Registering a Landline for Duo Two-Factor Authentication

Duo is a two-factor authentication solution for campus community members. Using Duo, you provide a second authentication method in addition to your NetID password to access campus technologies.

This quick guide demonstrates how to register a landline, such as an office phone, to your Duo account.

**Note:** It is not recommended you register a landline in a public or shared space.

1. Navigate your browser to [https://duo.kennesaw.edu/](https://duo.kennesaw.edu/).
2. The *Duo homepage* loads. On the *left menu bar*, click **Duo Device Registration**.

![Duo Device Registration](image)

**Figure 1 - Click Discussions**

3. The *Central Authentication Service* page loads. Enter your **NetID** and **NetID password** (See Figure 2).
4. Click **Login** (See Figure 2).

![Login](image)

**Figure 2 - Click External Learning Tools**
5. The *Duo Registration widget* loads. Click **Start setup**.

![Figure 3 - Duo Device Registration Widget](image)

6. Select **Landline** (See Figure 4).
7. Click **Continue** (See Figure 4).

![Figure 4 - Select Device](image)

8. Follow the **prompts** to register your landline.
9. Once your landline is registered, you will be taken to the My Settings and Devices page. You may configure the following (See Figure 5):
   a. *(Optional) Device Options* – Edit the landline name or delete the device (See Figure 5).
   b. *Add Another Device* – Register a second device to your Duo account (See Figure 5).

   **Note:** It is highly recommended you register a second device. This provides a backup method to access to your account if you do not have access to your primary device.

   c. *(Optional)* If multiple devices are registered, select the Default Device (See Figure 5).
   d. *(Optional)* When I Log In – Select how you will receive authentication notifications (See Figure 5).

10. Once your settings have been configured, click **Continue to Login** (See Figure 5).

![Figure 5 - My Settings and Devices](image)

11. The Choose an authentication method page loads. This is the page you will normally see when logging in. Select the appropriate authentication method:
   a. **Call Me** – Receive a phone call with instructions for accessing your account on your landline. This is how you will normally access your account (See Figure 6).
   b. **Enter a Bypass Code** – Enter a code given to you by the Service Desk (See Figure 6).

   **Note:** Bypass codes are generated only if you do not have access to your landline or secondary devices.

![Figure 6 - Choose an Authentication Method](image)

12. Follow the prompts to complete the account authentication.

13. The Duo two-factor authentication registration process is complete. You can now log in to select campus accounts using your registered landline.
Add and Edit Devices after Registration

The following explains how to make changes to your devices or add additional devices after registering your Duo account.

1. Navigate to a Duo-enabled service, such as KSUmail.
2. When the Duo pop appears, click Settings.

![Figure 7 - Access Duo Settings](image)

Note: If you elected for Duo to automatically contact a device, click Cancel to access the Settings button.

3. The Settings panel appears. From here, you can select from the following options:
   a. Add a new device (See Figure 8).
   b. My Settings & Devices - Make changes to your registered device(s) (See Figure 8).

![Figure 8 - Change Settings](image)

Note: To make changes to your account, you will first be prompted to authenticate through Duo.

4. Make the desired changes to your account.