How do I manage my devices in Duo?

Tell Me

1. Open a browser in private browsing mode, like Chrome's Incognito or Firefox's Private Browsing, to avoid problems with cached information on your computer.
   a. See this FAQ for more information on private browsing.
2. Go to Duo.unc.edu and log in using your NinerNET credentials
3. On the next screen, click My Settings & Devices on the left hand side

4. Select a device for dual authentication from the drop down and choose the preferred notification

5. Duo will send a notification based on your selection; approve the notification
6. Once you're authenticated, you will see a list of My Devices

Info
It's a good idea to set up 2 methods for Duo authentication; for example - a cell phone and land line. This allows you to still access your Duo account and services if your primary option is unavailable.
7. If desired, click the **Device Options** button and choose to reactivate a device, change device name, or remove a device.

8. From this screen, you can also add a device or select a default device.
1. Click **Add a new device** on the left hand menu

![Image 1](image1.png)

*What is this? Add a new device
My Settings & Devices
Need help?*

2. Select a device for dual authentication from the drop down and choose the preferred notification

![Image 2](image2.png)

*My settings and devices
Choose an authentication device
Choose a device for dual authentication

3. Duo will send a notification based on your selection; approve the notification

4. To register an iOS or Android device, follow this FAQ
5. To register a landline, follow this FAQ

1. In the main **My Settings & Devices** menu, click the dropdown for **My default device is:** and choose your default device

![Image 3](image3.png)

*My default device
Automatically send me a
notification

2. Click **Save**
3. You will see a confirmation of the change

![Image 4](image4.png)

*Successfully saved default device settings*

4. Click **Done** when finished managing devices

1. In the main **My Settings & Devices** menu, scroll down to the **My Devices** section and click on the **Device Options** button beside the device you'd like to remove

![Image 5](image5.png)

*My Devices

1. **Analyze** 8374
0 Device Options

2. Click the delete button

3. Click **Remove** to confirm

![Image 6](image6.png)

*Are you sure you want to remove this device? This action cannot be undone.*

4. Click **Done** when finished managing devices

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**Related FAQs**

- How do I sign up for Duo?
- How do I manage my devices in Duo?
- How do I change my Duo settings?
- Can I use Duo if I don’t have a mobile phone?
- When using Duo with my mobile phone, what do I do if...?