How do I enroll in Duo when I am using a fob?

Tell Me

⚠️ The U2F configured fob will only work in the Chrome browser. If you use other browsers to login through single sign on, the fob will need to be configured using a different method. Please contact the IT Service Desk for more information.

1. You have to enroll from a computer using the Chrome browser
2. Go to ninernet.uncc.edu and click on Manage Account
3. Click Secure your account now in the Duo Two-Factor Authentication section
4. Click Start setup
5. Select **U2F token** as the type of device you wish to add

6. Click **Continue**

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

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

12. Click Log Out in the upper right corner

⚠️ Here are some other important notes regarding using a fob...

- You will need to keep the U2F token with you to authenticate to Duo
- We recommend enrolling a second device (tablet, phone) if possible. See this FAQ
- See these Duo best practices - especially setting the browser to remember login for 30 days
- If you forget your fob and need to login, call the IT Service Desk, 704-687-5500. See this website for hours

Related FAQs

- How do I use Duo while traveling outside the U.S.?
- What are the Duo best practices?
- How do I configure a fob for use with Duo?
- How do I voluntarily sign up for Duo?
- Duo 2-Factor Authentication