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.

<table>
<thead>
<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 <a href="#">FAQ</a> to enable Duo</td>
</tr>
<tr>
<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 <a href="#">FAQ</a></td>
</tr>
<tr>
<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>
3. **Enroll devices in Duo**

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.

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.

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**Duo Two-Factor Authentication**

You currently have Duo enabled.

- **Add or remove phones & tablets**

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

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**Related FAQs**

Page: Duo 2-Factor Authentication
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?
How do I use Duo while traveling outside the U.S.?