UCD IT Services recommends that you add a second device to your Duo access. This can then be used as a backup if your primary device (e.g. your smartphone) is damaged, stolen, unavailable or lost.

BEFORE YOU BEGIN...

If you are adding a smartphone or tablet as your second device, you need to install the Duo Mobile app on it. You can download the app from your usual app provider, and the steps for setting up the app are on our website at https://www.ucd.ie/itservices/mfa/

HOW TO ADD A SECOND DEVICE IN DUO
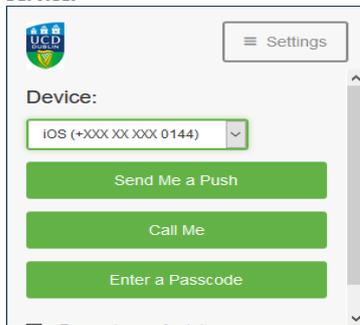
Adding a device in Duo is done in the Settings section of the same Duo prompt screen (see left) that you see when you log in to a Duo-protected system, such as your Gmail, Google Drive or Tableau. If you are already logged in, you will need to log out first.

1. Click on **Settings** (circled in the image above) in the Duo prompt screen
2. Select **'Add a new device'** and follow the steps on screen to receive a Duo **passcode** on your current primary device. This is to ensure that you can authenticate this request to add a new device.
3. Enter the passcode you received and click **Login**

4. Choose the type of device to be enrolled and follow the steps on screen for enrolment. NB: If you are adding a smartphone or tablet, remember to install the Duo app on it first.

Once the new device has been added successfully, you can use either device to receive your Duo notifications and authenticate your login.

CONTACT US

If you need further assistance or have any queries, contact the UCD IT Helpdesk by phone at +353 1 716 2700 or by email at ithelpdesk@ucd.ie.