How do I call a phone for Duo authentication?

Tell Me

Calling a phone line is only an option for faculty and staff and should only be used as a back up for emergencies. This option may go away in the future.

After entering your NinerNET username and password, at the Duo prompt...

1. Select the appropriate phone from the drop down
2. Select the **Call Me** option

![Duo Authentication Interface](image)

3. Answer the phone when it rings
4. Press the star key on your phone when prompted to complete the process
5. Log out of the service when you're finished

---

**Related FAQs**

- Can I use Duo for two factor authentication on my personal accounts?
- Are UNC Charlotte student employees required to use Duo?
- Using Duo 2-Factor Authentication
- About Duo 2-Factor Authentication
- Duo 2-Factor Authentication