Setting Up a Landline for 2FA

Faculty, staff, and students enrolling in the two-factor authentication (2FA) service can choose to designate a tablet as a second factor. A second factor is a device that you own that will be linked to your NetID. This article explains how to add a landline, typically an office phone, to the 2FA service.

These directions are for adding your first 2FA device. If you already have added a device to the service, please see the directions on Add a Backup Device.

Start-up Process for adding a Landline

1. Go to https://netid.uconn.edu/tools/duo/ and login with your NetID and NetID password.
2. Click Here for the first time? Turn on 2FA and select the services you wish to protect with 2FA. You can also click Add & Manage Devices if you want to add or manage a device but not enable/disable services.
3. The “Start Setup” page will appear. Click Start setup.
4. When asked “What type of device are you adding?” select Landline.
5. Click Continue.

6. Make sure country is U.S. and enter your phone number and extension if applicable. Verify that you have entered the correct number by clicking the checkbox.
7. Click Continue.

8. You will then see a page that says you have successfully added a landline. Click Dismiss.
9. On the next page, you can change the name of your landline if you wish (i.e. John’s desk phone) by clicking on Device Options.

10. You will also need to select how you want to use your landline by clicking the drop down menu next to the text “When I log in”:
   - Select “Ask me to choose an authentication method” if you want to add multiple second factor verification devices. Every time you sign in, you will have to select which second factor you wish to use.
   - Select “Automatically call this device” if you want to have the service automatically call your landline for verification when you sign into a service that requires 2FA.

Enabling 2FA
If you clicked Here for the first time? Turn on 2FA, you will be taken through the process of enabling 2FA on services.

1. You will be prompted to login with your registered secondary device.
2. After logging in with your secondary device, you will be taken to the Manage Two-Factor Authentication Services screen. You can enable and disable 2FA by clicking on the sliders. Once you have made your selection, you have successfully turned on 2FA.

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