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.
3. On your mobile device, launch the Duo app and tap anywhere in the UNC Charlotte area - a 6 digit number will be generated.
4. Enter the 6 digit number from the Duo app into the field to the left of Log In then click Log In.
5. The Duo authentication will complete.

Related FAQs

Page: How do I enroll in Duo when I am using a fob?
Starting Jan. 31, 2019, what happens if I try to login to a SSO system and I haven't enrolled in Duo?

How do I use Duo while traveling outside the U.S.?

How do I configure a fob for use with Duo?

How do I setup my iOS or Android device in Duo?