How do I voluntarily 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**.
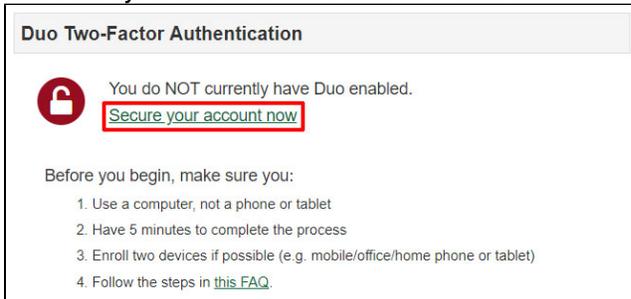
Before you begin, make sure you can do these three things:

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)

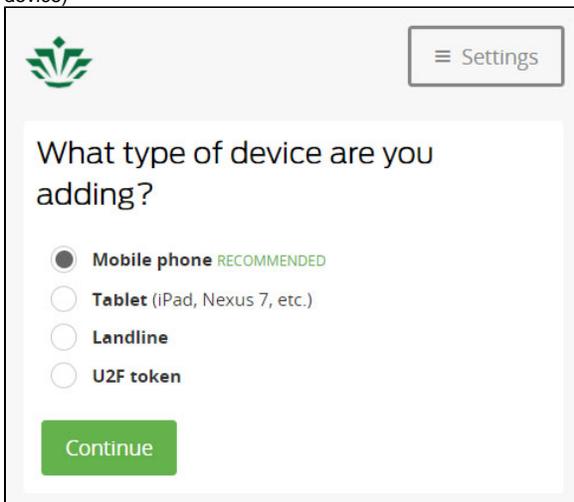1. Browse to **ninernet.uncc.edu**
2. Click **Manage Account** and login
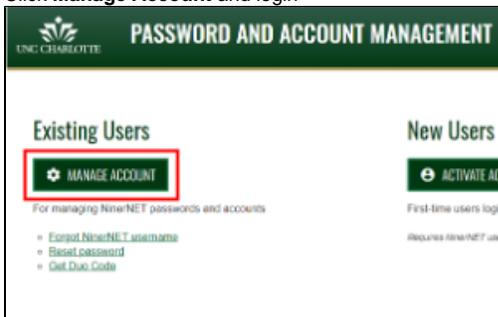
3. Click **Secure your account now** in the **Duo Two-Factor Authentication** section

4. Click **Start setup**

Protect Your UNC Charlotte Account

☰ Settings

Two-factor authentication enhances the security of your account by using a secondary device to verify your identity. This prevents anyone but you from accessing your account, even if they know your password.

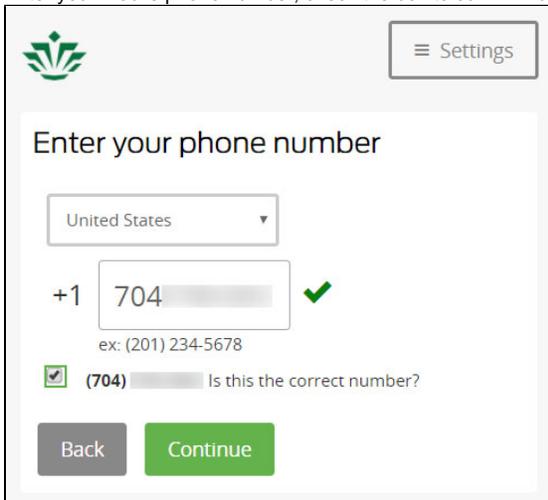This process will help you set up your account with this added layer of security.

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)

☰ Settings

What type of device are you adding?

○ **Mobile phone** RECOMMENDED
○ **Tablet** (iPad, Nexus 7, etc.)
○ **Landline**
○ **U2F token**

Continue

6. Enter your mobile phone number, check the box to confirm number and click **Continue**

☰ Settings

Enter your phone number

United States ▼

+1 | 704 ✔

ex: (201) 234-5678

☑ (704) Is this the correct number?

Back **Continue**

7. Follow the instructions below to configure your phone

iOS (iPhone / iPad)	Android (Mobile Phone / Tablet)

a. Download and install the Duo Mobile app from the App Store
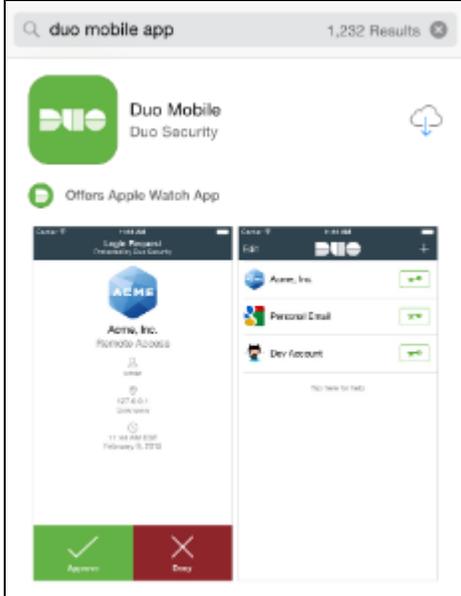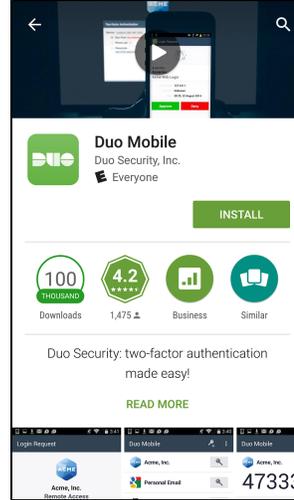

b. Tap **OK** when asked about **Push Notifications**
c. Choose **your device** and click **Continue**
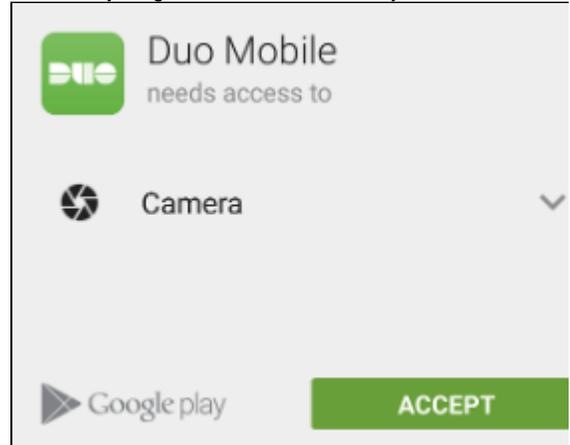d. After the app install is complete, click the **I have Duo Mobile** button
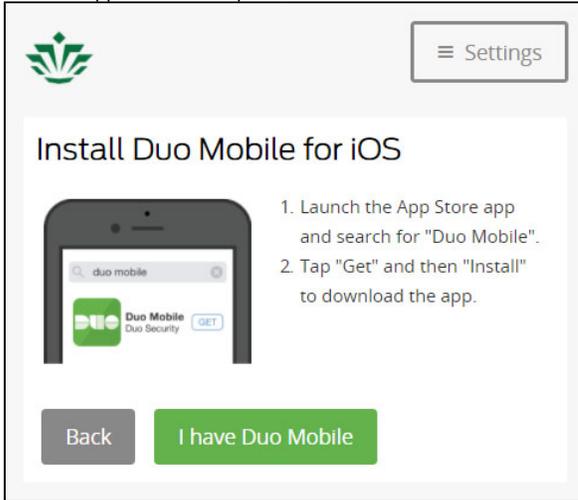
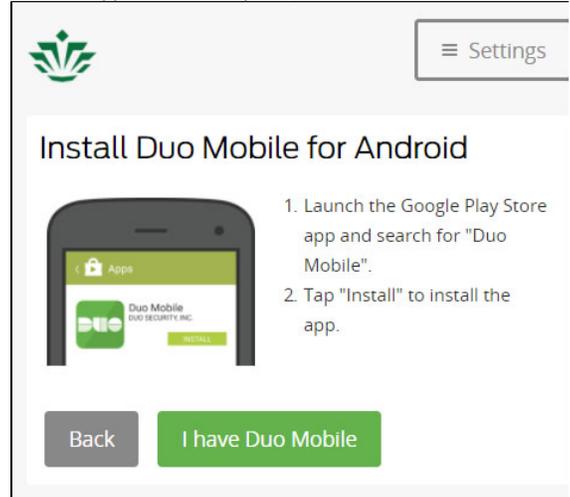e. Open the app on your device and tap the **+** button in the top right of your phone/tablet app

a. Download and install the Duo Mobile app from the Google Play

b. Click **Accept** to give Duo Mobile access to your Camera
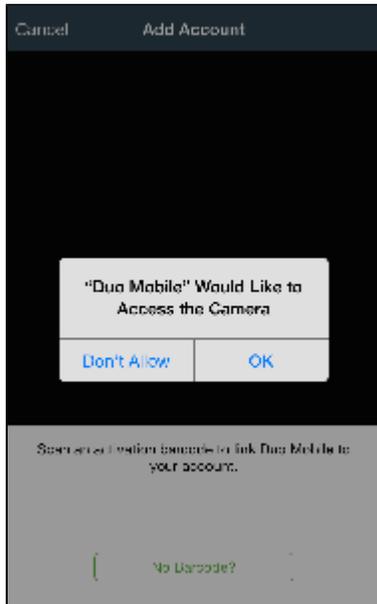

c. Choose **your device** and click **Continue**
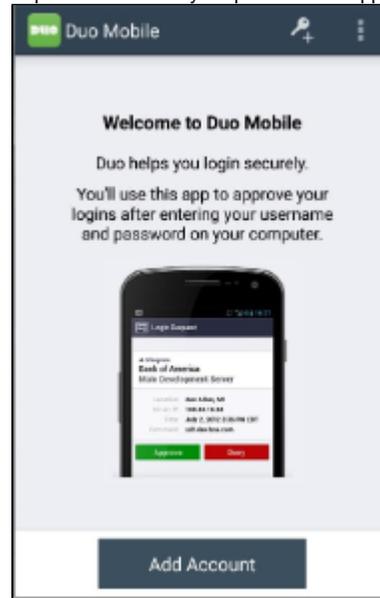d. After the app install is complete, click the **I have Duo Mobile** bu

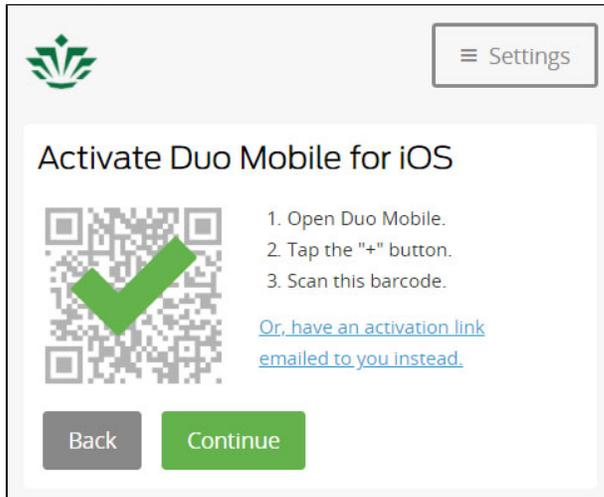e. Open the app on your phone and **Accept** the license agreemen after reviewing
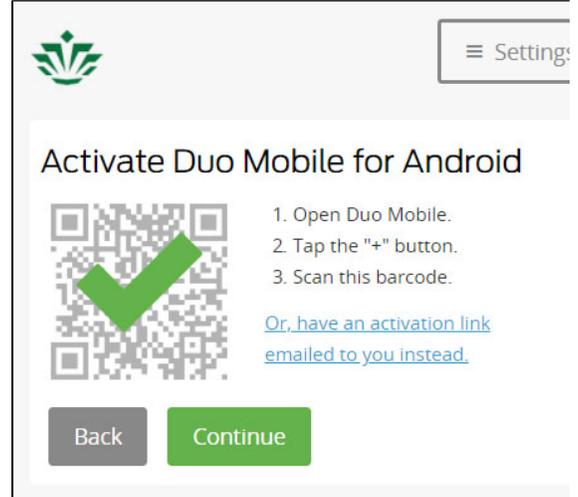
f. Click **OK** to allow use of the camera

g. Scan the QR code; you should have a green check show if the scan is successful

h. Click **Continue**

f. Tap the **+** button on your phone/tablet app

g. Scan the QR code; you should have a green check show if the scan is successful

h. 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

- How do I use the Duo app to generate a passcode?
- How do I use Duo while traveling outside the U.S.?
- An Infographic: Answering 7 Questions About Using Duo 2-Factor Authentication from Faculty
- How do I setup my iOS or Android device in Duo?
- What are the Duo best practices?