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
2. IT will disable the fob so that it is no longer associated with your account
3. Faculty/staff can get replacement fobs from the [NinerTech Store](#) but will have to pay for it.
4. 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**

- How do I get a fob for use with Duo?
- Are all University employees and students required to use Duo?
- 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