How do I setup Duo on multiple devices for a generic Gmail account that has multiple users?

Tell Me

- Gmail generic accounts with a password managed through ninernet.uncc.edu will be required to use Duo 2-factor authentication.
- Each person that the password has been shared with will need to have access to a device associated with the account in Duo.
- The owner of the generic account should follow the below instructions to get started.

<table>
<thead>
<tr>
<th>Step</th>
<th>Actions</th>
<th>Instructions</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Enable Duo for the generic account</td>
<td>Using the NinerNET username and password for the generic account, follow this FAQ to enable Duo</td>
</tr>
<tr>
<td>2.</td>
<td>Generate Duo passcodes yourself...</td>
<td>Using the SMS texting functionality, create Duo passcodes that can be used by others needing to add devices - follow this FAQ</td>
</tr>
<tr>
<td></td>
<td>...or Request a Duo passcode</td>
<td>If you are unable to generate passcodes, the owner of the account can contact the IT Service Desk to request a multiple-use passcode to use for a limited time</td>
</tr>
<tr>
<td>3.</td>
<td>Enroll devices in Duo</td>
<td>Provide a/the passcode to each person who accesses the account and have them do the following...</td>
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</tbody>
</table>

1. Go to ninernet.uncc.edu, click Manage Accounts, and login using the generic account NinerNET username and password
2. Click Add or remove phones & tablets from the Duo Two-Factor Authentication section

3. Click Enter a Passcode and type the passcode provided by the generic account owner

4. Click Add another device and step through the device adding process - follow this FAQ for more information

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Related FAQs

- Using Duo 2-Factor Authentication
- About Duo 2-Factor Authentication
What is Duo restore and how does it work?

How do I use Duo if I just got a new mobile phone?