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](http://ninernet.uncc.edu)
2. Click **Manage Account** and login

![Manage Account and Login](image)

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

![Duo Two-Factor Authentication](image)

You do NOT currently have Duo enabled. 

**Secure your account now**

Before you begin, make sure you:

1. Use a computer, not a phone or tablet
2. Have 5 minutes to complete the process
3. Enroll two devices if possible (e.g. mobile/office/home phone or tablet)
4. Follow the steps in this FAQ
4. Click **Start setup**

![Start setup](Image)

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)

![Select device](Image)

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

![Enter phone number](Image)

7. Follow the instructions below to configure your phone

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

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

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

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

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

3. Choose your device and click Continue

4. After the app install is complete, click the I have Duo Mobile button

5. Open the app on your phone and Accept the license agreement, after reviewing
6. Click **OK** to allow use of the camera

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

8. Click **Continue**

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6. Tap the **+** button on your phone/tablet app

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

8. Click **Continue**

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8. Click **Add another device** to add a backup authentication device. Follow prompts to add additional devices
9. When you are done adding devices leave the **When I log in:** setting to "Ask me to choose an authentication method"
10. Click **Continue to Login** to complete
11. Click **Send Me a Push**
12. Duo is now enabled for your NinerNET account. Click **Logout**

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**Related FAQs**

**Page:** How do I sign up for Duo?

**Page:** How do I enroll in Duo when I am using a fob?

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

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

**Page:** How do I configure a fob for use with Duo?