DUO - Enroll a Landline

Any landline can be used to authenticate through Duo including on or off-campus or in a common space.

Enrolling a Landline

1. Navigate to my-account.umn.edu and sign in with your UMN Internet ID and password. (You can also get there through MyU by clicking on your name and then “My Account”).

2. If you already have DUO set up you will need to authenticate with the device you have enrolled.

3. In the left menu select DUO Security.

4. Click on Create or Manage Duo Account.

5. If this is the first device you are activating, you will see a welcome screen. Click Start Setup. If this is not your first device, click Add a new device.

6. Choose Landline. Click Continue.

7. Enter your landline phone number, confirm it is correct, and then click Continue.

8. Your landline will now be listed as a device to use for authentication.
Using a Landline Callback

**The Landline is your Default**

If you have specified your landline for callback as your default authentication method you will have the option to receive a phone call when you try to login to an application that uses Duo

1. Go to the application that you need to log into.
2. Enter your Internet ID and password and click **Sign In**.
3. On the Duo authentication page, click **Call Me**
4. This will trigger a phone call to your landline within seconds.
5. Answer the phone and press any key on your phone keypad
6. You can now use the application
7. If you do not wish to grant access, just hang up the phone without pressing a key

**The Landline is not your Default**

If you have multiple phone numbers or devices enrolled in Duo or if your landline is not your default contact authentication method, you’ll need to specify on the Duo login screen what device you want Duo to use.

1. Go to the application that you need to log into
2. Enter your Internet ID and password and click **Sign In**
3. On the Duo authentication page, click the arrow in the Device box to open up a dropdown menu showing all devices you have enrolled in Duo
4. Select the landline you want to receive a callback from and click **Call Me**
5. This will trigger a phone call to your landline within seconds.
6. Answer the phone and press any key on your phone keypad
7. You can now use the application
8. If you do not wish to grant access, just hang up the phone without pressing a key
Using "Remember Me For 7 Days"

Duo’s "Remember Me" feature saves you time while keeping your information safe. It is like the "remember my computer" or "keep me logged in" options you may have seen on other websites.

It should only be used with a device you own or that is assigned only to you. Never use the feature on public or shared devices.

After you sign in to the UMN Sign-In screen, you will see the Duo authentication screen.

1. **Before** choosing your authentication method, check the box next to **Remember me for 7 days**.

2. Choose an authentication method (one of the green buttons)

3. You will still be required to login to the UMN Sign-in page with your Internet ID and password. However, you will not be required to use Duo again for 7 days as long as you are using the same browser. When “Remember Me” is activated the Duo screen will appear after you log in but then disappear with no action needed.

4. “Remember me for 7 days” will NOT work if you:
   - Change browsers
   - Use a private or incognito window from the browser
   - Use a different computer
   - Clear your browser’s cookies
   - Have your Duo settings set to automatically push