How do I activate my NinerNET account with Duo?

Tell Me

Duo is required for all employees (full-time, part-time, adjunct faculty and student)

Follow these steps to activate your account and configure Duo

1. Go to ninernet.uncc.edu
2. Click on Activate Account

3. Enter your NinerNET username and birth date
4. Click Request Verification Code

5. Select where you want to receive the verification code (text message, alternate email, both)
   a. If a cell phone number or alternate email address is not available, contact the IT Service Desk, 704-687-5500
6. Click Send Verification Code

7. Enter the verification code received, click Verify Code
8. Enter your new password and confirm password, click **Reset Password**

9. After a successful password reset, the NinerNET website will return to the login page and display the success notification at the top.

10. Click **Manage Account**

11. The university Single Sign On Web Authentication login will open - enter your NinerNET username and password created above.

⚠️ The requirement for employees to use Duo may take 24 hours to be applied to new accounts. If you have logged into ninernet.uncc.edu and have not been prompted to setup Duo, you will be prompted when logging in on the following day.
12. You will be prompted to Protect Your Account with Duo

![Protect Your UNC Charlotte Account](image)

Two-factor authentication enhances the security of your account by using a secondary device to verify your identity. This process will help you set up your account with this added layer of security.

Start setup

13. Follow the below instructions for setting up your mobile device - no mobile device...

   a. See this FAQ for landline phone setup
   b. See this FAQ for fob setup

<table>
<thead>
<tr>
<th>iPhone</th>
<th>Android</th>
</tr>
</thead>
<tbody>
<tr>
<td>I. Download and install the Duo Mobile app from the App Store</td>
<td>I. Download and install the Duo Mobile app from the Google Play Store</td>
</tr>
<tr>
<td><img src="image" alt="Duo Mobile App" /></td>
<td><img src="image" alt="Duo Mobile App" /></td>
</tr>
<tr>
<td><img src="image" alt="Download Duo Mobile" /></td>
<td><img src="image" alt="Download Duo Mobile" /></td>
</tr>
<tr>
<td><img src="image" alt="Tap OK" /></td>
<td><img src="image" alt="Click Accept" /></td>
</tr>
<tr>
<td><img src="image" alt="Push Notifications" /></td>
<td><img src="image" alt="Duo Mobile Access" /></td>
</tr>
<tr>
<td><img src="image" alt="Log into Duo on your computer at Duo" /></td>
<td><img src="image" alt="Log into Duo on your computer at Duo" /></td>
</tr>
<tr>
<td><img src="image" alt="Click Start setup &gt;" /></td>
<td><img src="image" alt="Click Start setup &gt;" /></td>
</tr>
</tbody>
</table>
v. Select the **Mobile phone** option and click **Continue**

![Select Mobile Phone Option](image)

vi. Provide your cell phone number and click the box to verify it is the correct number and click **Continue**

![Verify Mobile Phone Number](image)

vii. Choose **iPhone** and click **Continue**

![Choose iPhone](image)

viii. After the app install is complete on your phone, click the **I have Duo Mobile installed** button

![Install Duo Mobile](image)

v. Select the **Mobile phone** option and click **Continue**

![Select Mobile Phone Option](image)

vi. Provide your cell phone number and click the box to verify it is the correct number and click **Continue**

![Verify Mobile Phone Number](image)

vii. Choose **Android** and click **Continue**

![Choose Android](image)
13. Open the app on your phone and Accept the license agreement, after reviewing

x. Tap the + button in the top right of your phone/tablet app

xi. Click OK to allow using the camera

xii. Scan the QR code with your phone/tablet; you should have a green check show if the scan is successful

xiii. Click Continue

xiv. Complete the registration process and then you can use Duo

14. If you have problems, please contact the IT Service Desk, 704-687-5500 or help@uncc.edu

⚠️ Please make sure your alternate email address and/or cell phone is correct. This information is required for emergency notifications, NinerAlerts, and account verification.

Related FAQs
• How often does my NinerNET password expire?
• How do I activate my NinerNET account with Duo?
• How do I change my NinerNET password on the NinerNET website for password and account management?
• How does a sponsor renew or change an end date for a sponsored guest account?
• How will a sponsor know when a sponsored guest account is expiring?