MFA: Non-smart Cellphone
PROCEDURE: Enroll a Non-smart Cellphone in Duo
MFA: All Users

Step 1: Begin Duo Enrollment From Your Desktop Computer

a) Open a web browser to https://duo-mgmt.identity.ucsb.edu/.
b) Log into SSO.
c) Your browser will show the MFA with Duo Self-Registration form. Click “Start Setup.”
d) Select “Landline,” then click “Continue.”
e) Enter your non-smart phone number in the space provided.
f) After entering the phone number, a check box field displays for you to confirm the number. Check that the number is correct, select the check box, and then click “Continue.”
g) The “Enroll Successful” screen will display. Click “Dismiss.”
h) Verify that your phone number is correct, and leave the default option for the “When I login” pull down menu.

Step 2: Testing the Non-smart Cellphone

a) Open a web browser to https://duo-mgmt.identity.ucsb.edu/.
b) Log into SSO.
c) Your browser will show the MFA with Duo Self-Registration form. Click “Call Me.”
d) Answer the call and listen to the instructions to authenticate.
e) The Duo Prompt’s status bar also tells you how to approve the request over the phone.

Step 3: Using the Non-smart Cellphone

a) Click the “Call Me” button on the Duo Prompt (or type “Phone” in the Second Password field if you don’t see Duo’s interactive prompt) and Duo will call your phone. The status bar at the bottom of the Duo Prompt updates at each step of the process.
b) Answer the call and listen to the instructions to authenticate. The Duo Prompt’s status bar also tells you how to approve the request over the phone.

SMS Passcodes

You can authenticate using a passcode texted to your phone. To have Duo text you a batch of passcodes click the “Text Me New Codes” button after clicking “Enter a Passcode” (or type “SMS” in the Second Password field.) The Duo Prompt’s status bar indicates the passcodes were sent to your phone. The number of SMS passcodes sent in one batch is defined by your administrator (10 maximum). Sending multiple passcodes at once lets you use those passcodes to authenticate multiple times when you may not have cellular service.

To authenticate using an SMS passcode, click the “Enter a Passcode” button, type in a passcode you received from Duo via text message, and click “Log In.”

Duo keeps track of which SMS passcodes you’ve already used in your batch, letting you know which one to use next.

You can have new passcodes sent to you at any time. A new batch of passcodes will invalidate all old passcodes, so it’s probably best to delete the old message when a new one comes in.