How do I configure a fob for use with Duo?

Tell Me

See this FAQ for information on getting a fob. Fobs should be configured for only one account and should not be shared.

U2F token authentication only works in the Chrome and Opera browser.

1. Use a computer to browse to ninernet.uncc.edu, don't use your phone.
2. Click Manage Account and login

These instructions are if you are already using Duo and have configured devices. If you are enrolling in Duo, see this FAQ for instructions.

3. Click Add or remove phones & tablets from the Duo Two-Factor Authentication section

4. In order to manage your Duo settings and devices, you must first successfully authenticate to Duo. Choose your preferred authentication device and authenticate

5. Once in My Settings & Devices, click Add another device
6. Select **U2F token** and click **Continue**

   ![Image of U2F token selection screen](image)

    **What type of device are you adding?**

    - Mobile phone **RECOMMENDED**
    - Tablet (iPad, Nexus 7, etc.)
    - Landline
    - **U2F token**

    Back  | Continue

7. Click **Continue**

   ![Image of U2F token enrollment screen](image)

    **Enroll U2F Token**

    This will open a pop-up window to complete the enrollment process. If you don’t see a pop-up window, you may need to temporarily adjust your browser settings to allow a pop-up window.

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8. A pop-up window will open. Insert your fob into a USB slot - it should begin flashing. Pinch the gold activation button

   ![Image of Enroll Your U2F Token screen](image)

    **Enroll Your U2F Token**

    Use U2F token to proceed.

    If your token flashes when inserted, tap it. Otherwise, remove the token and reinsert it.

    Contact your administrator if you have questions about using your token.

    Close
9. A green check mark will briefly appear and the pop-up window will close. You will be returned to the Duo My Settings & Devices. The U2F token will be displayed as a NEW device.

10. Click Log Out

Related FAQs

- How do I enroll in Duo when I am using a fob?
- How do I configure a fob for use with Duo?
- What is a fob and who is eligible to get one?
- How do I get a fob for use with Duo?
- Can student employees use fobs for Duo?