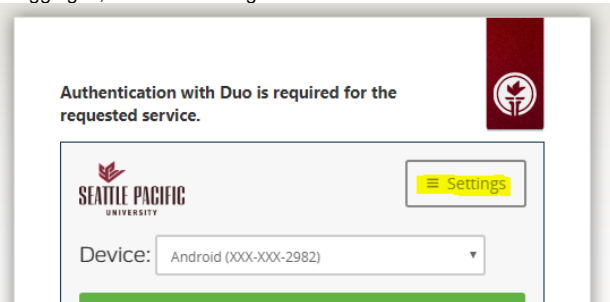


# Duo 2FA Device Management

## Manage "My Settings & Devices"

There are several situations where you may need to add additional 2FA devices or switch to new devices. For each of these cases, you will first need to access "My Settings & Devices" following these steps:

1. Attempt to login so that you get the Duo prompt
  - a. If your device has been remembered and is skipping the Duo prompt, you can try from a different computer, different browser, or private /incognito browsing.
2. Instead of logging in, click the "Settings" button



- a.
3. Click "My Settings & Devices"
  4. Choose from the available authentication devices and methods as appropriate for your situation below

## Switch to a New 2FA Device

If you have the new device, but have not yet activated your new device with your existing phone number:

1. Add the new device following instructions in the section below to "Add an Additional 2FA Device"
2. Activate your new phone through your provider
3. Remove your old device, following instructions in the section below to "Remove a 2FA Device"

If you have already activated your new device with your existing phone number:

1. Follow the instructions above for "My Settings & Devices"
2. Click "Enter a Passcode" then "Text me new codes"
3. You should receive a text message with a 7-digit passcode that you can now enter
4. You should now see your device listed.
5. Click the blue gear icon next to your device, and click "Reactivate Duo Mobile"
6. Follow the remaining prompts to activate Duo Mobile on your new device. Some additional documentation from Duo walks through process, if you want to see more: <https://guide.duo.com/manage-devices#reactivate-duo-mobile>
7. Once your new device is completely configured for Duo, remember to remove your old device, following the instructions below to "Remove a 2FA Device"

## Switch to a New 2FA Device with New Phone Number

If you are able to learn the new phone number prior to switching devices, you may follow the instructions below to "Add an Additional 2FA Device" and add the new phone number.

If you have already switched devices and no longer have the old device, you will need to contact the CIS HelpDesk to assist you in adding an additional 2FA device.

## Add an Additional 2FA Device

1. Follow the instructions above for "My Settings & Devices"
2. Select "Add New Device" from the Settings menu and follow the instructions to register an additional device.

*Note: If you do not have your existing 2FA device, you will need to contact the CIS HelpDesk to assist you in adding an additional 2FA device.*

## Remove a 2FA Device

1. Follow the instructions above for "My Settings & Devices"
2. You should now see your devices listed
3. Click the blue gear icon next to your device, and click "Delete Device"
4. Click "Back to Login" to continue to the desired resource

