First-time Setup: Duo Landline Enrollment Guide

These instructions are for the initial setup of a landline with Baylor’s Duo two-factor authentication. This option can be used for mobile phones, as well. Using this option with a mobile phone does not require you to download an app to your phone. If you already have a device configured with Duo and need to make changes to your setup, please see the Device Management instructions in the Documentation section of the Duo web page.

To begin, make sure you are near your landline. Go to: https://www.baylor.edu/its/2factor. Click on the Click to Enroll button on the right. You will see the following screen:

![Start setup button](image)

Click the **Start setup** button. You will see the following screen. Select **Landline**.

For the initial enrollment of a smartphone or a tablet, see the First-time Enrollment instructions in the Documentation section of the Duo web page.

Once you make your selection, click the **Continue** button.
Enter the phone number of the landline you are using. Click the **Continue** button.

Verify that the phone number is correct and click the **Continue** button.
This completes the setup of your landline. It is important to leave the “When I log in:” setting to Ask me to choose an authentication method. If this is changed to another setting you will not be able to make changes to your setup. Click on the Continue to Login button.

This is the screen that you will see when you log onto a system that uses Duo. On this screen, select the Call Me button. You will receive a call with instructions to either approve or deny the request. If you are logging into the system, you will select the option to approve the request. If you are not logging in when you receive a call, you will not approve the request, as someone may be trying to use your credentials to access your information.
For the initial setup of your landline, approving the request will display this screen. If you were logging into an application that uses Duo, the application will open.

For assistance setting up your landline, please contact the Help Desk at 254-710-4357.