Duo Self-Enrollment Guide for Landlines

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 landline phones using the Call Me feature.

The Duo two-factor authentication (2FA) service provides an extra layer of security when it is incorporated into the login process for web sites using Single Sign-On (SSO). 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.

This document walks you through the process of initially enrolling in Duo’s 2FA service and adding a landline phone that can receive authentication calls from Duo. This guide is only for landline phones that can receive calls. Standard call rates may apply when using this phone for 2FA.

Having Duo call your phone is the best way to authenticate with Duo if you do not have a smartphone compatible with the Duo Mobile application.

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 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. **Note:** If you already have a Duo account and an enrolled device and you simply want to manage your phone or add another device, please refer to the Adding a Device in Duo and Managing Settings document to perform that task instead of using this one.

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

1. Launch a browser and visit UAB’s 2FA Sign-Up page. Click the “2-Factor Sign-Up” button and login to that site by typing your BlazerID and strong password.
2. Once you have authenticated, you will land on UAB’s “Sign Me Up” landing page. Click the “Yes, Sign Me Up” button to create your new Duo account.
3. After clicking the “Sign Me Up” button, you will land on Duo’s “Start Setup” portal. This process will allow you to set up your first device for use with Duo.
4. Click the “Start setup” button at the bottom to begin the Duo device enrollment process.
5. You may now select a device type to use for 2FA with Duo. Click the “Landline” radio button, and then click the “Continue” button.
6. A prompt appears for you to choose the country for your phone (United States is the default) and enter your phone number including the area code and extension (if applicable). 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. 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.

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.