What do I do if I lose the Duo fob?

Tell Me

1. Contact the IT Service Desk as soon as possible to report the missing or lost fob. ITS will disable the fob so that it is no longer associated with your account.
2. Faculty/staff can get replacement fobs from the NinerTech Store but will have to pay for it.
3. Students can buy replacement fobs at the NinerTech Store.

Warning

Fobs should only be used if you don't have the ability to use a mobile device. You are responsible for lost or stolen Fobs. Fobs are configured to individual accounts and cannot be shared.

Related FAQs

> Page: Using Duo 2-Factor Authentication
> Page: About Duo 2-Factor Authentication
> Page: Duo 2-Factor Authentication
> Page: What is Duo restore and how does it work?
> Page: How do I use Duo if I just got a new mobile phone?