How do I use Duo when I am traveling?

The Duo app will still work, even if you are offline. If offline, see this FAQ on using an authentication passcode:
go.uncc.edu/nowifi

What if you won’t have your mobile device:
- You can: (a) get a FOB  (b) use the “Get Duo Code” page (see #3).

Important: there are a few countries where Duo is not allowed. See this FAQ for more details: go.uncc.edu/duotravel or contact the IT Service Desk at x.75500.

Why do I need to use Duo?

Security research shows that passwords alone are not enough protection. Duo is PROVEN to decrease account compromises. This is why UNC Charlotte—and the entire UNC System—is starting to implement 2 factor authentication.

What if I forget my smartphone?

Try the “Get Duo Code” page:

We understand life happens. Starting soon, a “Get Duo Code” page will be available. After answering self-identifying questions, a Duo code will be given that will last for one hour. Note: you’ll need your UNC Charlotte ID card to use this. Here’s an FAQ with more details:
go.uncc.edu/getduocode

If you have a FOB, you can use that, too.

What if I don’t want to use my personal smartphone?

You have several options: the best is to get a FOB.

You can use a tablet, a landline or a FOB—we recommend a FOB. We will provide the 1st FOB for free, after that it is up to you. They are available at NinerTech.

What if I don’t want to bring my phone to class?

Use a FOB.

We recommend getting a FOB—the first one is free, after that it is up to you to purchase more. You can also use the “Get Duo Code” page after logging into the podium.

Do my students have to use Duo?

Only if they are student employees.

About 10% of students work for the university and are required to use Duo. However, many other students are voluntarily using it...they get the NinerNET password change of only 1x per year benefit, too.

Will my students need to use Duo when taking a test in Canvas?

Maybe.

If your student is also a university employee, he/she may be prompted to use Duo when logging into Canvas to take a test. Some faculty allow students to use their mobile device for login only or students can use the Get Duo Code page (see #3).

Have other Duo questions? Contact the IT Service Desk at x.75500 or search all Duo FAQs:
go.uncc.edu/duo

*unless you handle PCI data (e.g. credit card machines)