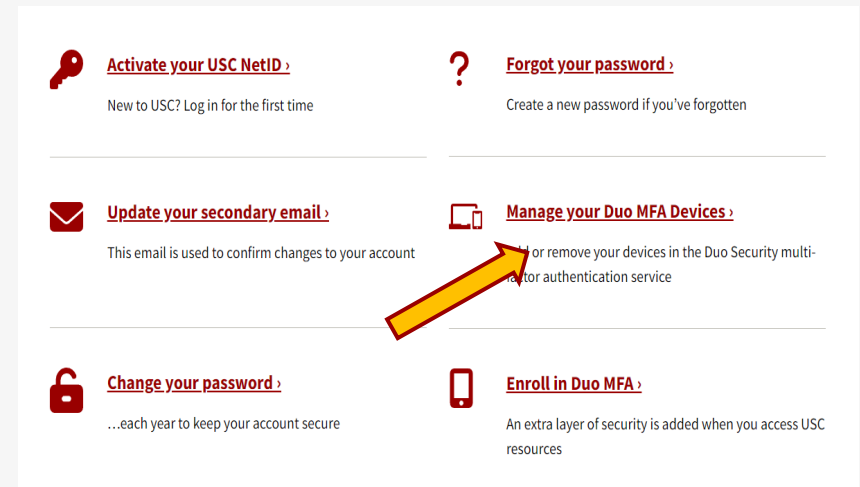# Manage DUO MFA devices

How to add contact numbers to DUO:

Only the **existing account holder** or University ITS can add contacts to the Duo verification for secured accounts.

As the verified account holder:

Go to https://itservices.usc.edu/uscnetid

Click Manage your Duo MFA Devices.

Activate your USC NetID ›
New to USC? Log in for the first time

Forgot your password ›
Create a new password if you've forgotten

Update your secondary email ›
This email is used to confirm changes to your account

Manage your Duo MFA Devices ›
Add or remove your devices in the Duo Security multi-factor authentication service

Change your password ›
...each year to keep your account secure

Enroll in Duo MFA ›
An extra layer of security is added when you access USC resources
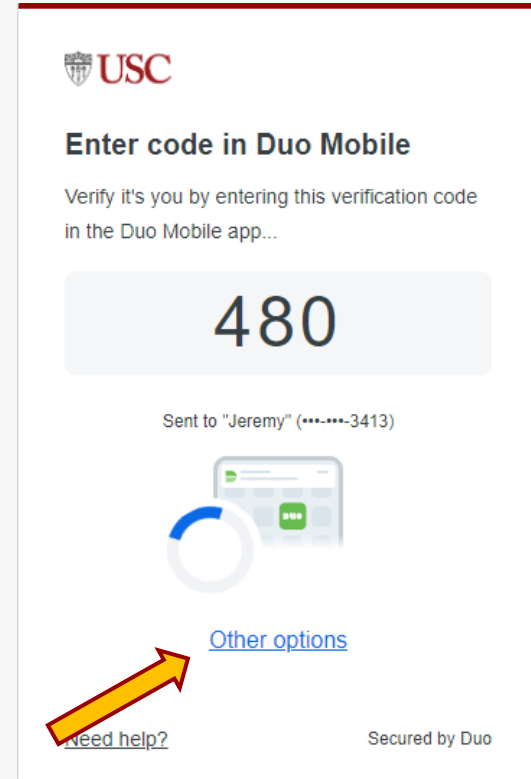
Manage DUO MFA devices

How to add contact numbers to DUO:

Rather than verifying on your Duo app,
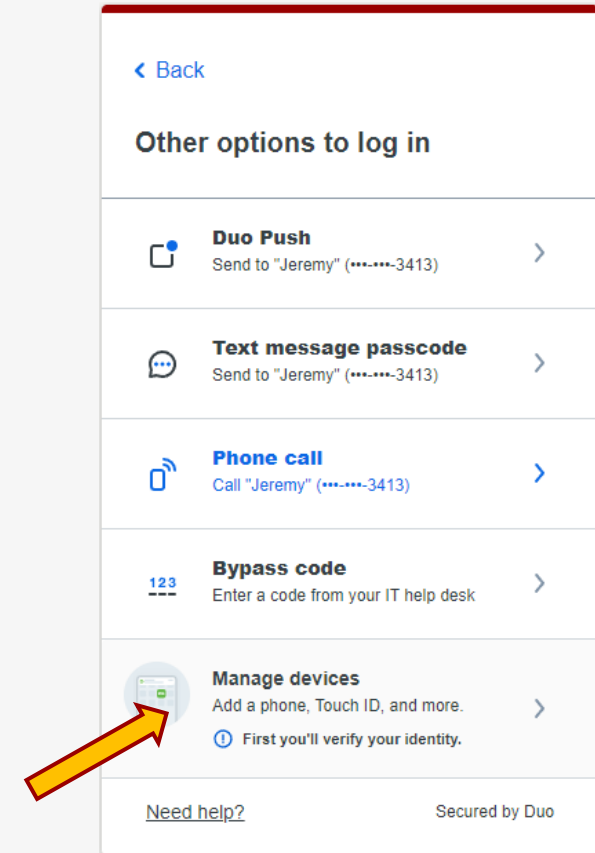
Click "Other Options."

Manage DUO MFA devices

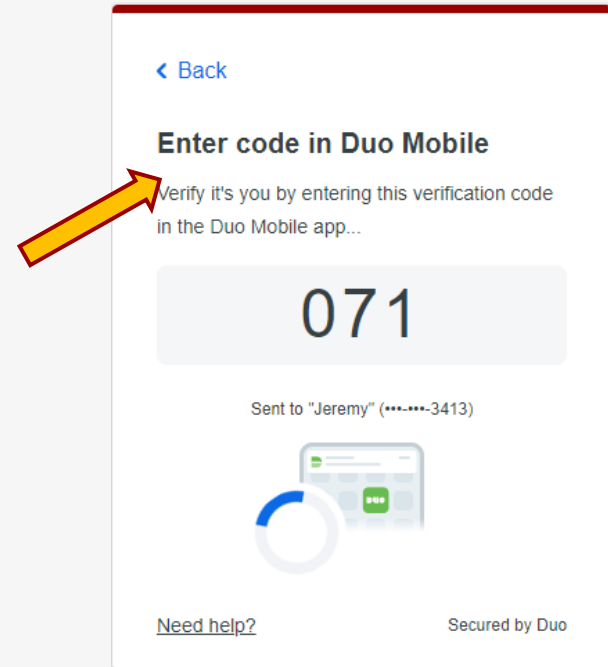How to add contact numbers to DUO:

Choose Manage devices.

Manage DUO MFA devices

How to add contact numbers to DUO:

Verify that you are the account holder by entering the verification code with your typical chosen method.
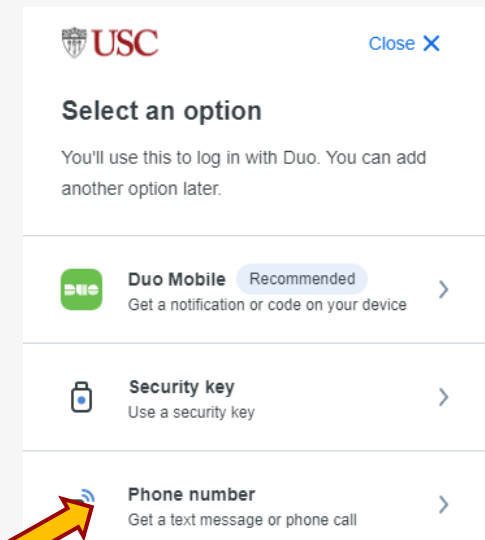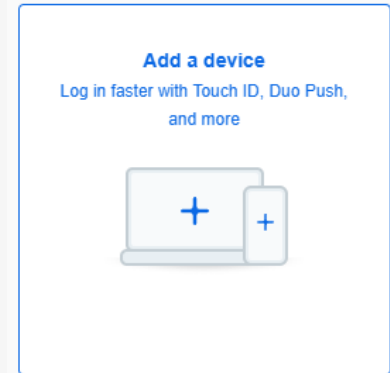
Manage DUO MFA devices

How to add contact numbers to DUO:

Choose Add a device.

Now you can choose the preferred method of verification that you would like to add.

Choosing Phone number will allow you to assign phone contacts that will be able to complete the verification process either through phone call and pressing a number, or text code verification.
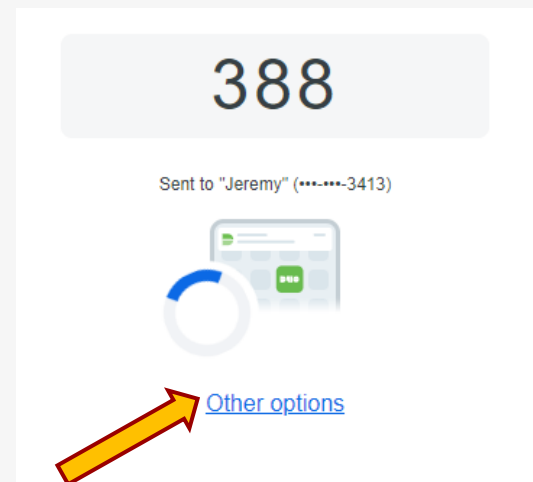
Manage DUO MFA devices

How to add contact numbers to DUO:

Complete the process by adding the new contact number and verifying with the delivered code.

The next time you attempt to log in to a program through SSO, do NOT verify on your device.
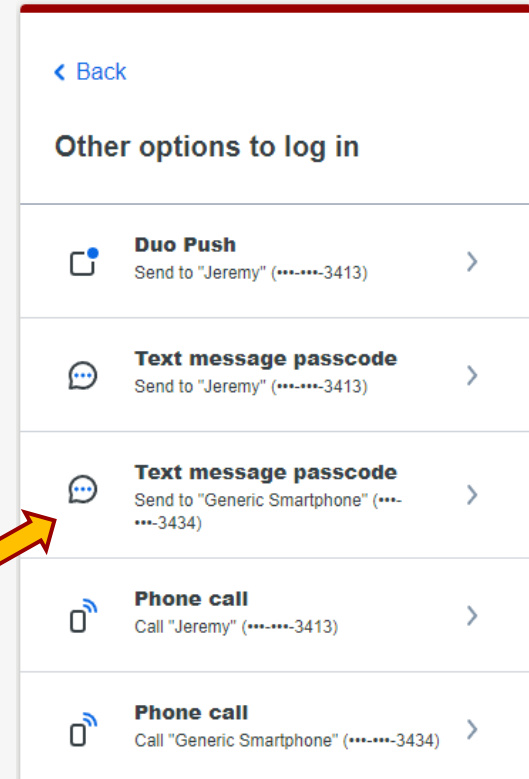
Choose Other options.

Manage DUO MFA devices

How to add contact numbers to DUO:

Now you will see more choices of verification methods including the number or device that you just added.

Choose your preferred method of verification and proceed with the Duo verification on that device.

The system will remember the last contact number that you have chosen for future Duo authorizations.
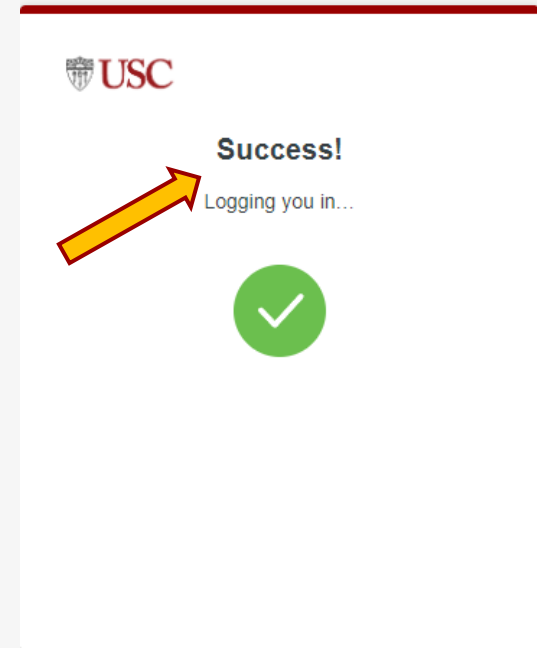
Manage DUO MFA devices

How to add contact numbers to DUO:

Success!

You are now verified and should pass through the SSO security.

USC Rossier

Rossier MIS Classroom A/V Support

In-Person Training and A/V Tech Support:

Hours:

- Monday through Friday - 9:00am until 5:00pm

Video training and downloadable step by step instructions:

- Rossier Support Wiki – rossierportal.usc.edu

Contact:

- Email - rsoesupport@rossier.usc.edu
- Call Rossier Classroom Support at (213) 740-9800.

Scan QR code

MIS Training and Support Wiki