

**Broker User Guide - Change Duo Settings
or Add a New Device**

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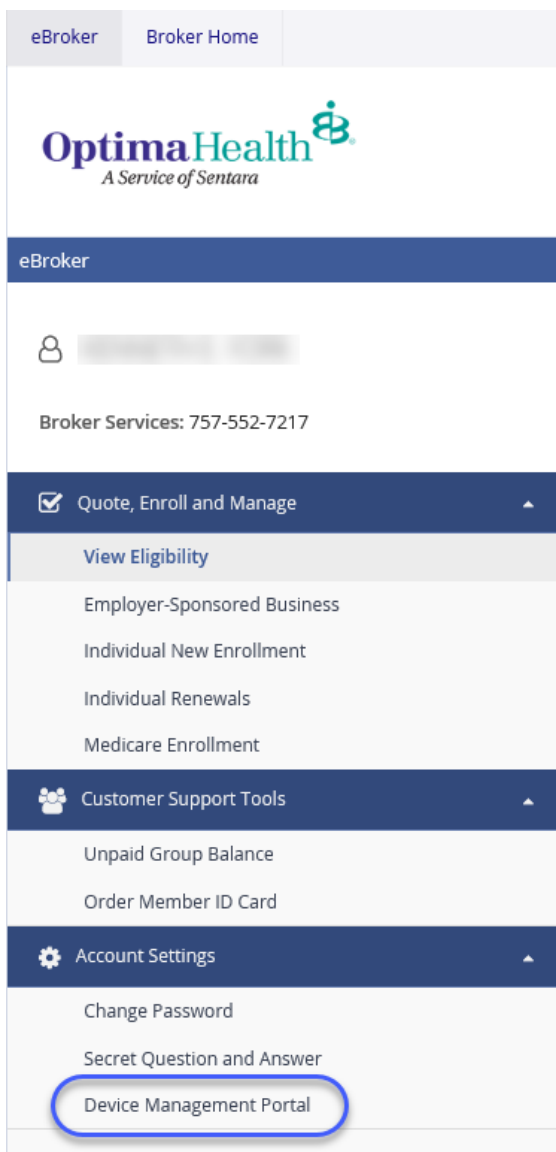
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Purpose


The purpose of this user guide is to provide step-by-step instructions on how to change duo settings on add a device through the optimahealth.com broker portal.

How to setup Duo on your device

1. Sign into Optimahealth.com Broker portal, select **Device Management Portal**



2. You should see this screen

**Two-Step Login with Duo Security**

Device Management

The Optima Health Device Management Portal permits users to add and remove authentication devices or configure options for their devices without needing to contact support staff for help. You will know that your changes were successful when the final "Saved" button is grayed out and no longer clickable.

Helpful Documentation

[Overview](#)
[Enrollment](#)
[Device Management](#)
[FAQ](#)

Provider Relations (Virginia)
757-552-7474
1-800-229-8822

Provider Services (Ohio)
1-844-853-4060

Broker Services
757-552-7217
1-866-927-4785

Employer Group Support
Contact your Sales Representative or your Optima Health enrollment team.

ENROLL NOW OR MANAGE YOUR DEVICE


Use your Optima Health username and password

Username:

Password:

LOGON

[Forgot Password?](#)



3. Sign in using the same **Optimahealth.com** username and password

Two-Step Login with Duo Security

Device Management

The Optima Health Device Management Portal permits users to add and remove authentication devices or configure options for their devices without needing to contact support staff for help. You will know that your changes were successful when the final "Saved" button is grayed out and no longer clickable.

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ENROLL NOW OR MANAGE YOUR DEVICE

Use your Optima Health username and password


Username:

Password:

LOGON

[Forgot Password?](#)

4. Select your Authentication Method

Two-Step Login with Duo Security

Device Management

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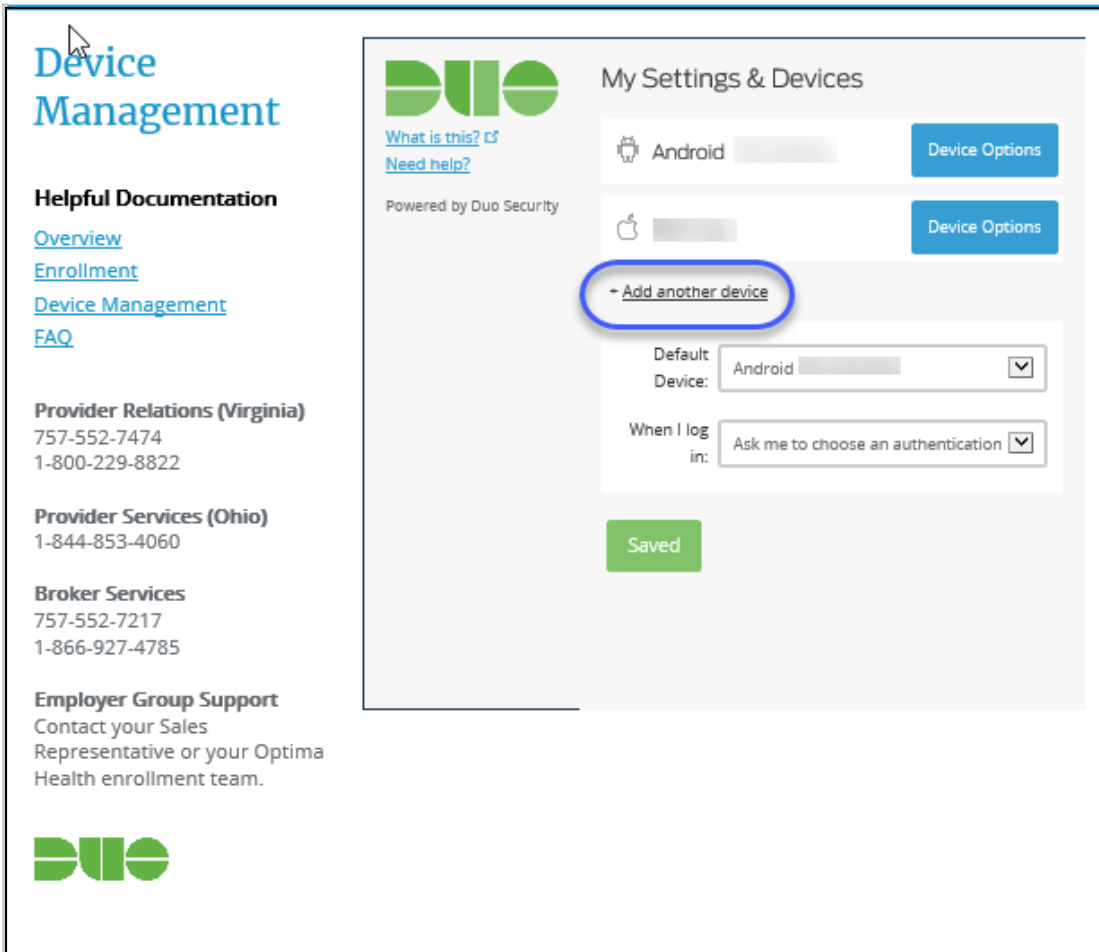
Choose an authentication method

[What is this?](#) [Need help?](#)

Powered by Duo Security

	Call Me	<input type="button" value="Call Me"/>
	Passcode	<input type="button" value="Enter a Passcode"/>
	Duo Push	<input type="button" value="Send Me a Push"/>

5. Once Authenticated you will see this screen



Device Management

[What is this?](#) [Need help?](#)

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My Settings & Devices

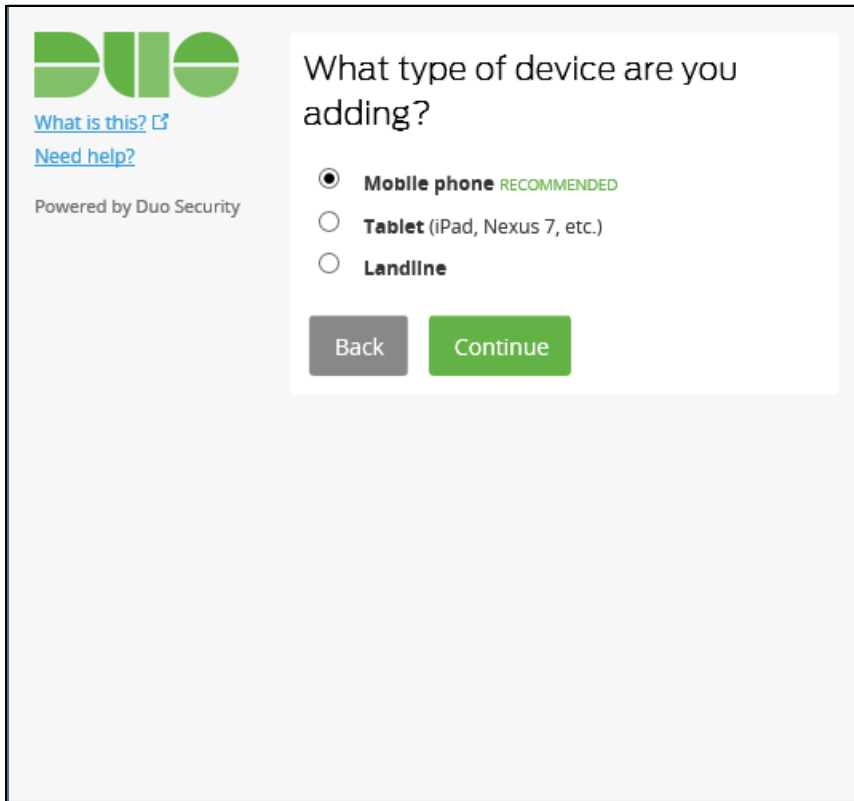
Powered by Duo Security

- Android
-
- Apple

Default Device:

When I log in:

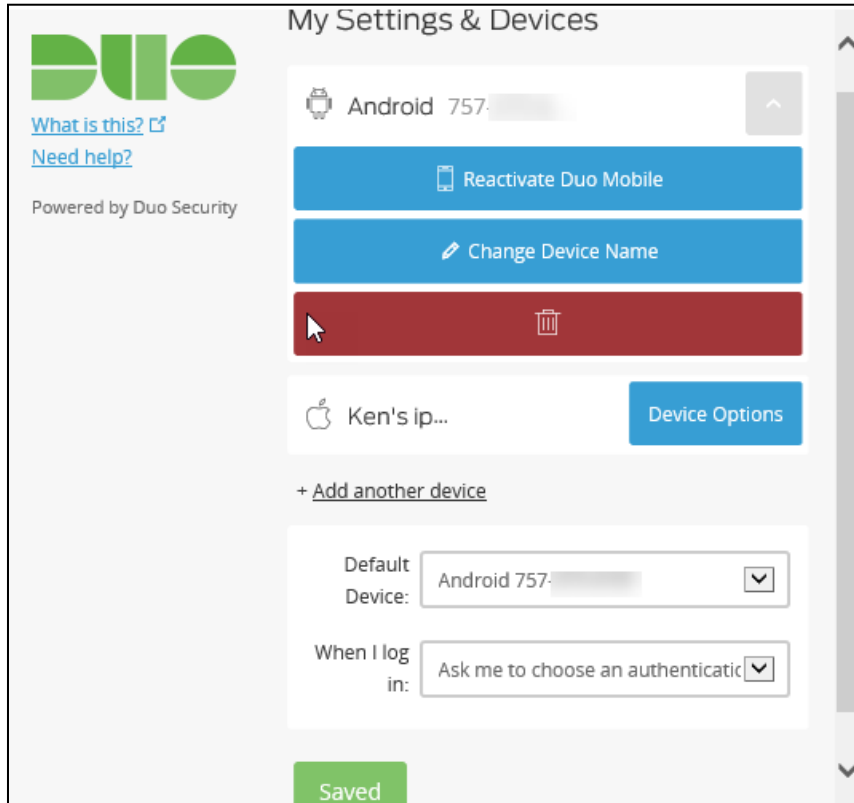
Selecting **Add another Device** you will see this screen where you can add a second mobile phone or a landline, adding other devices allow you select a default device.



Note: If you changed your optimahealth.com password you may not be able to login until the next day to allow the new password to sync with DUO.

6. To **Reactivate** a device, select **Device Options** next to the device you want to work with (see the screen shot #5 above)

Choose your option and continue with the guided process.



Remember to choose an option for **When I log in:**

