

How To : Enroll or Update Devices in DUO

When an employee is issued a new or replacement device, refer to these instructions to set up DUO multi-factor authentication.

Step-by-step guide

1. Log in to my.lynn.edu
2. Click on the **Help** tab.
3. Click **Click Here to open DUO Device Management Portal** on the left side of the page,
4. Click on the link on the right side of the page https://my.lynn.edu/ICS/Help/Multi-Factor_Authentication_Using_DUO.jnz?portlet=External_Content
5. Select **Call your phone** to authenticate and get into the DUO settings.
6. Add your device as if it is a new device.
 - a. A prompt will appear, **"This number already exists would you like to overwrite?"**. Check the box to overwrite.
 - b. Fill out the requested information.
7. Once complete, scan the QR code and register your new device.

If you are not able to complete the enrollment process, please [open a request](#) with IT Support Services.

Please refer to this How-to article to register for [Azure Multi-Factor Authentication](#).

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