How do I setup Duo on multiple devices for a generic Gmail account that has multiple users?

Tell Me

- Gmail generic accounts with a password managed through ninernet.uncc.edu will be required to use Duo 2-factor authentication.
- Each person that the password has been shared with will need to have access to a device associated with the account in Duo.
- The owner of the generic account should follow the below instructions to get started.

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<tr>
<th>Step</th>
<th>Actions</th>
<th>Instructions</th>
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</thead>
<tbody>
<tr>
<td>1.</td>
<td>Enable Duo for the generic account</td>
<td>Using the NinerNET username and password for the generic account, follow this FAQ to enable Duo</td>
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<td>2.</td>
<td>Generate Duo passcodes yourself...</td>
<td>Using the SMS texting functionality, create Duo passcodes that can be used by others needing to add devices - follow this FAQ</td>
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<td></td>
<td>...or Request a Duo passcode</td>
<td>If you are unable to generate passcodes, the owner of the account can contact the IT Service Desk to request a multiple-use passcode to use for a limited time</td>
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</table>
### Enroll devices in Duo

3. Provide a/the passcode to each person who accesses the account and have them do the following...

1. Go to [ninernet.uncc.edu](http://ninernet.uncc.edu), click **Manage Accounts**, and login using the generic account NinerNET username and password.
2. Click **Add or remove phones & tablets** from the **Duo Two-Factor Authentication section**

   ![Duo Two-Factor Authentication](image)

   - **Common Questions:**
     - New phone with same number? (Du)
     - New phone with new number? (Du)
     - Contact IT Service Desk for help

3. Click **Enter a Passcode** and type the passcode provided by the generic account owner.

4. Click **Add another device** and step through the device adding process - follow this [FAQ](#) for more information.

   - **If you are adding numerous mobile phones, you can rename devices in Duo to make identifying them easier. After adding the device, click **Device Options**, then click **Change Device Name**. Enter a more descriptive name (e.g., Jeff Phone or Beth iPad) and click **Save**.**

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### Related FAQs

- **Duo 2-Factor Authentication**
- **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.?