

Duo Two-Factor Manage and Add Device

Summary:

This guide will focus on how to manage devices and add another device with Duo Security in order to enable two-factor authentication with DePaul's VPN.

Overview:

1. Login to Duo
2. Manage Devices
3. Add Another Device
4. Login Using Newly Added Device

Notes:

- When first setting up Duo Two-factor authentication, we stress that you set up two devices: a primary and backup.
- Must have a mobile device (phone or tablet) or landline phone.
- **The devices used on these instructions are an iPhone and a landline.** Other devices are similar and on-screen instructions should be followed.
- This guide is solely for how to manage devices and add another device. For information on setting up your first device, please consult other guides.

Instructions



Start by navigating to “<https://offices.depaul.edu/information-services/security/tools-downloads/two-factor/Pages/Using-DUO-with-the-VPN.aspx>”

- **Note:** This is the landing page for two-factor authentication with the VPN

Go to “Manage/Add Devices” and click the first link as displayed on the right →

- **Note:** This will take you to a sign-in page; sign-in with your campus connect username and password

Manage/Add Devices:

This section is for users who need to manage or add new devices. Please follow the instructions in the [PDF](#) . To get started follow the link <https://wapp.is.depaul.edu/duologin/default.aspx> 

Please visit the [FAQ page](#) or call the Help Desk for any further assistance.

After logging in, you will be displayed with an authentication screen. Click on “Add a new device.” Use the dropdown menu to select an active device and authenticate →

Add a new device

First, we need to confirm it's really you. Choose an authentication method below to begin adding a new device to your Duo account.

Choose an authentication device

[Dropdown menu]

Choose an authentication method

Call Me

Enter a Passcode

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

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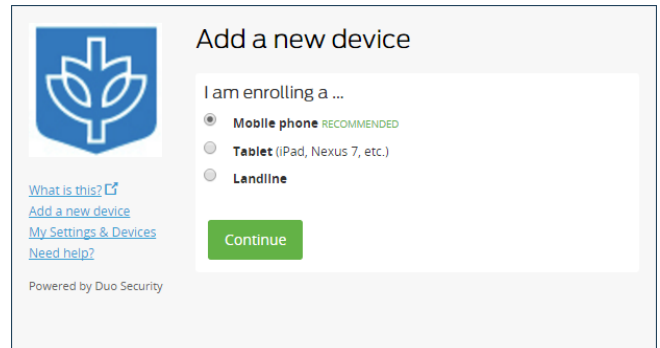
Go to your smartphone. You should have a Duo login request waiting →



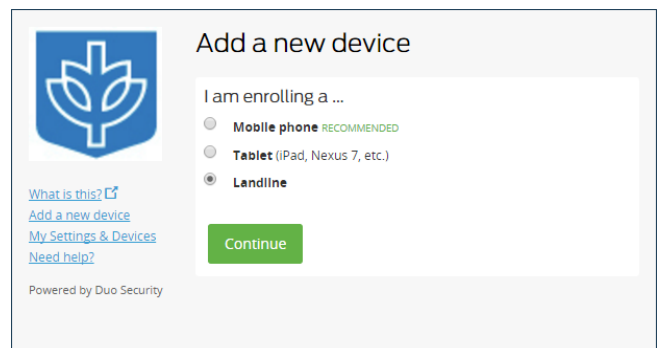
Approve the request →



Once approved, you'll land on a page to enroll your new device into your account. Select the type of device you are enrolling. →



This guide will use a Landline as the backup, click "Continue" →



Enter your phone number (and extension if applicable), double-check your number, check the box, and click "Continue" →

My device's phone number is...

United States

+1 [redacted] ✓
ex: (201) 234-5678

Extension:
[redacted]

[redacted] is the correct number.

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Back Continue

Device successfully enrolled. You should now have two devices enrolled, one primary and one backup →

- **Note:** General instructions for enrolling other types of devices can be found at <https://guide.duo.com/>
- **Note:** These instructions may vary

My Settings & Devices

My default device is:
[redacted]

Automatically send me a:
 Duo Push
 Phone Call

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

Save

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My Devices

Device successfully added! Continue to login X

If you forgot your primary device, your backup device can now be used to log in →

- "My settings and devices" page

My settings and devices

First, we need to confirm it's really you. Choose an authentication method below to manage your settings and devices.

Choose an authentication device
Landline (XXX-XXX- [redacted])

Choose an authentication method

Call Me Call Me

Enter a Passcode Enter a Passcode

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Answer the phone and then press any key on your phone →

My settings and devices

First, we need to confirm it's really you. Choose an authentication method below to manage your settings and devices.

Choose an authentication device
Landline (XXX-XXX- [redacted])

Choose an authentication method

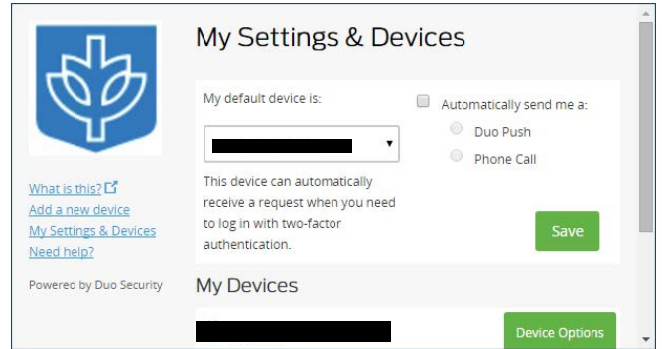
Call Me Call Me

Enter a Passcode Enter a Passcode

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Dialing XXX-XXX- [redacted]... Cancel

You have now successfully logged in using
your backup device →



My Settings & Devices

My default device is: [Redacted]

Automatically send me a:

- Duo Push
- Phone Call

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

Save

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My Devices

[Redacted]

Device Options