

# Duo Multi-Factor Authentication

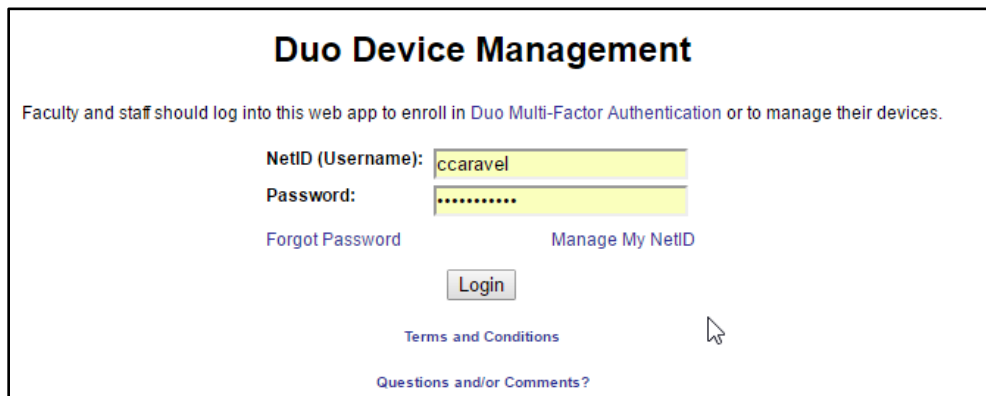
Managing Devices

## Introduction

After initially enrolling devices, you may need to go back and manage the settings. This may include adding a device, changing the default authentication device or method, deleting a device, or possibly changing a device name for example. This self-help document will step you through how to change these settings and more.

## Managing Devices

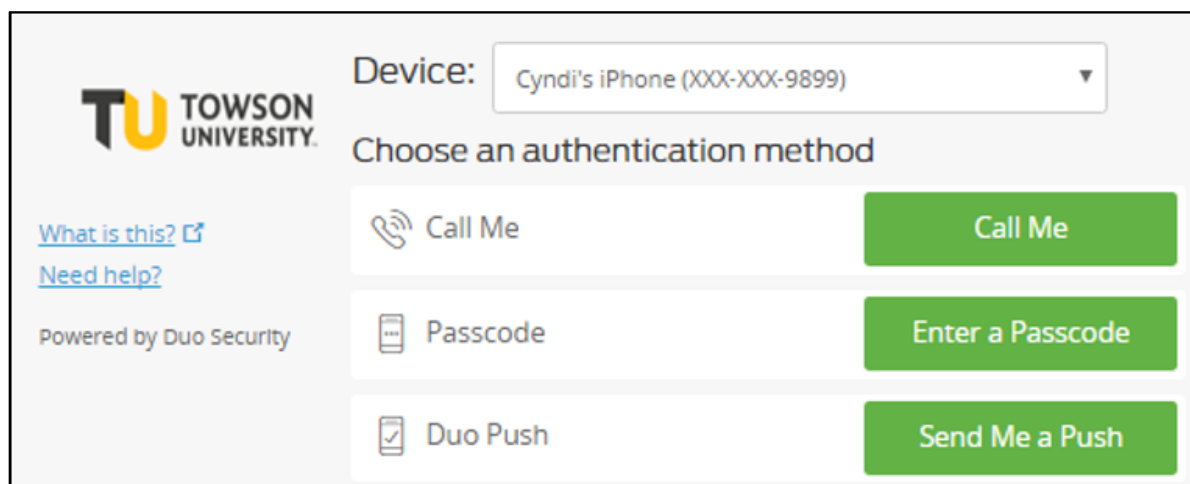
1. From your favorite browser navigate to [www.towson.edu/netid](http://www.towson.edu/netid) and click on the **Enroll and Manage Duo Devices** link under the **Faculty/Staff NetID Tools** heading on this page.



The screenshot shows the 'Duo Device Management' login page. At the top, it says 'Faculty and staff should log into this web app to enroll in Duo Multi-Factor Authentication or to manage their devices.' Below this, there are two input fields: 'NetID (Username):' with the value 'ccaravel' and 'Password:' with masked characters. There are links for 'Forgot Password' and 'Manage My NetID'. A 'Login' button is centered below the fields. At the bottom, there are links for 'Terms and Conditions' and 'Questions and/or Comments?'.

Figure 1

2. The **Duo Device Management** Welcome screen will appear. Enter your **NetID (Username)** and **Password** and click Login.
3. Authenticate using a device previously set up. This may be **Call Me**, **Enter a Passcode** or **Send Me a Push**. You must authenticate in order to make any changes to the settings.



The screenshot shows the authentication method selection screen. On the left is the Towson University logo and links for 'What is this?' and 'Need help?'. Below that, it says 'Powered by Duo Security'. On the right, there is a 'Device:' dropdown menu showing 'Cyndi's iPhone (XXX-XXX-9899)'. Below the dropdown, the heading 'Choose an authentication method' is followed by three options: 'Call Me' with a green button, 'Passcode' with a green button, and 'Duo Push' with a green button.

Figure 2

4. The **My Settings & Devices** screen will appear. You have the following options.

## Add an Additional Devices

1. Click **Add another device**.

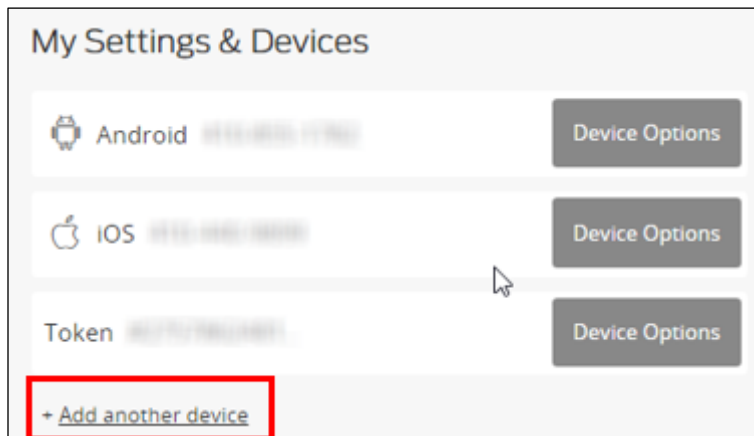


Figure 3

2. The **What type of device are you adding?** screen will appear. Depending on what device you are adding, please refer to the following documentation from the Duo webpage ([www.towson.edu/duo](http://www.towson.edu/duo)):
  - Duo Multi-Factor Authentication: Enrolling a Landline – proceed to step 4
  - Duo Multi-Factor Authentication: Enrolling an Android – proceed to step 4
  - Duo Multi-Factor Authentication: Enrolling an iPhone – proceed to step 4
  - Duo Multi-Factor Authentication: Enrolling an iPad – proceed to step 4

## Change the Device Name

1. Click **Device Options** beside the device and click **Change Device Name**.
2. The current device name will become highlighted. Type over the original name with the new name of the device.
3. Click **Save**.

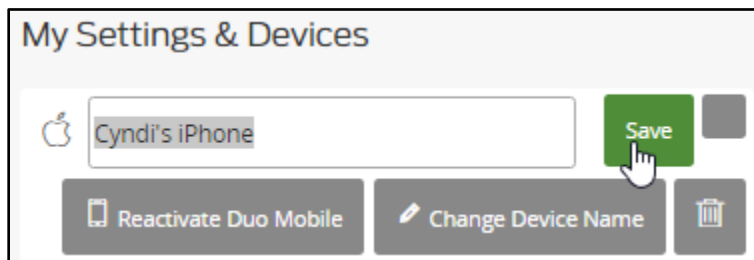


Figure 4

## Reactivate Duo Mobile

You may have to reactivate Duo Mobile if you replaced your phone with a new model but kept the same phone number.

1. Click **Device Options** beside the smart phone or tablet and click **Reactivate Duo Mobile**.
2. The **Install Duo Mobile for iOS** screen will appear (or whichever smartphone you have).

3. Either reinstall the app, or if it is already installed, click **I have Duo Mobile installed**. The **Activate Duo Mobile for iOS** screen will appear. Follow the instructions on screen and as explained below.

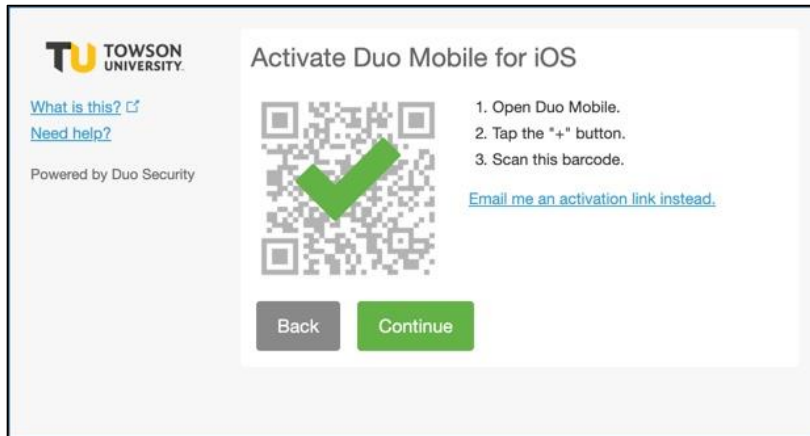


Figure 5

- a. Open the **Duo Mobile** app you just downloaded on your phone.
- b. Click the + sign in the upper right corner and scan the **barcode** that is on the computer screen.



Figure 6

- c. A **check mark** will appear over the **QR code** on the computer screen. Click **Continue**.
4. The **My Settings & Devices** screen will re-appear.

### **Remove a Device 700 +150 470 135**

1. Click **Device Options** beside the smart phone, tablet or landline that you wish to delete.
2. Click the trash can.
3. The **Are you sure you want to remove this device?** box will appear.
4. Click **Remove**.

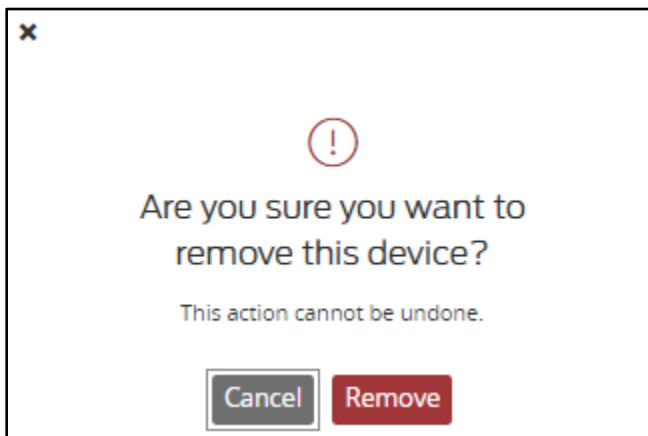


Figure 7

5. The device will be deleted.

## Change Default Authentication Options

It is recommended that you enroll more than one device for authentication. You can specify which of those devices would be the default device. This would be the device that you use the most or is the most accessible.

1. Beside **Default Device** at the bottom of the **My Settings & Devices** box, click the down arrow and choose the device you wish to make the default.

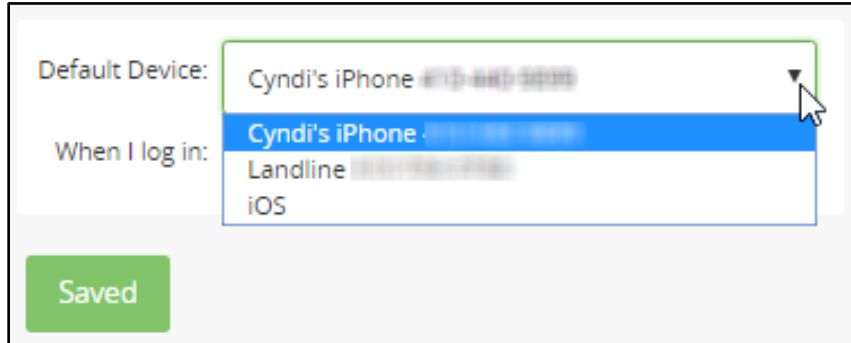


Figure 8

2. Click the down arrow beside **When I log in** to choose the default authentication method.
  - d. **Ask me to choose an authentication method** – you will choose your authentication method either a duo push to your phone, a text message, etc. every time.
  - e. **Automatically send this device a duo push** – your phone will always receive a push and you will accept the push in the Duo app.
  - f. **Automatically call this device** – you will receive a phone call to authenticate.
3. Click **Save** when all options have been chosen. **Saved** will appear.

\*Not all authentication methods are available for all devices. For example, a push is not available for a landline.