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.

**Supported Authentication Methods**
A properly-enrolled landline phone support the following 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.

**Steps to Enroll**

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 the ‘call me’ feature on a landline?” and select “Click here.”
2. Next, click the “Sign Up” button under “Continue to next step” to continue.
3. You will then be taken to a BlazerID login screen. Log in with your BlazerID and strong password 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 “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](http://uab.edu/techhelp).