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

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](image1.png)
   - [Search](https://appstore.com/duo-mobile)
   - [Install](https://appstore.com/duo-mobile)

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

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1. Download and install the Duo Mobile app from the Google Play Store
   ![Duo Mobile App](image2.png)
   - [Install](https://play.google.com/store/apps/duo-mobile)

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

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

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

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.?