Change Your Duo Options and Settings

You can change your Duo authentication options for use with ArchPass two-step login. Use the following guide to:

- Change your default device
- Reactivate Duo Mobile when you get a new phone with the same number
- Delete a phone number or device if it’s lost, stolen, or no longer needed
- Add a new device

Before you Begin

- If you have not already enrolled in Duo, refer to the Enrollment guide for smartphones and tablets or the Enrollment guide for landlines and non-smart cell phones.
- Not sure which option you want to use? See Using ArchPass Two-Step Login for more information.

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Go to the Self-Service Portal and complete the login steps as follows:

Authenticate with your current device (i.e., Send Me a Push, Call Me, or Enter a Passcode).

If you have more than one device enrolled, scroll down to see your full list of devices.

Change a Device

Click Device Options next to the device or phone number you want to delete, rename, or reactivate.

To change your device’s name in Duo click Change Device Name, enter a new name in the name field, and click Save.

We recommend you use Ask me to choose an authentication method in the When I log in drop-down list.

Request Support

EITS Help Desk
706-542-3106
helpdesk@uga.edu
Chat with a Help Desk Consultant
Reactivate your device

Click **Device Options** next to the device or phone number you want to reactivate.

Click **Reactivate Duo Mobile** and follow the onscreen prompts to update your smartphone settings and reactivate.

Delete a device

Click **Device Options** next to the device or phone number you want to delete.

Click the red trashcan icon and select **Remove** on the pop-up box that appears.

Add Another Device

To **Add Another Device** Click from the My Settings and Devices screen

click the link to + **Add Another Device**

Enroll your new device by following the onscreen prompts.