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](http://ninernet.uncc.edu)
2. Click **Manage Account** and login
3. Click **Secure your account now** in the Duo Two-Factor Authentication section

![Duo Two-Factor Authentication](image)

4. Click **Start setup**

![Protect Your UNC Charlotte Account](image)
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

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<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

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

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

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

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

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

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

Related FAQs

- How do I use the Duo app to generate a passcode?
- What are the Duo best practices?
- How do I use Duo when I am connecting to the research cluster via SSH?
- Do I have to be connected to the internet to use Duo?
- What are my authentication options with Duo?