How do I use Duo if I don't have an internet connection on my mobile device?

Tell Me

Through the Duo app, you can generate an authentication passcode even if you are not connected to the internet.

1. When you log into a University service that requires Duo, you will be prompted to log in using your NinerNET credentials.
2. After logging in, you will be presented with the Duo authentication - click **Enter a Passcode**.

![Duo app screenshot](image)

3. On your mobile device, launch the Duo app and tap anywhere in the UNC Charlotte area - a 6 digit number will be generated.

![Duo app screenshot](image)

4. Enter the 6 digit number from the Duo app into the field to the left of **Log In** then click **Log In**.

![Duo app screenshot](image)

5. The Duo authentication will complete.

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**Related FAQs**

*How do I sign up for Duo?*
How do I use Duo while traveling outside the U.S.?

Do I need to use Duo every time I login?

An Infographic: Answering 7 Questions About Using Duo 2-Factor Authentication from Student Employees

How do I use the Duo app to generate a passcode?