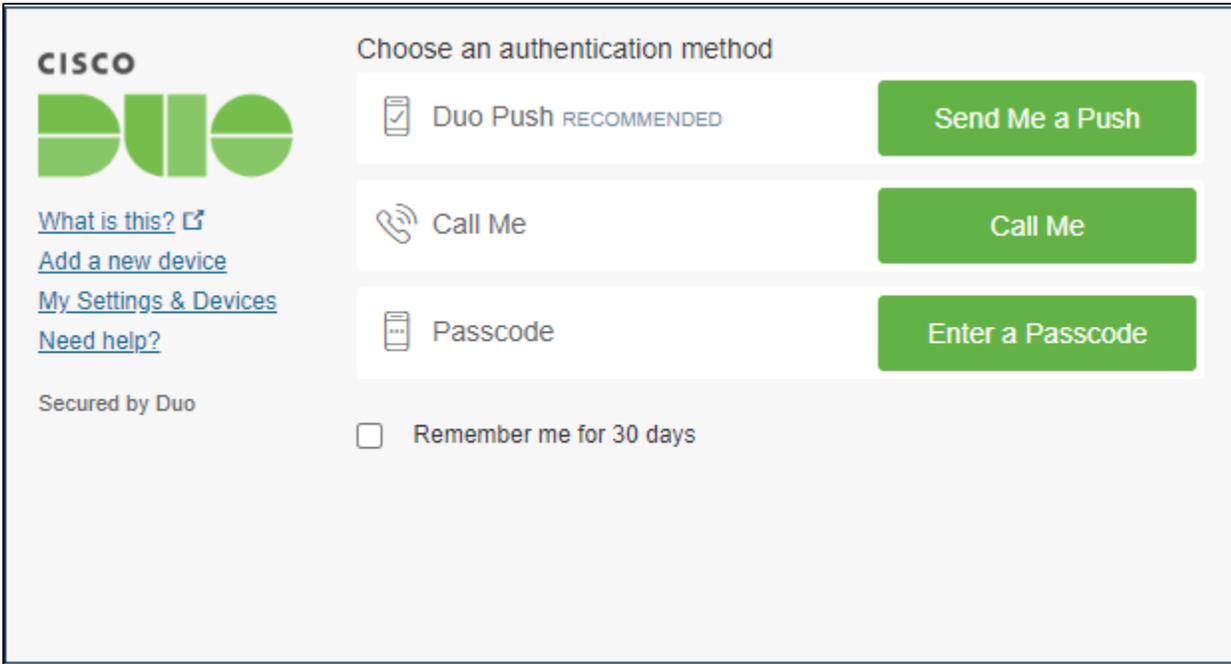


User Settings and Device Options

Users can change and update some of their settings directly from the default DUO prompt.

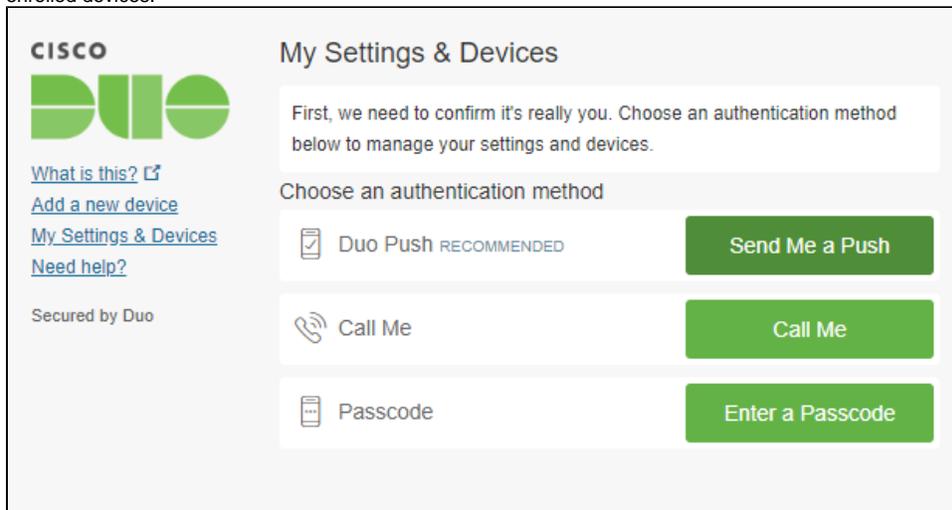
Solution

The Duo Prompt displays a "My Settings & Devices" link on the left. If you enabled the option to automatically send you an authentication request via push or phone call, you'll need to cancel the push or phone call in progress before you can click the "My Settings & Devices" link.

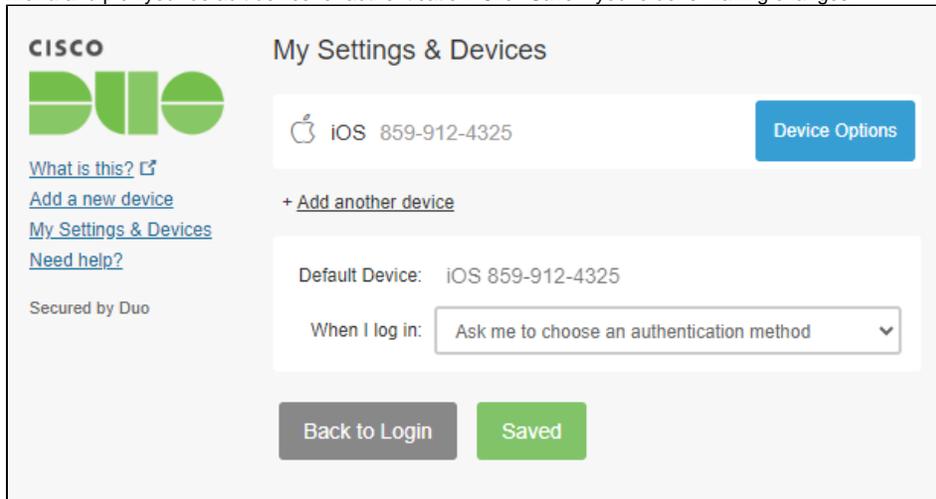


Once you've clicked the "My Settings & Devices" link:

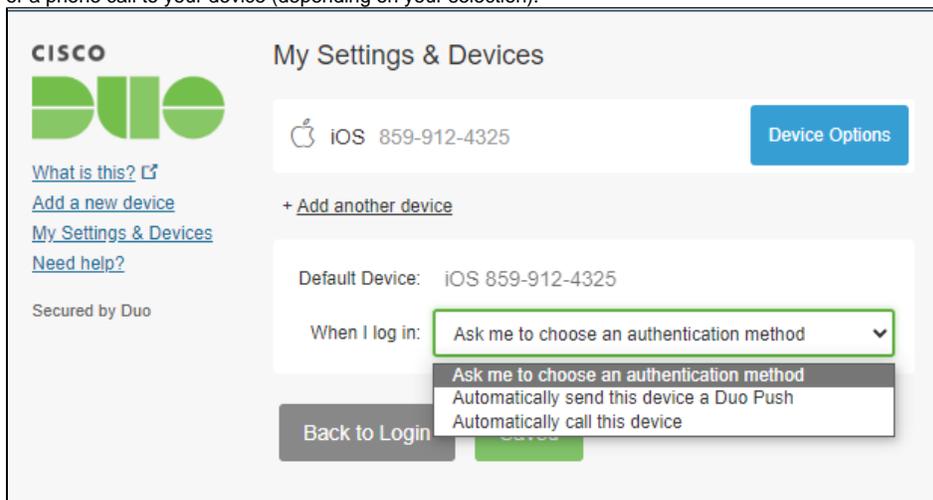
1. **Choose an authentication method and complete two-factor authentication** (you may need to scroll down to see all authentication options): Send Me a Push, Call Me, or Enter a Passcode. You can't get in to the device management portal if you do not have access to any enrolled devices.



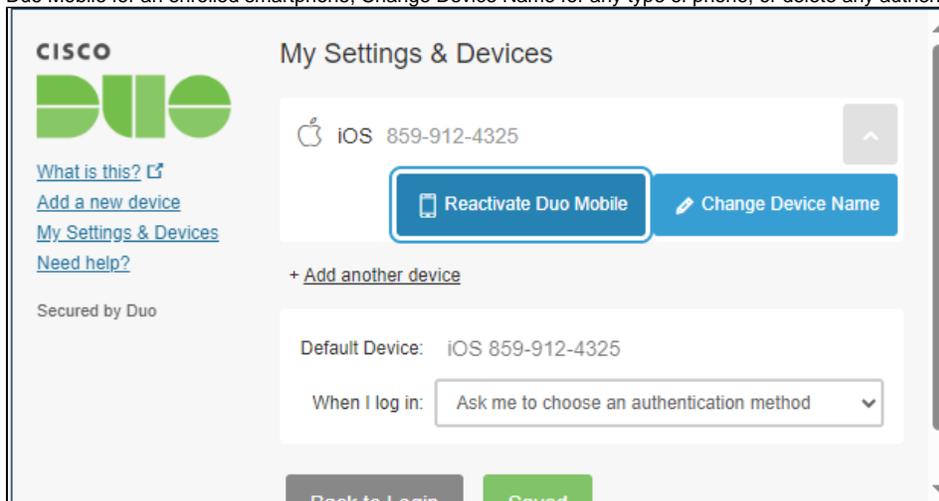
2. If you authenticate with more than one device, you can specify which you would like to be the default. Click the **"Default Device:"** drop-down menu and pick your default device for authentication. Click Save if you're done making changes.



3. You can enable automatic push requests by **changing the "When I log in:" option** and switching the setting from "Ask me to choose an authentication method" to "Automatically send this device a Duo Push" or "Automatically call this device" and click Save. With one of the automatic options enabled Duo automatically sends an authentication request via push notification to the Duo Mobile app on your smartphone or a phone call to your device (depending on your selection).



4. Click the **Device Options** button next to any of your enrolled devices to view the actions available for that type of device. You can Reactivate Duo Mobile for an enrolled smartphone, Change Device Name for any type of phone, or delete any authentication device.



5. Click the **Reactivate Duo Mobile** button if you need to get Duo Push working on your phone, for example, if you replaced your phone with a new model but kept the same phone number. After answering some questions about your device, you'll receive a new QR code to scan with your phone, which will complete the Duo Mobile activation process.
6. Clicking **Change Device Name** will open up an interface to change the display name of your phone (hardware tokens can't be renamed). Type in the new name and click Save.
7. Click the **trash can button to delete a phone or token device**. Note: You may not remove your last device. If you wish to remove it, first add another, then delete the original. If you are unable to delete a device, contact your administrator to have it removed.

Related articles

- [Export User List](#)
- [Managing Folder Permissions](#)
- [Add or Change a Budget Number](#)
- [Request a Change to an Existing Resource \(Quota, Backup\)](#)
- [Requesting a New Resource](#)