An Infographic: Answering 7 Questions About Using Duo 2-Factor Authentication from Faculty

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1. **Question: Why do I need to use Duo?**
   Answer: Notice increasing cyber crime in the news? Security research shows that passwords alone are not enough protection. Duo is PROVEN to decrease account compromises. This is why UNC Charlotte–and the entire UNC System–is starting to implement 2 factor authentication. And here's some good news: Duo users now only need to change their NinerNET password 1x per year*. Tip: Check the "Remember me for 30 days" option. See this FAQ: go.uncc.edu/duoremember

2. **Question: What if I don't want to use my personal smartphone?**
   Answer: Get a special USB device called a FOB. A FOB will generate a Duo passcode that you will use when you sign in to Duo. We will provide the 1st FOB device for free; if you lose it, you will need to purchase a new one. They are available at the NinerTech store. See this FAQ with more details: go.uncc.edu/duofob

3. **What if I forget my smartphone?**
   Answer: Try the "Get Duo Code" page. We understand life happens.We understand life happens. Go to ninernet.uncc.edu and click the "Get Duo Code" link. It takes you to a page where you'll answer a few self-identifying questions to produce a Duo passcode that lasts for one hour. Note: you'll need your UNC Charlotte ID card to use this. Here's an FAQ with more details: go.uncc.edu/getduocode. If you have a FOB, you can use that, too.

4. **What if I don't want to bring my phone to class?**
   Answer: Use a FOB. We recommend getting a FOB (see description in #2). You can also go to ninernet.uncc.edu after logging into the podium and click the "Get Duo Code" link for a temporary passcode (see #3). See these FAQs with more details: go.uncc.edu/duofob and go.uncc.edu/getduocode

5. **How do I use Duo when I am traveling?**
   Answer: In most cases, the same way you always use Duo. If you will have your mobile device, your Duo app will still work, even if you are offline. If offline, see this FAQ on using an authentication passcode: go.uncc.edu/nowifi If you won't have your mobile device, you can: (a) get a FOB (b) use the "Get Duo Code"page (see #3).

6. **Do my students have to use Duo?**
   Answer: Only if they are student employees. About 10-15% of students work for the university and are required to use Duo. However, many other students are also voluntarily using it...they get the NinerNET password change of only 1x per year benefit, too.
7. **Will my students need to use Duo when taking a test in Canvas?**
   Answer: Maybe. Students who are university employees or who have voluntarily signed up for Duo may be prompted to use Duo when logging into Canvas to take a test. Some faculty allow students to use their mobile device for login only OR students can use the "Get Duo Code" page (see #3).

   *unless you handle PCI data (e.g. credit card machines)

ⓘ Have other Duo questions? Contact the IT Service Desk at 704-687-5500 or search all Duo FAQs: go.uncc.edu/duo

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