

# Duo Multi-Factor Authentication

Enrolling a Landline

## Introduction

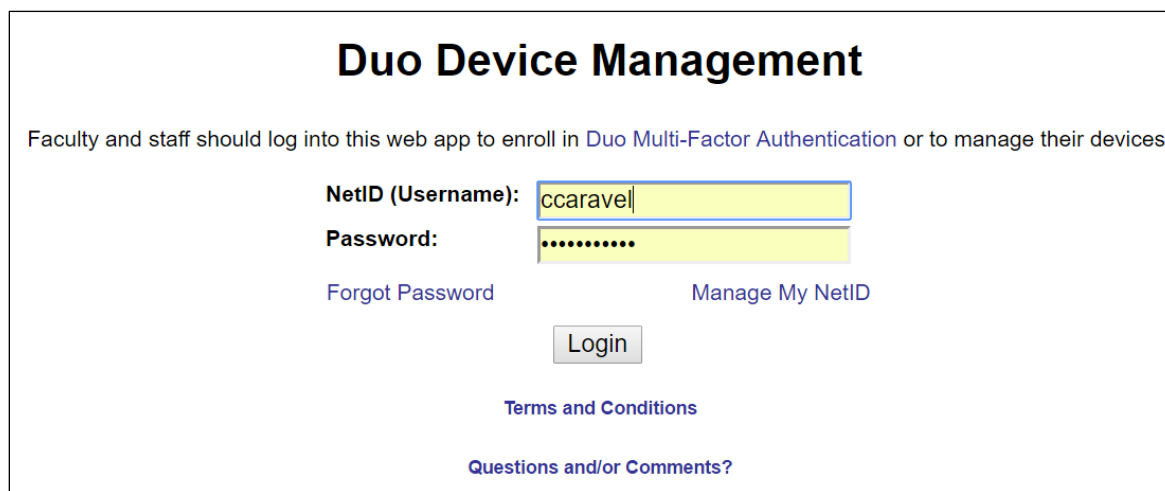
Duo is a multi-factor authentication tool chosen by Towson University to help prevent data breaches. Duo is a tool that verifies someone's identify when trying to access systems that house sensitive data such as PeopleSoft, systems prone to phishing attacks such as Office 365 or system that allow remote access to TU resources such as virtual workspace. Anyone who has access to protected systems will be required to authenticate their login credentials a second time use Duo.

**It is recommended that you enroll multiple devices with Duo such as a smartphone (iPhone, Android) and your office and home landlines.** This self-help document will walk you through how to enroll a landline (such as your office on home phone). Please refer to our [Duo webpage](#) for instructions on how to set up additional devices.

## Enrolling a Landline

You are not automatically enrolled in Duo. Below are steps to enroll a landline.

1. Be sure to enroll a device from a personal computer and not from a mobile device. From your favorite browser maneuver to [www.towson.edu/netid](http://www.towson.edu/netid) and click on the **Enroll and Manage Duo Devices** link under the **Faculty/Staff NetID Tools** heading on this page.



**Duo Device Management**

Faculty and staff should log into this web app to enroll in [Duo Multi-Factor Authentication](#) or to manage their devices.

NetID (Username):

Password:

[Forgot Password](#) [Manage My NetID](#)

[Terms and Conditions](#)

[Questions and/or Comments?](#)

Figure 1

2. The **Duo Device Management Welcome** screen will appear. Enter your **NetID (Username)** and **Password** and click **Login**.

**Note:** If you have already enrolled a device, you will need to authenticate in order to enroll an additional device. If this is the case, authenticate and then proceed to step 4.

3. The **Protect Your Towson University Account** screen will appear, click **Start setup**.

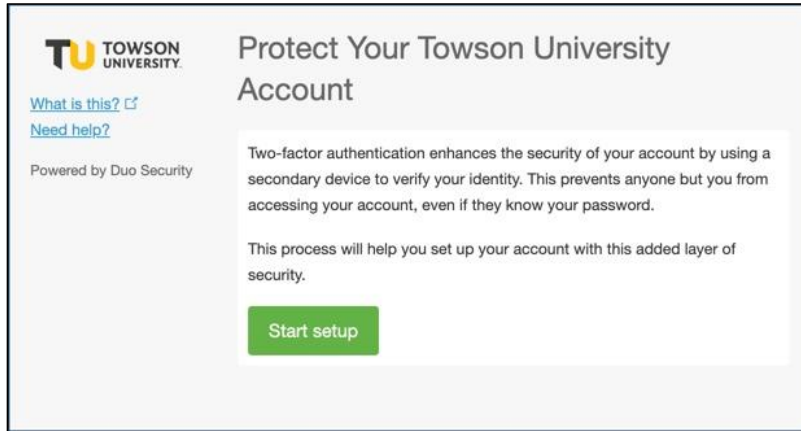


Figure 2

4. From the **What type of device are you adding screen?**, select **Landline** and click **Continue**.

**Note:** It is recommended that you set up more than one device (a smartphone is recommended). You will have the opportunity to do this after your initial device is added.

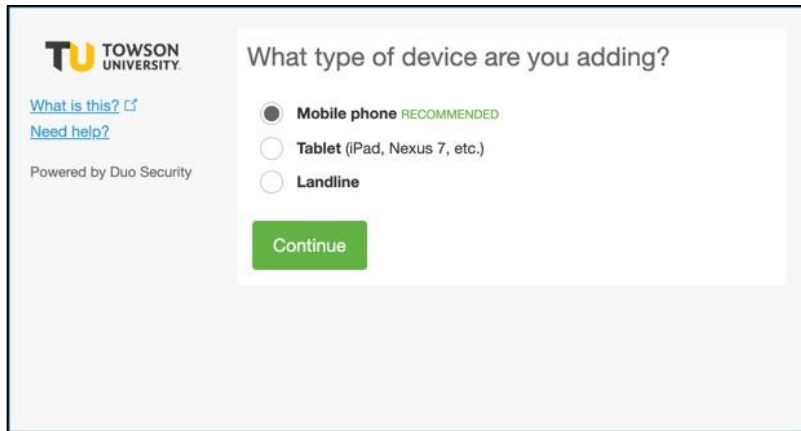


Figure 3

5. Enter **your phone number** in the box making sure to include the area code. A **check mark** will appear to the right of the phone number entered.
6. Click the **check box** beside the phone number you entered at the bottom of the box to verify the number and click **Continue**.

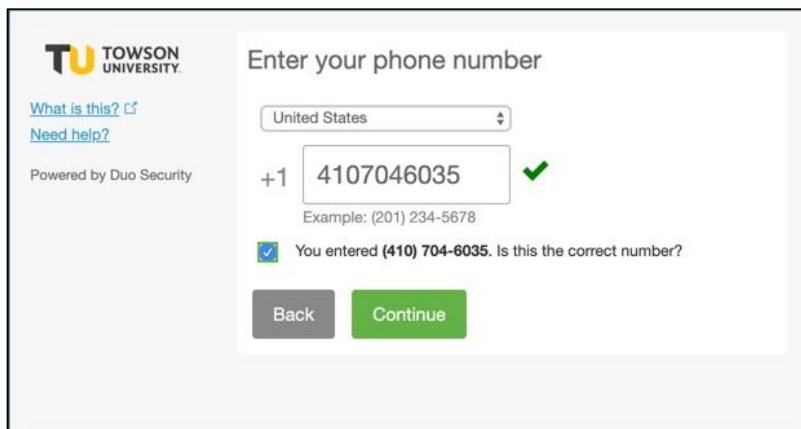


Figure 4

7. The **My Settings & Devices** box will appear. You will have the following options:

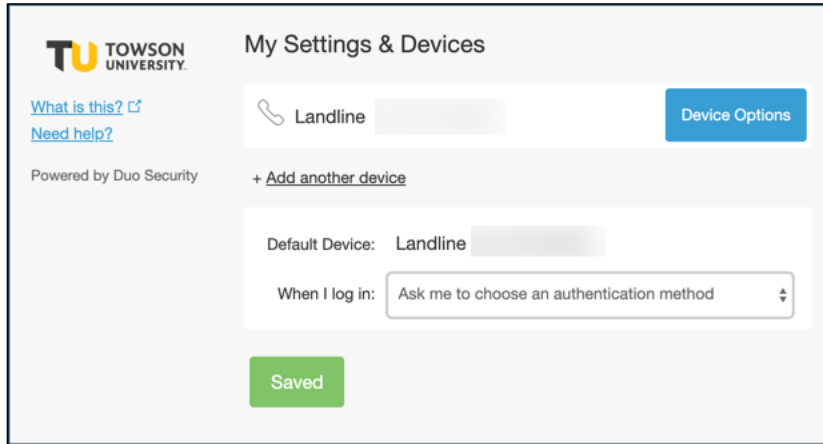


Figure 5

- a. **Device Options** – Click on this button to Change the Device Name. Click the **Change Device Name** button. The current device name will become highlighted. Type over the original name with the new name of the device and click **Save**.
- b. **When I log in:** This is where you choose the default authentication method for this device (landline).
  - i. **Ask me to choose an authentication method** – You will choose your authentication method every time. Since this is a landline – it will only call the device.
  - ii. **Automatically call this device** – for a landline, this is the only authentication method available

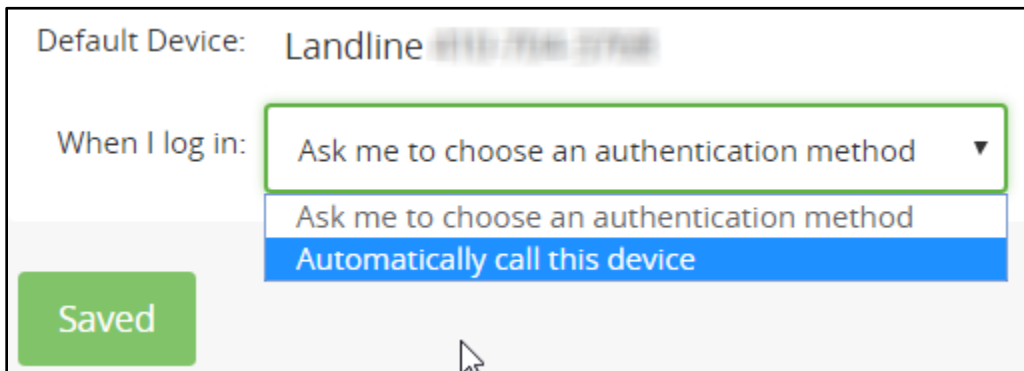


Figure 6

8. Click **Save** when all options have been chosen. **Saved** will appear.

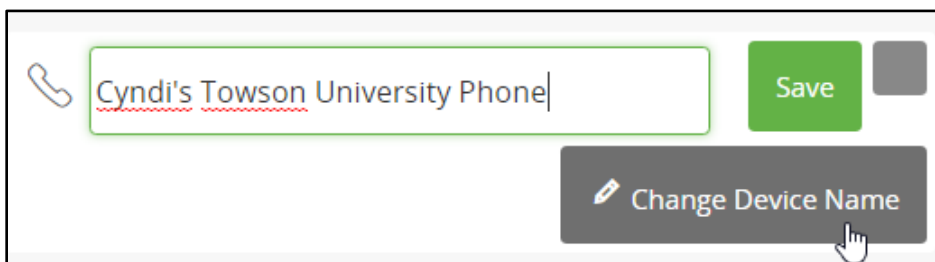
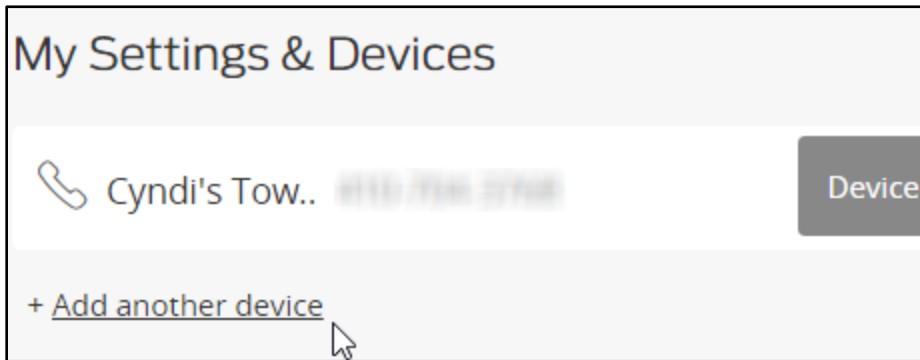


Figure 7

9. You may add another device at this point which is recommended. Click **Add another device** from the **My Settings & Devices** screen.



**Figure 8**

10. The **What type of device are you adding?** screen will appear. Depending on what device you are adding, please refer to the following documentation from the Duo webpage:

- Duo Multi-Factor Authentication: Enrolling an iPhone – proceed to step 4
- Duo Multi-Factor Authentication: Enrolling an Android – proceed to step 4
- Duo Multi-Factor Authentication: Enrolling a Tablet – proceed to step 4

**Note:** If you log out before adding a new device, you will need to authenticate in order to enroll an additional device.

11. Click **Log Out (netid)** in the upper right corner of the website.