Duo Self-Enrollment Guide for Mobile Phones

Before you begin: If you are interested in using the Duo Mobile smartphone app for iOS or Android, please refer to their respective enrollment guides. This guide is for basic device enrollment, which does not install any applications on the device.

Supported Authentication Methods
An enrolled cellular device supports the following Duo authentication methods:

1. **Call Me.** When logging into a Duo-protected application, click the “Call Me” option to send a phone call to your device. The phone call will initiate from a UAB telephone number. Accept the call, then press 1 on your phone’s keypad to complete your authentication. Note that if you receive this call without having requested to authenticate, you can report the logon attempt as fraudulent by pressing 0 on your phone’s keypad.

2. **SMS Passcode.** When logging into a Duo-protected application, click the “Enter a Passcode” option to display a text field in which a six-digit one-time passcode will be entered. Click the “Text me new codes” in the blue bar along the bottom of the Duo login screen to receive a text message with a passcode. Enter the passcode into the Duo login screen to complete your authentication. Standard SMS messaging rates apply.

Steps to Enroll
To create a new Duo account and add a cellphone to it, please conduct the steps below.

1. Launch a browser and visit UAB’s 2FA Sign-Up page. Under the “What type of device would you like to use?” section, look for “Need to use a cell phone that only uses SMS messages?” and select “Click here.”

2. Next, you will land on UAB’s “Sign Me Up” landing page. Under “Continue to the next step” click the “Sign Up” button to continue.

3. You will then be taken to a BlazerID login screen. Log in with your BlazerID and strong password, then Log In to continue.

4. In the “Protect Your UAB-BlazerID Account” screen, click the “Start setup” button to continue.

5. 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.

*Figure 1: Click “Start setup” to continue.*
6. 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.”

7. Duo then asks what type of phone you are enrolling. Select the “Other (and cell phones)” radio button, then click “Continue.”
8. The “My Settings & Devices” screen appears and displays the device that you are enrolling.
9. Click the “Save” button at the bottom of the Duo window. Once this change is saved, click the “Finish Enrollment” button.
10. Once enrollment is completed, you will be required to use Duo to log in to all applications and sites that it protects via 2FA. You can choose to have Duo call you to complete the authentication process (preferred), or you can have Duo text you a passcode.

Steps to Complete the 2FA Process

Using the Call Me feature
1. After typing in your BlazerID and passphrase at a site or application protected by Duo, the Duo portal will appear.
2. If you have two phones enrolled with Duo, choose the phone that you want to receive the call.
3. Click the “Call Me” button. 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.

4. Your phone will receive a call from a UAB phone number. Answer it.
5. Press 1 on your phone’s keypad to complete the 2FA process. Note: If you receive a Duo phone call and you currently are not trying to log in via 2FA, press 0 to reject the call. That could be a sign that your BlazerID and password have been compromised. Report the unexpected Duo call to AskIT and change your UAB password, just to be on the safe side.
6. After pressing 1, Duo will validate the response and the Duo portal in your browser will display a successful authentication bar across the bottom. You then are granted access to the site or application that you are logging into.
If you encounter any problems with the authentication process, please contact AskIT by calling 996-5555 or visiting [uab.edu/techhelp](http://uab.edu/techhelp).

### Using SMS text passcodes from Duo

1. After typing in your BlazerID and passphrase at a site or application protected by Duo, the Duo portal will appear.
2. Click the “Enter a Passcode” button. **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.

![Duo Enrollment Guide](image)

*Figure 7: When you attempt to log in to a Duo-protected site, click the “Enter a Passcode” button.*

3. A blue bar with a “Text me new codes” button will appear after you click the “Enter a Passcode” button. Click the “Text me” button that is highlighted.
4. Duo will text you an SMS passcode that can be used for this login attempt. Each passcode can only be used once.
   a. You 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.
5. Type the 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.

If you encounter any problems with the authentication process, please contact AskIT by calling 996-5555 or visiting uab.edu/techhelp.