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.
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.