How do I sign up for Duo?

Show Me

Watch the below video for a brief, general overview of the Duo enrollment process

Tell Me

The following instructions are a guide through the Duo Self-Enrollment process

The best experience with Duo is using the mobile app. These instructions are written for that experience. If you need to configure a fob, see this FAQ.

Before you begin, make sure you can do these three things:

1. You're at a computer, not phone/tablet
2. Have 5 minutes to complete the sign up
3. If possible, enroll two devices (e.g. mobile/office/home phone, a tablet)

1. Browse to ninernet.uncc.edu
2. Click Manage Account and login
3. Click Secure your account now in the Duo Two-Factor Authentication section

4. Click Start setup
5. Select the type of device you wish to add and click Continue (it is recommended that you add your mobile phone first - it will become your default device)

6. Enter your mobile phone number, check the box to confirm number and click Continue

7. You will be asked to verify the number. Select either Call me or Text me to receive a verification code. Enter the 6-digit code and click Verify then click Continue

8. After successful verification, follow the instructions below to configure your phone

<table>
<thead>
<tr>
<th>iOS (iPhone / iPad)</th>
<th>Android (Mobile Phone / Tablet)</th>
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1. Download and install the Duo Mobile app from the App Store

![App Store screenshot](image)

1. Download and install the Duo Mobile app from the Google Play Store

![Google Play Store screenshot](image)

2. Tap OK when asked about Push Notifications
3. Choose your device and click Continue
4. After the app install is complete, click the I have Duo Mobile button

![App install completed](image)

2. Click Accept to give Duo Mobile access to your Camera

![Camera access approval](image)

3. Choose your device and click Continue
4. After the app install is complete, click the I have Duo Mobile button

![App authorization](image)

5. Open the app on your device and tap the + button in the top right of your phone/tablet app

![App interface](image)

5. Open the app on your phone and Accept the license agreement, after reviewing

![App agreement](image)
6. Click **OK** to allow use of the camera

7. Scan the QR code; you should have a green check show if the scan is successful

8. Click **Continue**

9. Click **Add another device** to add a backup authentication device. Follow prompts to add additional devices

10. When you are done adding devices leave the **When I log in** setting to "Ask me to choose an authentication method"

11. Click **Continue to Login** to complete

12. Click **Send Me a Push**

13. Duo is now enabled for your NinerNET account. Click **Logout**

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**Related FAQs**

- How do I use Duo while traveling outside the U.S.?
- How do I log in to Duo if I don't have access to any of my devices?
- How do I use Duo if I just got a new mobile phone?
- How do I configure a fob for use with Duo?
- Using Duo