How do I sign up for Duo?

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

Show Me

Watch the below video for a brief, general overview of the Duo enrollment process

Tell Me

The following instructions are a guide through the Duo Self-Enrollment process

The best experience with Duo is using the mobile app. These instructions are written for that experience. If you need to configure a fob, see this FAQ.

Before you begin, make sure you can do these three things:

1. **You're at a computer**, not phone/tablet
2. Have 5 minutes to complete the sign up
3. If possible, enroll two devices (e.g. mobile/office/home phone, a tablet)

1. Browse to ninernet.uncc.edu
2. Click **Manage Account** and login

![Duo Two-Factor Authentication](image)

3. Click **Secure your account now** in the Duo Two-Factor Authentication section
4. Click **Start setup**

5. Select the type of device you wish to add and click **Continue** (it is recommended that you add your mobile phone first - it will become your default device)

6. Enter your mobile phone number, check the box to confirm number and click **Continue**

7. Follow the instructions below to configure your phone

| iOS (iPhone / iPad) | Android (Mobile Phone / Tablet) |
1. Download and install the Duo Mobile app from the App Store

![Duo Mobile app screenshot](image1)

2. Tap OK when asked about Push Notifications
3. Choose your device and click Continue
4. After the app install is complete, click the I have Duo Mobile button

![Duo Mobile install instructions](image2)

5. Open the app on your device and tap the + button in the top right of your phone/tablet app

![Duo Mobile app interface](image3)

1. Download and install the Duo Mobile app from the Google Play Store

![Duo Mobile app screenshot](image4)

2. Click Accept to give Duo Mobile access to your Camera

![Accept camera access](image5)

3. Choose your device and click Continue
4. After the app install is complete, click the I have Duo Mobile button

![Duo Mobile install instructions](image6)

5. Open the app on your phone and Accept the license agreement, after reviewing

![Duo Mobile app interface](image7)
6. Click **OK** to allow use of the camera

   ![Image of Duo Mobile card reader]

   **“Duo Mobile” Would Like to Access the Camera**
   - Don’t Allow
   - OK

   *Scan a QR code or enter code to link Duo Mobile to your account.*

7. Scan the QR code; you should have a green check show if the scan is successful

   ![Image of Duo Mobile adding account]

   ![Image of Duo Mobile adding account]

8. Click **Continue**

   ![Image of Duo Mobile activation for iOS]

   ![Image of Duo Mobile activation for Android]

   - 1. Open Duo Mobile.
   - 2. Tap the “+” button.
   - 3. Scan this barcode.

   Or, have an activation link emailed to you instead.

9. Click **Add another device** to add a backup authentication device. Follow prompts to add additional devices

10. When you are done adding devices leave the **When I log in:** setting to “Ask me to choose an authentication method”

11. Click **Continue to Login** to complete

12. Duo is now enabled for your NinerNET account. Click **Logout**

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**Related FAQs**

- How do I sign up for Duo?
- 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?