Starting Jan. 31, 2019, what happens if I try to login to a SSO system and I haven't enrolled in Duo?

Tell Me

Be sure to use a computer, not a phone/tablet, when signing up for Duo.

The first time you login to a Single Sign On (SSO) system (e.g., gmail.uncc.edu, my.uncc.edu, canvas.uncc.edu) you will be prompted to set up your Duo account; you will not be able to enter these systems until you set it up.

1. After entering your NinerNET username and password, you will see the following - click Start setup

![Web Authentication @ UNC Charlotte](image)

Need Duo passcode? Follow the steps at [https://go.uncc.edu/XjiK](https://go.uncc.edu/XjiK)

![Protect Your UNC Charlotte Account](image)

Two-factor authentication enhances the security of your account by using a secondary device to verify your identity. This prevents anyone but you from accessing your account, even if they know your password.

This process will help you set up your account with this added layer of security.

![NOTICE: You MUST close and exit your browser program after log-out to ensure security.](image)

2. Click the following FAQs for detailed instructions on adding devices:
   1. **Mobile phones** (Start at Step 5)
   2. **Tablets** (Start at Step 5)
   3. **Landlines** (Start at Step 5)
   4. **Security Keys (U2F Fobs)** (Start at Step 5)

---

**Related FAQs**

- [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?](#)