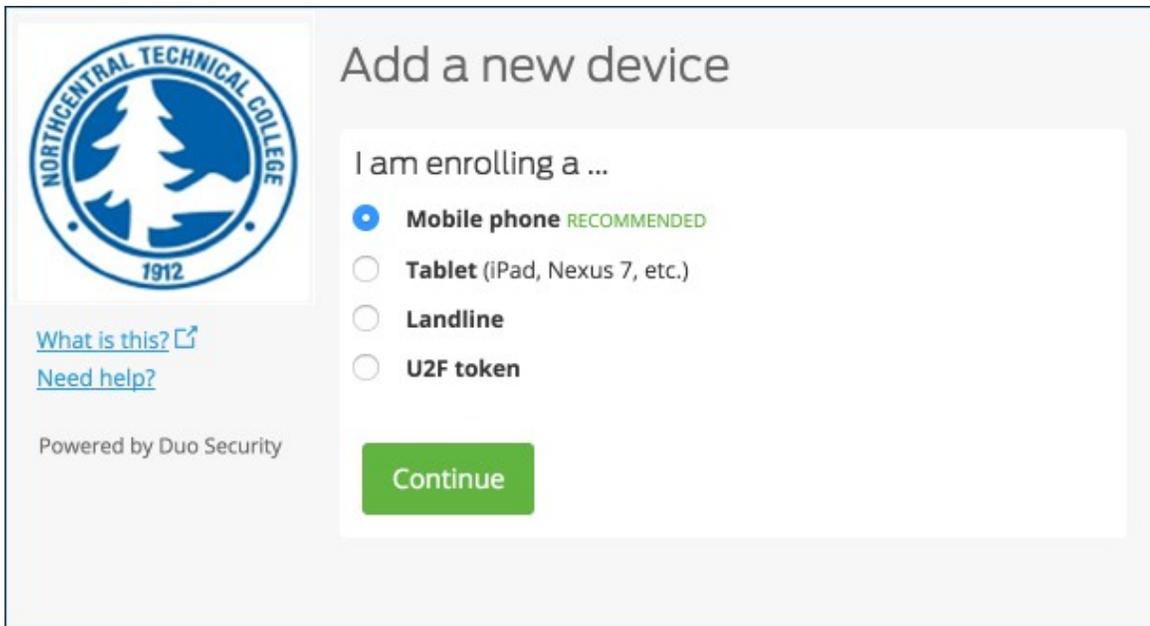
To add a new device, click **Add a new device**.

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.




NORTHCENTRAL TECHNICAL COLLEGE
1912

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

Powered by Duo Security

Add a new device

I am enrolling a ...

- Mobile phone** RECOMMENDED
- Tablet** (iPad, Nexus 7, etc.)
- Landline**
- U2F token**

[Continue](#)

Enter and confirm the second phone's number.



Add a new device

My device's phone number is...

United States

+1 ✓

ex: (201) 234-5678

(734) 555-6673 is the correct number.

[What is this?](#)

[Add a new device](#)

[My Settings & Devices](#)

[Need help?](#)

Powered by Duo Security

Select the new phone's operating system.



Add a new device

734-444-7711

My device is a...

iPhone

Android

BlackBerry

Windows Phone

Other (and cell phones)

[What is this?](#)

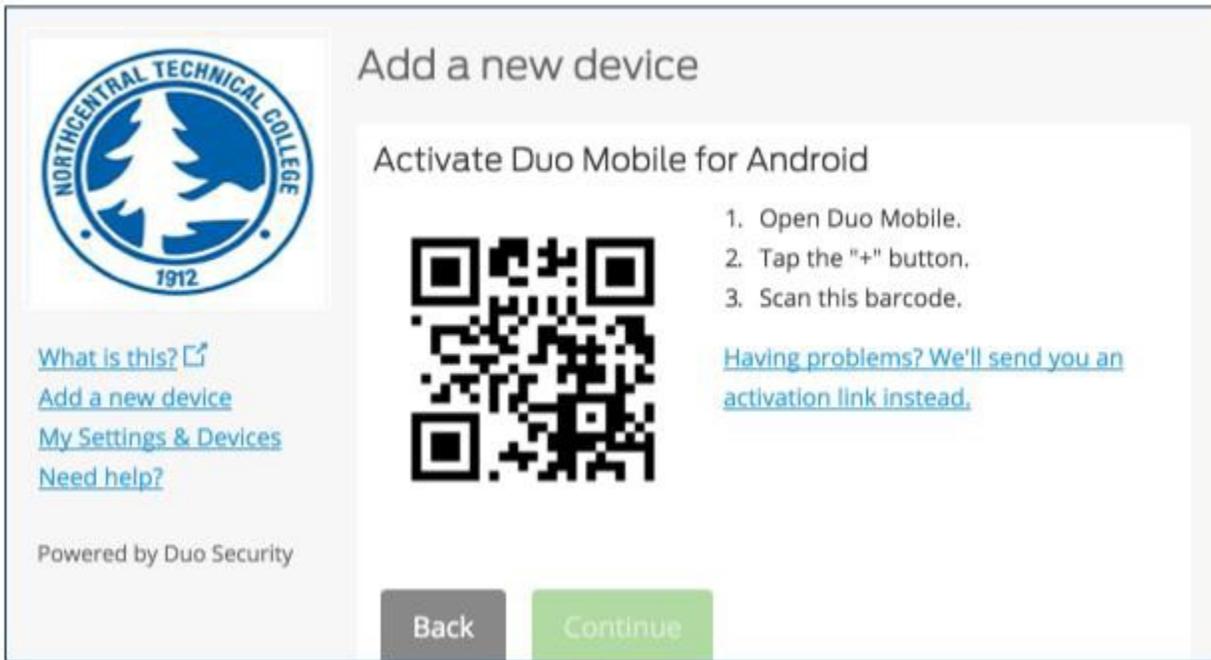
[Add a new device](#)

[My Settings & Devices](#)

[Need help?](#)

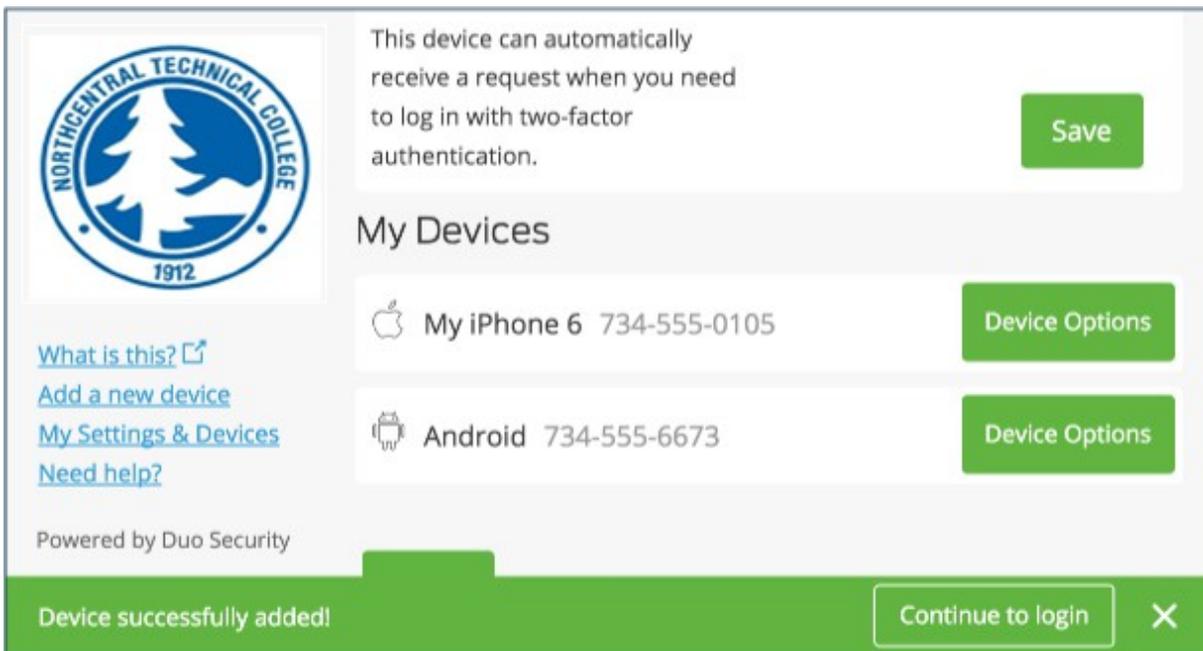
Powered by Duo Security

Install Duo Mobile on the new phone and scan the barcode to activate.



The screenshot shows the Duo Mobile activation interface for Android. On the left is the North Central Technical College logo (1912) and navigation links: "What is this?", "Add a new device", "My Settings & Devices", and "Need help?". The main heading is "Add a new device" and the sub-heading is "Activate Duo Mobile for Android". A large QR code is displayed for scanning. To the right of the QR code are three numbered steps: 1. Open Duo Mobile, 2. Tap the "+" button, 3. Scan this barcode. Below the QR code is a link: "Having problems? We'll send you an activation link instead." At the bottom are "Back" and "Continue" buttons.

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.



The screenshot shows the "My Devices" section of the Duo Mobile interface. It features the North Central Technical College logo on the left and a "Save" button on the right. Below the logo are navigation links: "What is this?", "Add a new device", "My Settings & Devices", and "Need help?". The "My Devices" section lists two devices: "My iPhone 6 734-555-0105" and "Android 734-555-6673", each with a "Device Options" button. At the bottom, a green banner displays the message "Device successfully added!" and a "Continue to login" button with a close icon (X).

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.

to log in with two-factor authentication. Save

My Devices

My iPhone 6 734-555-0105

Reactivate Duo Mobile Change Device Name Device Options

Android 734-555-6673 Device Options

Powered by Duo Security

Device successfully added! Continue to login ×

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

×



Are you sure you want to remove this device?

This action cannot be undone.

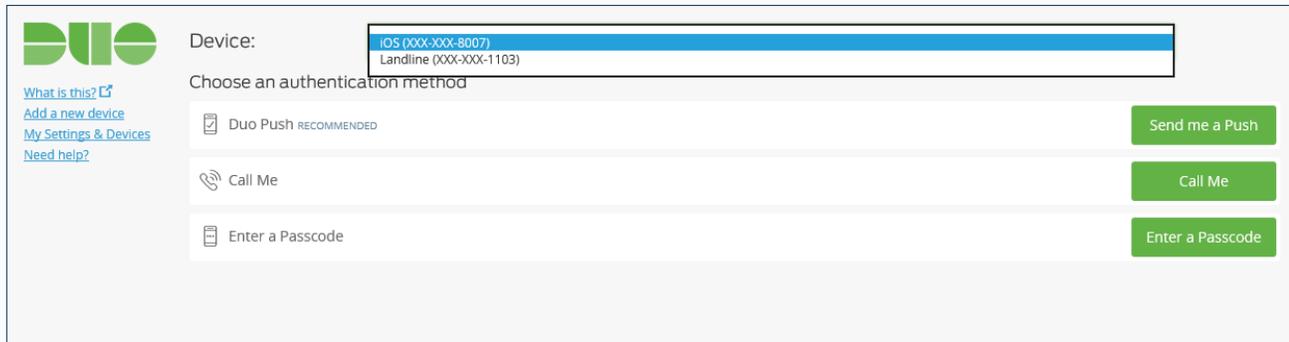
Cancel

Remove

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



The screenshot shows the Duo interface for adding a device. On the left, there is a Duo logo and a list of links: "What is this?", "Add a new device", "My Settings & Devices", and "Need help?". The main area has a "Device:" label followed by a dropdown menu with two options: "IOS (XXX-XXX-8007)" and "Landline (XXX-XXX-1103)". Below this is the text "Choose an authentication method" and three options, each with a corresponding green button: "Duo Push RECOMMENDED" with "Send me a Push", "Call Me" with "Call Me", and "Enter a Passcode" with "Enter a Passcode".

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.

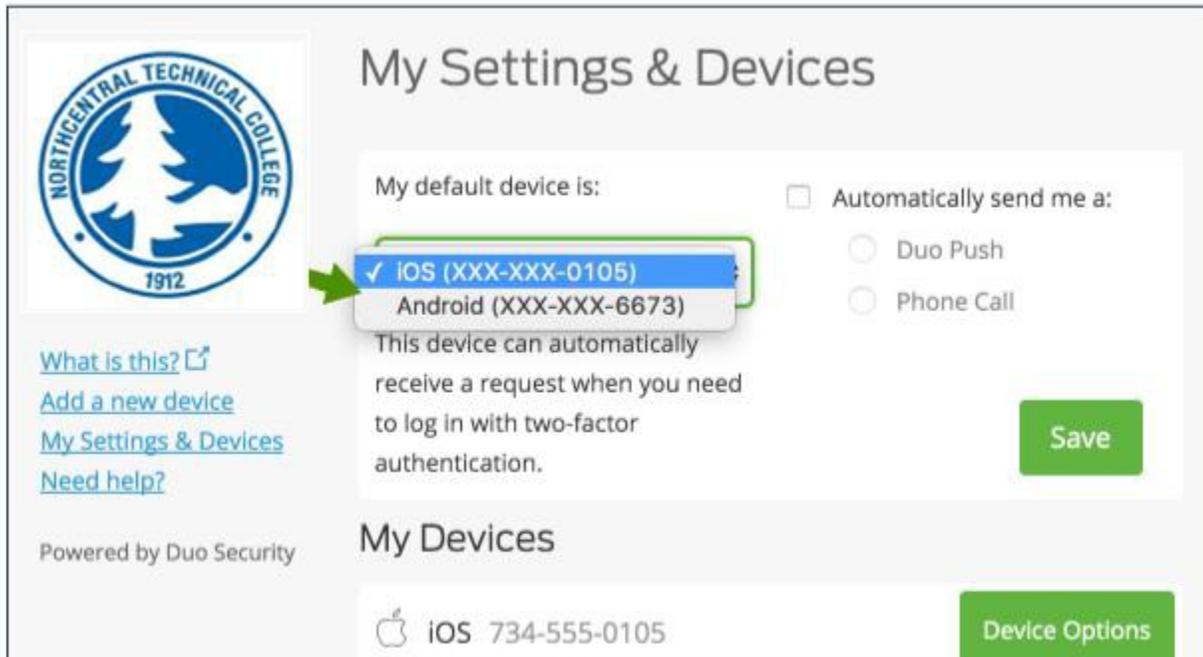


The screenshot shows the "My Settings & Devices" portal. On the left is the North Central Technical College logo (1912) and a list of links: "What is this?", "Add a new device", "My Settings & Devices", and "Need help?". Below the links is the text "Powered by Duo Security". The main area has the title "My Settings & Devices" and a section for "My default device is:" with a dropdown menu showing "IOS (XXX-XXX-0105)". To the right of this is a checkbox "Automatically send me a:" with two radio button options: "Duo Push" and "Phone Call". Below this is the text "This device can automatically receive a request when you need to log in with two-factor authentication." and a green "Save" button. At the bottom, there is a section titled "My Devices" with a list of devices: "iOS 734-555-0105" and a green "Device Options" button.

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).

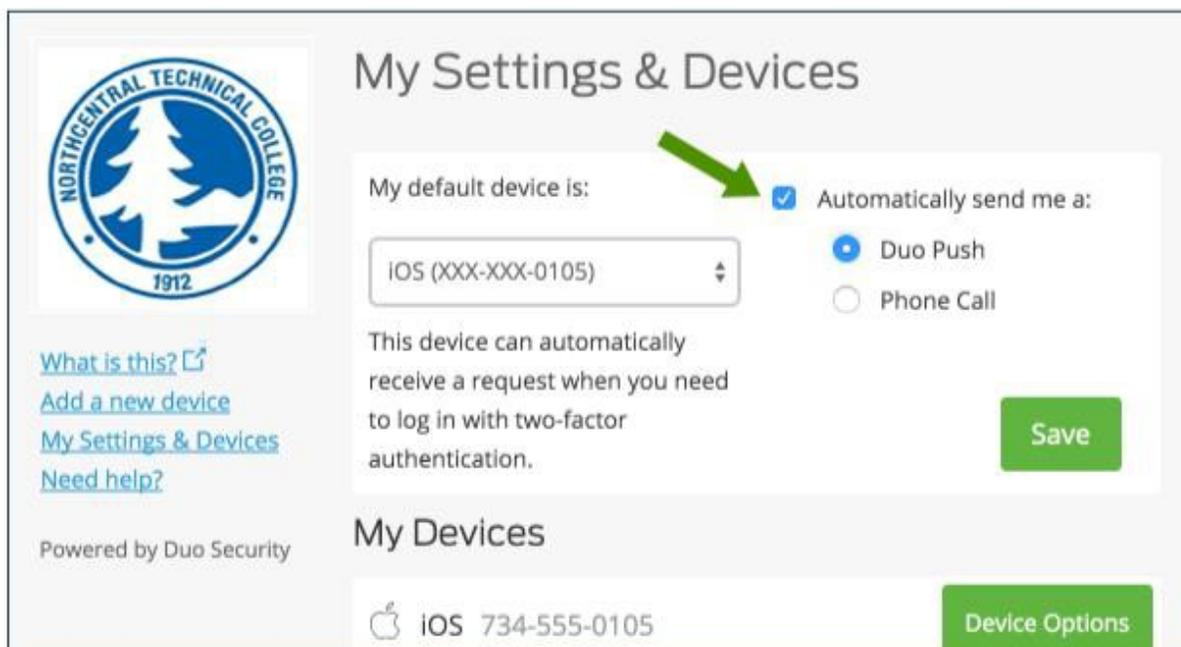
Default Authentication Options

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.



The screenshot shows the 'My Settings & Devices' page for Northcentral Technical College. The page title is 'My Settings & Devices'. On the left, there is a logo for Northcentral Technical College (1912) and links for 'What is this?', 'Add a new device', 'My Settings & Devices', and 'Need help?'. Below the logo, it says 'Powered by Duo Security'. The main content area has a section 'My default device is:' with a dropdown menu. The dropdown is open, showing 'IOS (XXX-XXX-0105)' selected with a checkmark and 'Android (XXX-XXX-6673)'. Below the dropdown, it says '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 options: 'Duo Push' and 'Phone Call'. A green 'Save' button is at the bottom right. Below this section is a 'My Devices' section with an entry for 'IOS 734-555-0105' and a 'Device Options' button.

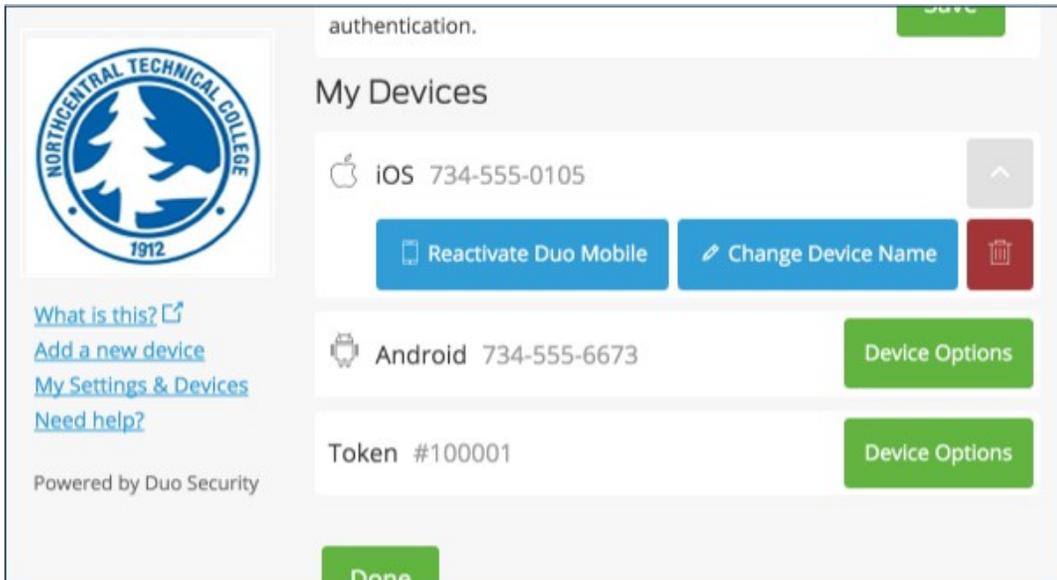
If this is the device you will use most often with Duo then you may want to enable the **Automatically send me a:** option and choose either **Duo Push** or **Phone Call**. With this option enabled Duo automatically sends an authentication request via push notification to the Duo Mobile app on your smartphone or a phone call to your device (depending on your selection).



The screenshot shows the 'My Settings & Devices' page for Northcentral Technical College. The page title is 'My Settings & Devices'. On the left, there is a logo for Northcentral Technical College (1912) and links for 'What is this?', 'Add a new device', 'My Settings & Devices', and 'Need help?'. Below the logo, it says 'Powered by Duo Security'. The main content area has a section 'My default device is:' with a dropdown menu showing 'IOS (XXX-XXX-0105)'. Below the dropdown, it says 'This device can automatically receive a request when you need to log in with two-factor authentication.' To the right, the checkbox for 'Automatically send me a:' is checked. Below it, the 'Duo Push' radio button is selected, and the 'Phone Call' radio button is unselected. A green 'Save' button is at the bottom right. Below this section is a 'My Devices' section with an entry for 'IOS 734-555-0105' and a 'Device Options' button.

Manage Existing Devices

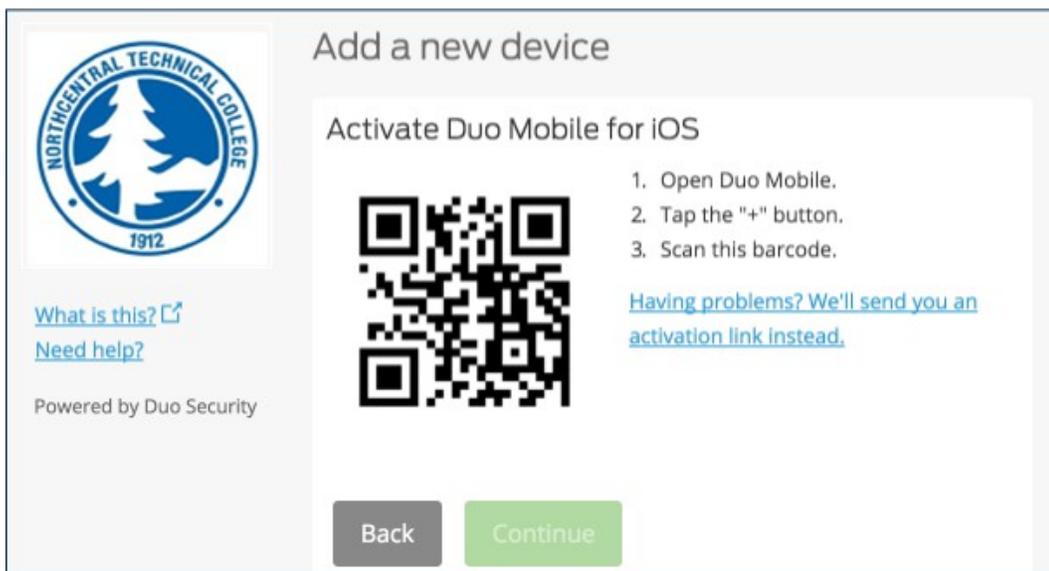
Click the **Device Options** button next to any of your enrolled devices to view the actions available for that type of device. You can **Reactivate Duo Mobile** for an enrolled smartphone, **Change Device Name** for any type of phone, or delete any authentication device.



The screenshot shows the 'My Devices' management interface. On the left is the Northcentral Technical College logo (1912) and navigation links: 'What is this?', 'Add a new device', 'My Settings & Devices', and 'Need help?'. The main area lists three devices: an iOS device (734-555-0105) with 'Reactivate Duo Mobile', 'Change Device Name', and a delete button; an Android device (734-555-6673) with a 'Device Options' button; and a Token device (#100001) with a 'Device Options' button. A 'Done' button is at the bottom.

Reactivate Duo Mobile

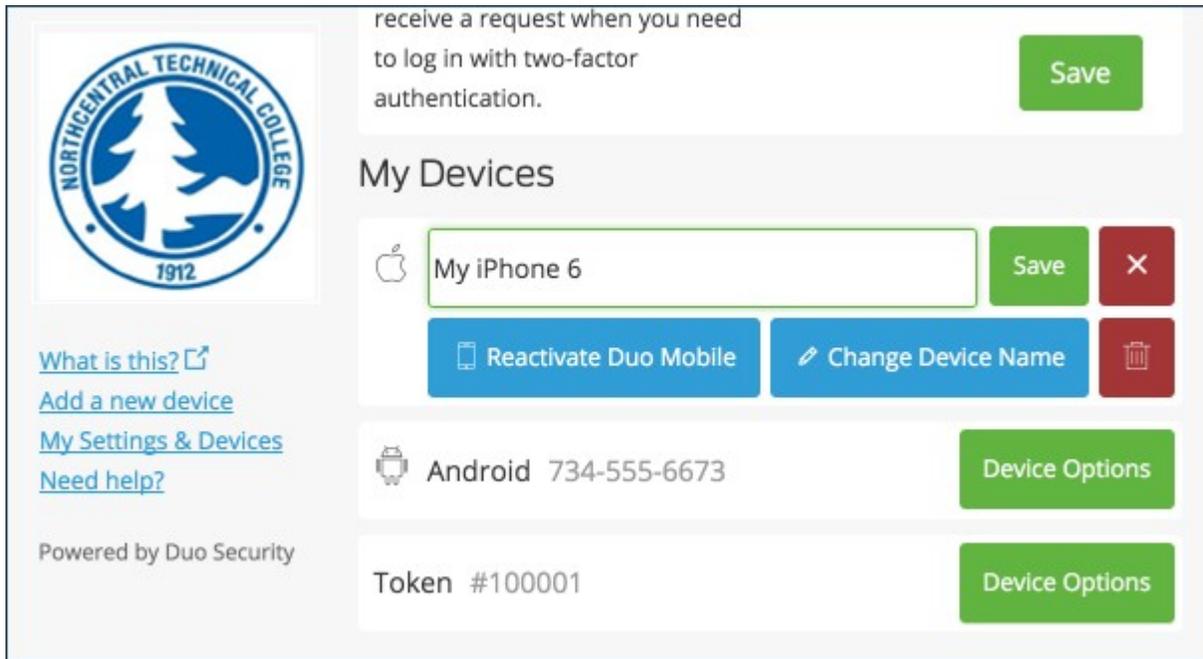
Click the **Reactivate Duo Mobile** button if you need to get Duo Push working on your phone, for example, if you replaced your phone with a new model but kept the same phone number. After answering some questions about your device, you will receive a new QR code to scan with your phone, which will complete the Duo Mobile activation process.



The screenshot shows the 'Add a new device' page for iOS activation. It features the Northcentral Technical College logo and navigation links. The main content area is titled 'Activate Duo Mobile for iOS' and displays a QR code. To the right of the QR code is a numbered list: 1. Open Duo Mobile. 2. Tap the "+" button. 3. Scan this barcode. Below the list is a link: 'Having problems? We'll send you an activation link instead.' At the bottom are 'Back' and 'Continue' buttons.

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**.



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 🗑️

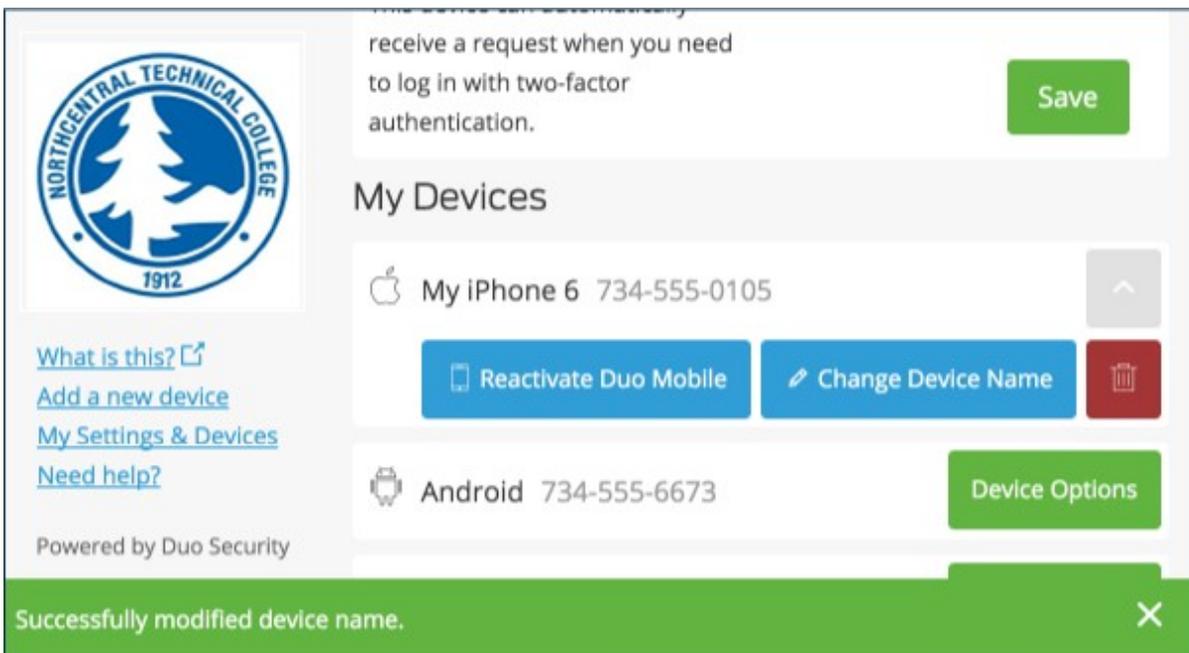
 Android 734-555-6673 Device Options

Token #100001 Device Options

[What is this?](#) [Add a new device](#) [My Settings & Devices](#) [Need help?](#)

Powered by Duo Security

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

Successfully modified device name. ✕

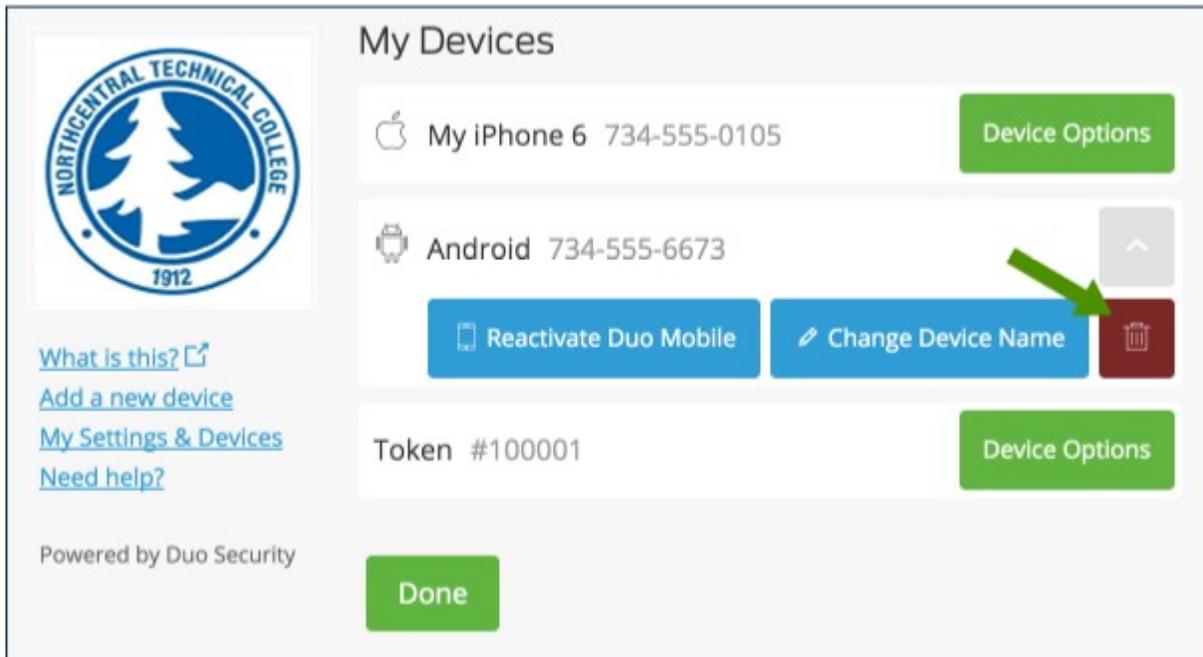
[What is this?](#) [Add a new device](#) [My Settings & Devices](#) [Need help?](#)

Powered by Duo Security

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.



The screenshot shows the 'My Devices' interface. On the left is the North Central Technical College logo and navigation links: 'What is this?', 'Add a new device', 'My Settings & Devices', and 'Need help?'. Below these is 'Powered by Duo Security' and a 'Done' button. The main area lists three devices: 'My iPhone 6 734-555-0105' with a 'Device Options' button; 'Android 734-555-6673' with 'Reactivate Duo Mobile', 'Change Device Name', and a trash can icon (highlighted by a green arrow); and 'Token #100001' with a 'Device Options' button.

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



This screenshot is identical to the previous one, but with a green arrow pointing to the trash can icon on the Android device entry, indicating the deletion action.

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

Successfully removed device.

