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**

![Reset Password](image)

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

![Success Notification](image)

10. Click **Manage Account**

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

![Authentication Login](image)

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⚠️ 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)

You will be prompted to Protect Your Account with Duo.

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>
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<tr>
<td><img src="image" alt="iPhone Screen" /></td>
<td><img src="image" alt="Android Screen" /></td>
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   i. Download and install the Duo Mobile app from the App Store
   ii. Tap OK when asked about Push Notifications
   iii. Log into Duo on your computer at [Duo](#)
   iv. Click Start setup >
1. Select the Mobile phone option and click Continue

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

3. Choose iPhone and click Continue

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

5. Select the Mobile phone option and click Continue

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

7. Choose Android and click Continue
13. **Open the app on your phone and Accept** the license agreement, after reviewing

![License Agreement](image)

**License Agreement**

**Short Version**

You may only use Duo Mobile in connection with Duo Security’s services and/or in full compliance with the terms and conditions of the End User License Agreement, set forth herein. By using Duo Mobile, you hereby agree to be bound by the terms and conditions of this End User License Agreement, including without limitation the limitations and exclusions set forth in Sections 7 and 8, and hereby acknowledge that Duo Security will collect certain information about you, your use of Duo Mobile and your devices. To learn more about your rights and our obligations regarding this information, please read the End User License Agreement, below, and our Privacy Policy, which is available on our website at https://www.duosecurity.com/legal/privacy.

**Long Version**

DUO SECURITY INC.

END USER LICENSE AGREEMENT

EFFECTIVE AS OF JUNE 12, 2019

PLEASE READ CAREFULLY THE TERMS AND CONDITIONS OF THIS DUO SECURITY END USER LICENSE AGREEMENT (THIS "T&LA") BEFORE DOWNLOADING, INSTALLING OR USING ANY SERVICES AS DEFINED BELOW OR DUO SECURITY SOFTWARE (AS DEFINED BELOW) PROVIDED BY DUO SECURITY INC. ("DUO SECURITY") OR ENABLING ANY SUCH SERVICES AND/OR DUO SECURITY SOFTWARE. THE SOFTWARE IS TO BE USED EXCLUSIVELY IN CONNECTION WITH DUO SECURITY'S SERVICES. DUO SECURITY OPSEES THE SERVICES EXCLUSIVELY TO CUSTOMERS AS DEFINED BELOW THAT HAVE ACCEPTED THE T&LA.

Accept

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

11. **Click OK to allow using the camera**

![Add Account](image)

Scan an activation barcode to link Duo Mobile to your account.

No Barcode?

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

![Scan QR Code](image)

Add Account

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13. **Click Continue**

14. **Complete the registration process and then you can use Duo**

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

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**Related FAQs**

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