



## UConn Health Duo Two Factor Authentication - Landline Enrollment

Follow the steps in this document to enroll your landline.



**NOTE:** in order to authenticate to a Duo protected service with the landline phone option, you must be near the landline phone you choose during enrollment as you will receive an automated callback during the authentication process. For this reason we advocate using Duo Mobile on a smartphone as the primary 2FA option.

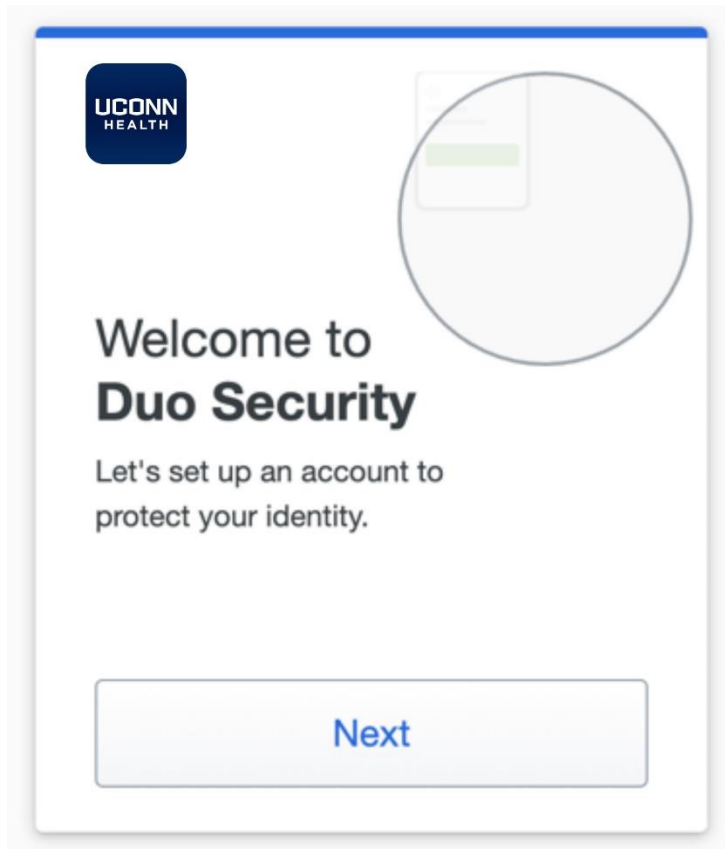
If you received an Enrollment Email from Duo (see description below), click the enrollment link in the email and follow the instructions in this document, otherwise when you attempt to access a Duo protected service you will be prompted to enroll.

### Enrollment Email from Duo

If you have not enrolled on your own before IT enables you for 2FA, our service provider (Duo Security) will send you an enrollment email (from noreply@duosecurity.com). This email will contain a link that will allow you to complete the enrollment process and register your Mobile Phone. The link will open in a browser and is accessible both on and off the UConn Health network.

**NOTE:** If you have not enrolled and attempt to access a Duo protected service, you will be prompted to enroll at that time. The enrollment process remains the same.

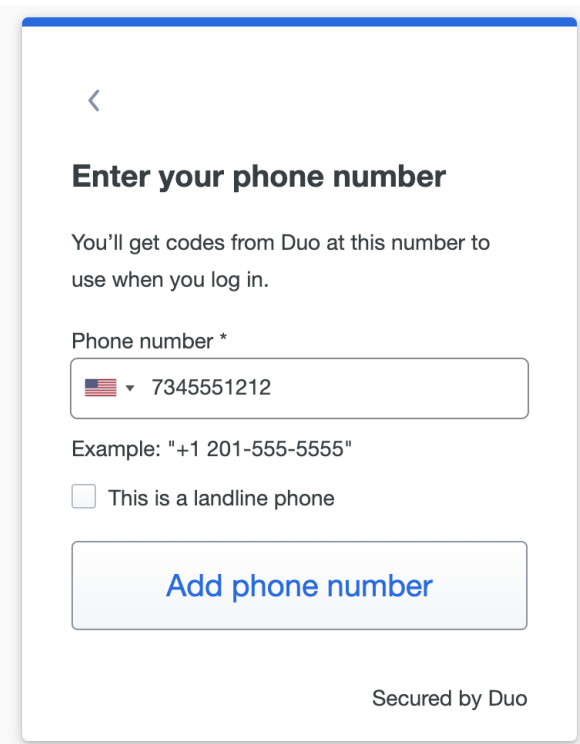
1) Welcome Screen. Click **Start Setup** to begin enrolling your landline phone.



2) Select **Mobile Phone**, then click **continue**.

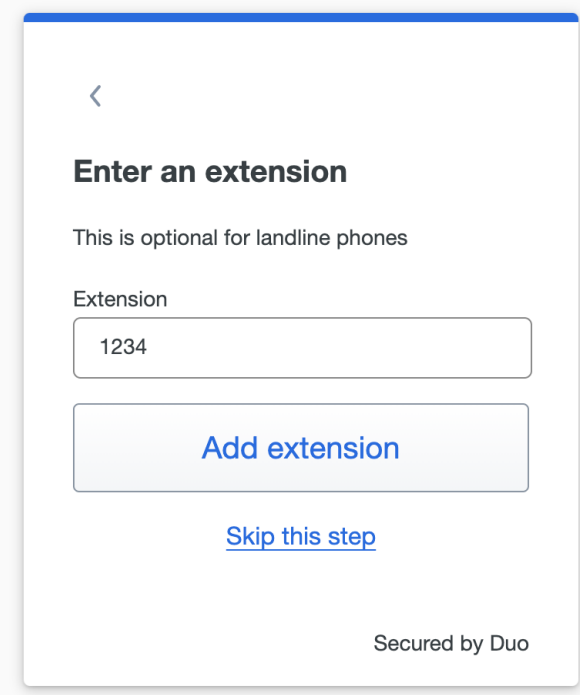
3) Enter the **Land line phone number**. (you must be near this phone to authenticate with duo)

**Put a checkmark in the box: This is a landline phone option before continuing**



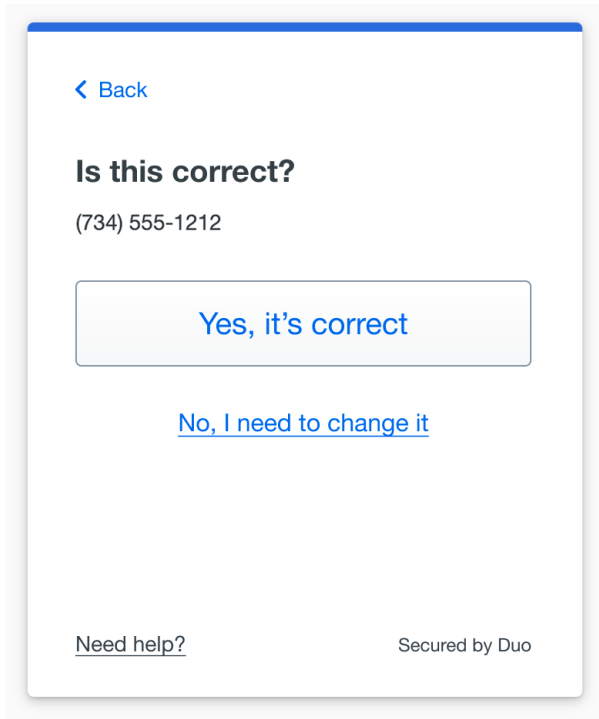
The screenshot shows a mobile application interface for adding a phone number. At the top left is a back arrow. The main heading is "Enter your phone number". Below this is the instruction: "You'll get codes from Duo at this number to use when you log in." The "Phone number \*" field contains a dropdown menu with the US flag and the number "7345551212". Below the field is the example text: "Example: "+1 201-555-5555". There is an unchecked checkbox labeled "This is a landline phone". A large blue button labeled "Add phone number" is at the bottom. At the very bottom, it says "Secured by Duo".

4) Enter an extension if needed:



The screenshot shows a mobile application interface with a white background and a blue header bar. At the top left, there is a back arrow icon. Below it, the title "Enter an extension" is displayed in bold black text. Underneath the title, a subtitle reads "This is optional for landline phones". A label "Extension" is positioned above a text input field containing the number "1234". Below the input field is a large, light blue button with the text "Add extension" in blue. Underneath the button is a blue, underlined link that says "Skip this step". At the bottom right of the screen, the text "Secured by Duo" is visible.

5) Verify the number is correct



6) You will be presented with a Continue screen, continue to login with a Landline phone call verification

## Need Help with Duo Two-factor Authentication?

If you need help enrolling, contact the UConn Health Service Desk.

Get help with Duo on the this site or by contacting the Service Desk.