How do I enroll in Duo when I am using a fob?

Tell Me

The U2F configured fob will only work in the Chrome browser. If you use other browsers to login through single sign on, the fob will need to be configured using a different method. Please contact the IT Service Desk for more information.

1. You have to enroll from a computer using the Chrome browser
2. Go to ninernet.uncc.edu and click on Manage Account
3. Click Secure your account now in the Duo Two-Factor Authentication section
4. Click Start setup
5. Select **U2F token** as the type of device you wish to add

6. Click **Continue**

7. A pop-up window will open.
8. Insert your fob into a USB slot - it should begin flashing.
9. Pinch the gold activation button

10. A green check mark will briefly appear and the pop-up window will close.
11. You will be returned to the Duo My Settings & Devices. The U2F token will be displayed as a NEW device.

12. Click Log Out in the upper right corner.

Here are some other important notes regarding using a fob...

- You will need to keep the U2F token with you to authenticate to Duo.
- We recommend enrolling a second device (tablet, phone) if possible. See this FAQ.
- See these Duo best practices - especially setting the browser to remember login for 30 days.
- If you forget your fob and need to login, call the IT Service Desk, 704-687-5500. See this website for hours.

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**Related FAQs**

- Using Duo 2-Factor Authentication
- About Duo 2-Factor Authentication
- 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?