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/is/security/tools-downloads/two-factor/Pages/default.aspx”
  - Note: This is the landing page for the Two-factor authentication.

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

- 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.