How do I use the Get Duo Code page?

If you don't have a physical UNC Charlotte ID card, you can't use the Get Duo Code page. Please contact the IT Service Desk, 704-687-5500 or help.uncc.edu

For security purposes, some employees and account types are NOT eligible to use this web page:

- ITS full time staff
- Generic accounts
- Administrative accounts

Tell Me

The Get Duo Code page allows for the generation of a code to authenticate through Duo 2 Factor Authentication. This functionality will be useful when:

- You get a new phone used for Duo 2 Factor Authentication
- Your normal Duo 2 Factor devices are unavailable or can't be used

The code that gets generated is a multi-use code but it one lasts for 1 hour.

1. Go to ninernet.uncc.edu
2. Click on Get Duo Code
3. Enter your NinerNET username
4. Enter your NinerNET password
5. Enter your date of birth MM/DD/YYYY
6. Enter the last 5 digits of your UNC Charlotte ID Card number, bottom left of card
7. Click Get Duo Code
8. Copy the code that is generated
9. Go to the webpage you want to access (e.g. my.uncc.edu, ninernet.uncc.edu or gmail.uncc.edu) and login
10. At the Duo page, click **Enter a Passcode**

![Web Authentication @ UNC Charlotte](image)

11. Enter the generated Duo code and click **Log In**

![Web Authentication @ UNC Charlotte](image)

12. Log out of the service when you're finished

![Notice: You MUST close and exit your browser program after log-out to ensure security.](image)

Remember: the code is a multi use code but only lasts for 1 hour.

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**Related FAQs**

- How do I configure a fob for use with Duo?
- What do I do if I can't check the "Remember me for 30 days" option in Duo?
- Can I get removed from Duo after I have been enrolled?
- How do I use the Duo app to generate a passcode?
How do I use Duo while traveling outside the U.S.?