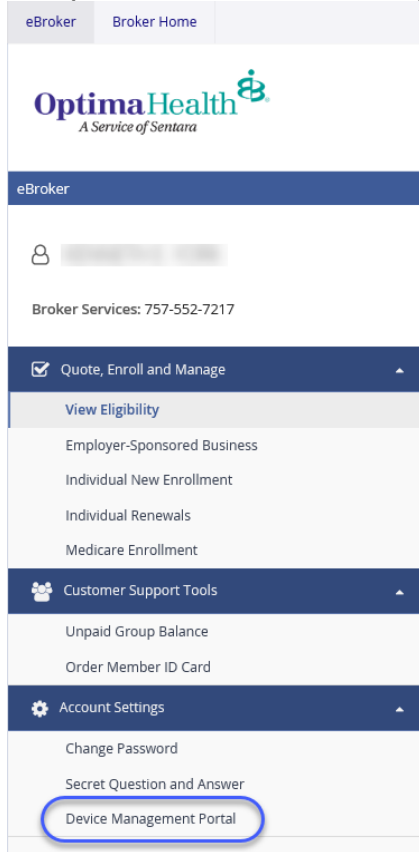


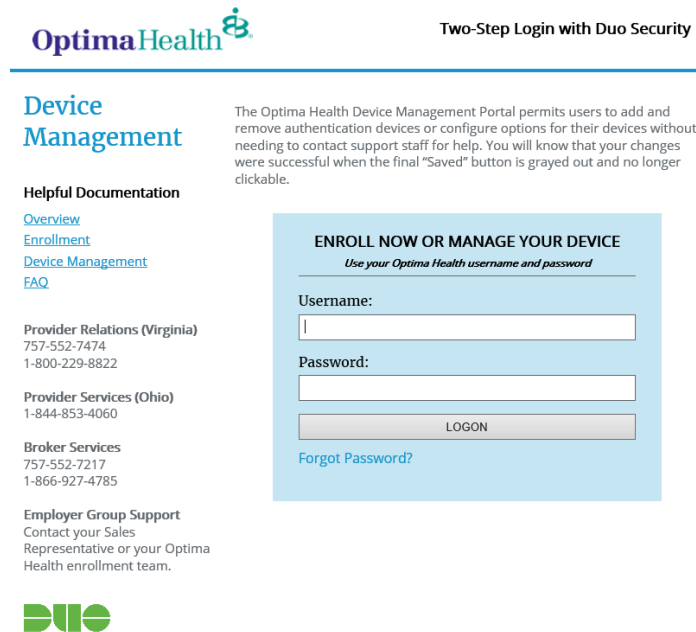
# Broker

## Change your DUO settings or add a new device

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



2. You should see this screen



3. Sign in using the same Optimahealth.com user name and password

## 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:

[Forgot Password?](#)



4. Select your Authentication Method:

## Device Management

### Helpful Documentation


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

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757-552-7474  
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Choose an authentication method

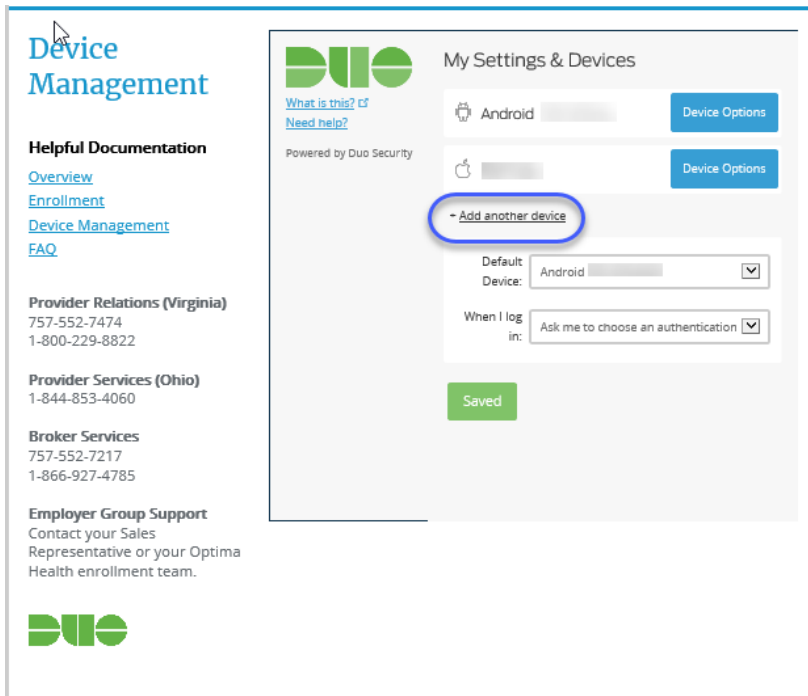
[What is this?](#) [Need help?](#)

Powered by Duo Security

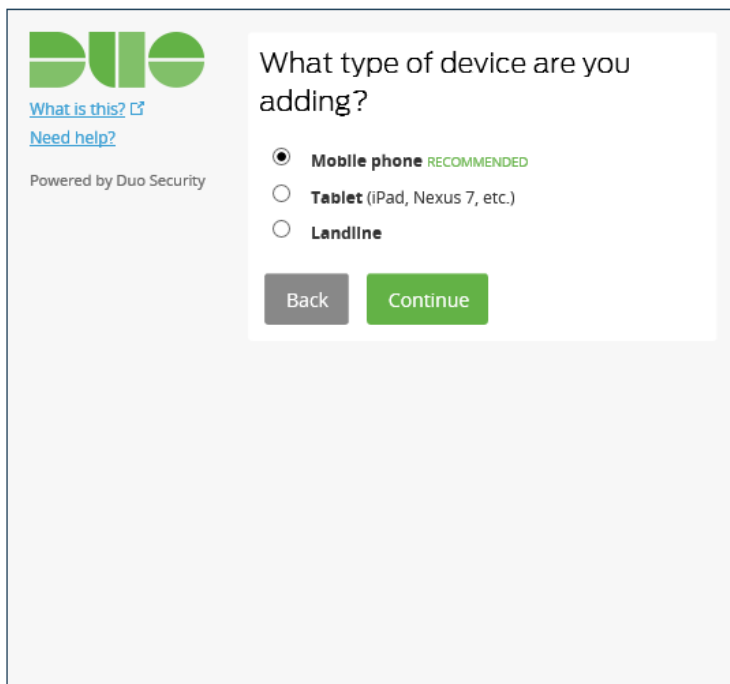
 Call Me	<input type="button" value="Call Me"/>
 Passcode	<input type="button" value="Enter a Passcode"/>
 Duo Push	<input type="button" value="Send Me a Push"/>



5. Once Authicated you will see this screen



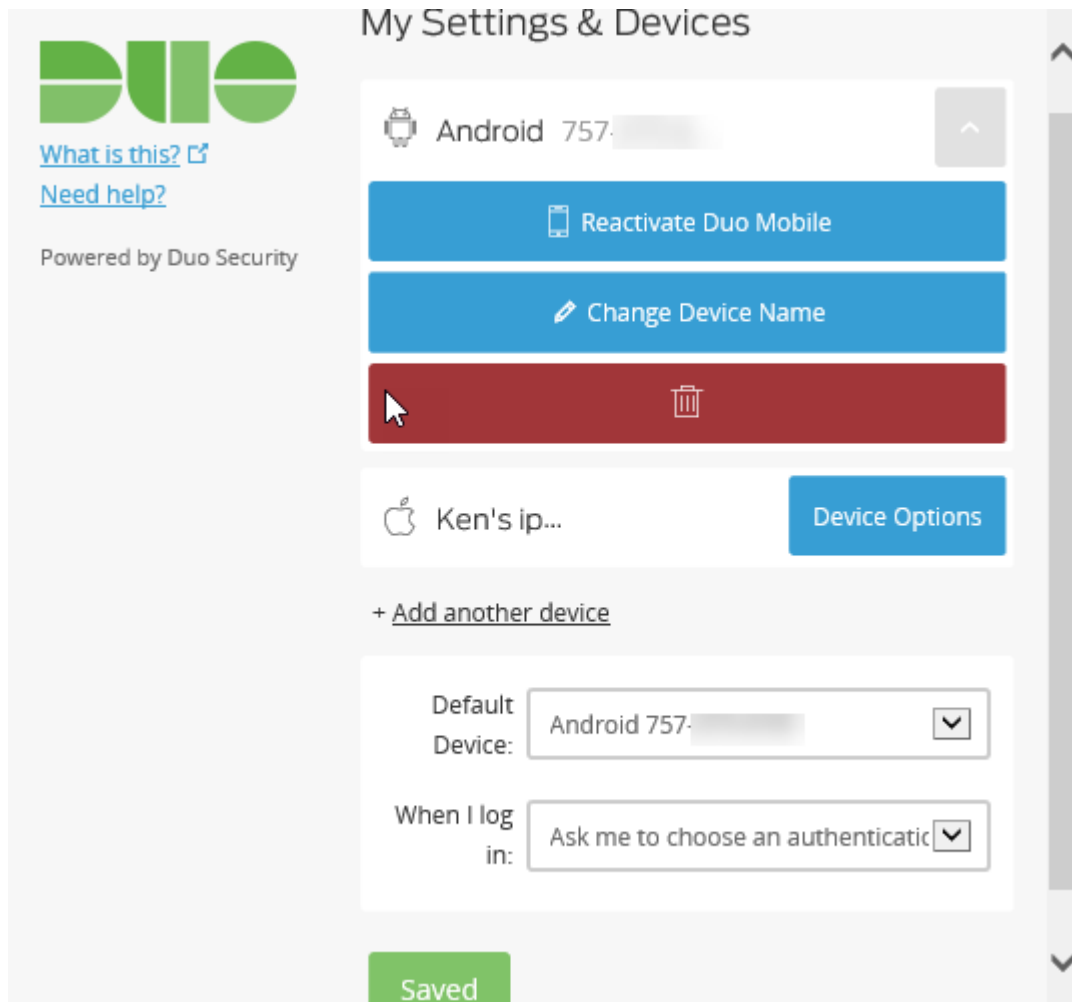
➤ Selecting “Add another Device” you will see this screen where you can add a second mobile phone or a landline, adding other devices allow you select a default device.



\*\*\* 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 in #5 above).

Choose your option and continue with the guided process.



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

