

Duo: What to Do If You Get a New Device?

Summary:

This guide will focus on what to do if you get a new device.

Overview:

1. Login to Duo
2. Add New Device

Notes:

- In order to add new device, you **NEED** a backup device enrolled.
 - If you do not have a backup device enrolled, please call the HelpDesk at (312)362-8765.

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 the Two-factor authentication for the VPN.

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

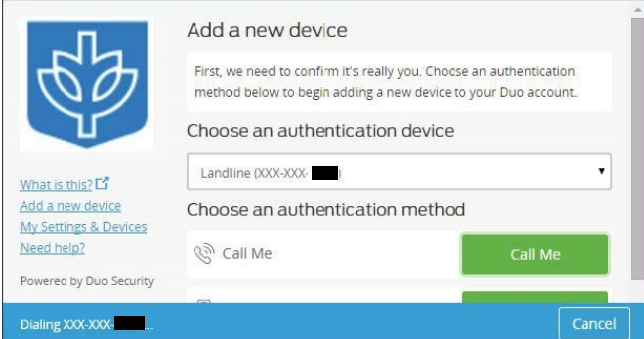
- **Note:** This will take you to a sign in page; sign in with your campus connect username and password

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

Manage/Add Devices:

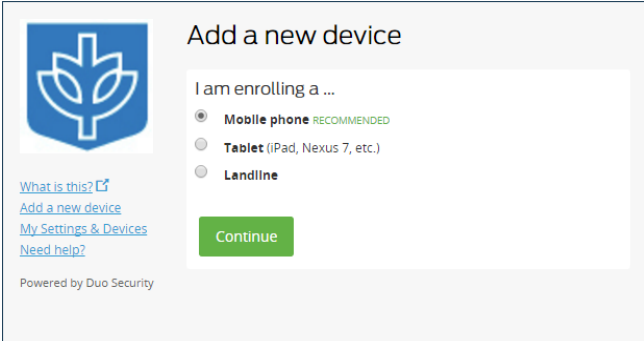
This section is for users who need to manage or add new devices. Please follow the instructions in the [PDF](#). To get started follow the link <https://wapp.is.depaul.edu/duologin/default.aspx>

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



The screenshot shows the 'Add a new device' screen in the Duo interface. It features the Duo logo (a blue shield with a white leaf) on the left. The main content area has the heading 'Add a new device' and a 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.' Below this, there are two sections: 'Choose an authentication device' with a dropdown menu currently showing 'Landline (XXX-XXX-XXXX)', and 'Choose an authentication method' with a 'Call Me' button. At the bottom, there is a 'Cancel' button and a status bar showing 'Dialing XXX-XXX-XXXX'.

Once approved, you'll be presented with the type of the device that you want to add. →



Add a new device

I am enrolling a ...

Mobile phone RECOMMENDED

Tablet (iPad, Nexus 7, etc.)

Landline

Continue

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

Powered by Duo Security

- Enrolling your new device is done the same way you set up your old device. Please consult the “First Time Setup” instructions or visit <http://guide.duosecurity.com/enrollment> if you need help with a certain device.
- Once you are done setting up your new device, click “Device options” to the right of your old device, under “My Settings & Devices” and remove it.
- Your new device can now be used to authenticate.