Duo Self-Enrollment Guide for Cellphones and SMS Texts

Before you begin: If you have an iPhone or an Android phone, please refer to their specific enrollment guides instead of this one. This guide is for non-smartphones that cannot use apps, such as the Duo Mobile app.

The Duo two-factor authentication (2FA) service provides an extra layer of security when it is incorporated into the login process for web sites such as uab.box.com. In addition to using your BlazerID and strong password to log in, Duo leverages your phone to add a second authentication layer for uab.box.com. That way, if your BlazerID strong password is ever compromised, the bad guys still would be unable to complete the login process because they would not have access to your phone and the final authentication process provided by the Duo 2FA process.

Important security note regarding passcodes sent via SMS texts: Duo conducts 2FA services for standard cellphones by texting passcodes to the approved UAB user. These passcodes should be protected the same way in which you treat your BlazerID strong password. Therefore, you should NEVER share your specific passcodes with anyone else. You should NEVER forward the text to anyone else. You should NEVER include them on a group SMS text. Protect these passcodes as if they were your BlazerID strong password.

This document walks you through the process of initially enrolling in Duo’s 2FA service and adding a cellphone that can receive SMS text messages. This guide is only for non-smartphones that can receive text messages but cannot use any type of applications. Standard text messaging and phone call rates may apply when using this phone for 2FA. Note: If you already have enrolled a cellphone and want to add a second device for 2FA, please refer to the “Adding a Device in Duo and Managing Settings” document located at https://www.uab.edu/it/home/images/2FA/Documents/Duo-User-Guide---Add-Device_Manage-Settings.pdf.

To expedite this process, log on to a computer and be sure that you are using one of the following supported browsers:

- Chrome,
- Firefox,
- Safari,
- Internet Explorer 8 or later,
- Opera

For more information about using Duo Mobile 2FA at UAB, please visit http://www.uab.edu/it/home/2-factor. Duo’s “Guide to Two-Factor Authentication” (https://guide.duo.com/) also is an excellent resource for learning more about 2FA, Duo’s features, and how everything works.

To initially set up your Duo Mobile account and add a cellphone to it, please conduct the following steps:

1. Launch a browser and visit a web site that UAB protects with Duo security, such as uab.box.com. Login to that site by typing your BlazerID and strong password.
2. Once you have authenticated, you will land on Duo’s Start Setup landing page. If you have not enrolled a mobile device for using Duo’s two-factor authentication (2FA), this process will allow you to set up your first mobile device for use with Duo.

3. Click the “Start setup” button at the bottom to begin the Duo Mobile device enrollment process.

4. You may now select a device type to use for 2FA with Duo. Click the “Mobile Phone” radio button, and then click the “Continue” button.

5. A prompt appears for you to choose the country for your phone (United States is the default) and enter the phone number of your cellphone. Type in your phone number, including the area code. Once a valid phone number is typed in, a green check mark appears next to it and a check box appears that states “This is a correct number.” Check the box and click “Continue.”

6. Duo then asks what type of phone you are enrolling. Select the “Other (and cell phones)” radio button, then click “Continue.”
7. The “My Settings & Devices” screen appears and displays the device that you are enrolling.
8. Click the “Save” button at the bottom of the Duo window. Once this change is saved, click the “Finish Enrollment” button.
9. **Important notes regarding use of SMS texts and cell phones:** Once enrollment is completed, you will be required to use Duo to log in to all applications and sites that it protects via 2FA. After logging in with your BlazerID and strong password, you will be asked to choose an authentication method (see screenshots below). Click the “Enter a Passcode” button.

10. A blue bar with a “Text me new codes” button will appear after you click the “Enter a Passcode” button. If you have not received any passcodes from Duo in the past, click the “Text me” button that is highlighted.
11. Duo will text you a list of 10 SMS passcodes that can be used for this and future login attempts. Each passcode can only be used once. When you run out of passcodes, repeat steps 9 and 10 to have another list of 10 passcodes sent to you. When your list is first sent to you via text, use the PIN that’s at the top-left corner of the text.
   a. Once you’ve used the first passcode in the list, Duo will provide you with hints in the future as to which passcode in the list should be used for a specific login attempt. If you’re unsure which passcodes you’ve used in your list, read the hint at the bottom of the window. Note: You also can click the “Remember me” checkbox to have Duo remember your login on this device and exempt you from the 2FA process until the defined grace period ends.

12. Type the appropriate passcode into the “Log In” field on the Duo screen, then click the “Log In” screen. The authentication process should be completed and you will be passed through to the appropriate application or site.
Figure 7: Click the "Log In" button.

If you encounter any problems with the enrollment process, please contact AskIT by calling 996-5555, e-mailing askit@uab.edu, or visiting the Contact AskIT web page.