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**

![New Password](image1)

Passwords must not have been used before, be at least 8 characters and contain at least the following:
- 1 uppercase letter
- 1 lowercase letter
- 1 number
- 1 special character from $^!@,

Reset Password

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

![Password and Account Management](image2)

Your NinerNET password has been successfully set.

Existing Users

New Users

New Users

ACTIVATE ACCOUNT

Requires NinerNET username and personal email or mobile phone.

Need Help?

Use of this service is conditional on compliance with the University’s Computing Network Policies.

10. Click **Manage Account**

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

![Web Authentication @ UNC Charlotte](image3)

NinerNET ID: 

Password: 

Log In

Use of this service is conditional on compliance with the University’s Computing Network Policies.

NOTICE: You MUST close and exit your browser program after log-out to ensure security.

⚠️ 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 Account with Duo](image)

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>
</tr>
</thead>
<tbody>
<tr>
<td>1. Before continuing with the setup, download and install the Duo Mobile app from the App Store.</td>
<td>1. Before continuing with the setup, download and install the Duo Mobile app from the Google Play Store.</td>
</tr>
<tr>
<td><img src="image" alt="iPhone Duo Mobile app" /></td>
<td><img src="image" alt="Android Duo Mobile app" /></td>
</tr>
<tr>
<td>II. Tap OK when asked about Push Notifications</td>
<td>II. Click Accept to give Duo Mobile access to your Camera</td>
</tr>
<tr>
<td>III. Click Start setup (as shown in step #12)</td>
<td>III. Click Start setup (as shown in step #12)</td>
</tr>
<tr>
<td>IV. Select the Mobile phone option and click Continue</td>
<td></td>
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</tbody>
</table>
vi. Provide your cell phone number and click the box to verify it is the correct number and click Continue

![Image 1](image1.png)

Add a new device

What is this?$
Add a new device
My Settings & Devices
Need help?

My device's phone number is...

United States

+1 704-687-xxxx

tax: (201) 234-5678

is the correct number.

Back Continue

vii. Choose iPhone and click Continue

![Image 2](image2.png)

What type of phone is 704-______?

- iPhone
- Android
- BlackBerry
- Windows Phone
- Other (and cell phones)

Back Continue

viii. Click the I have Duo Mobile installed button

![Image 3](image3.png)

Install Duo Mobile for iOS

1. Launch the App Store app and search for "Duo Mobile".
2. Tap "Get" and then "Install" to download the app.
3. Tap "OK" when asked if Duo Mobile should be able to send push notifications.

Back | I have Duo Mobile installed

ix. Open the app on your phone and if prompted, review and Accept the license agreement

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

+ Click to allow using the camera

Back

xi. Provide your cell phone number and click Continue

![Image 4](image4.png)

Add a new device

What is this?$
Add a new device
My Settings & Devices
Need help?

My device:

United States

+1 704-687-xxxx

tax: (201) 234-5678

is the correct number.

Back Continue

1. Select the Mobile phone option and click Continue

![Image 5](image5.png)

What is this?$
Add a new device
My Settings & Devices
Need help?

Mobile
- Tablet
- Landline
- OG TC

Continue

2. Provide your cell phone number and click Continue

Add a new device

What is this?$
Add a new device
My Settings & Devices
Need help?

What type of phone is 704-______?

- iPhone
- Android
- BlackBerry
- Windows Phone
- Other (and cell phones)

Back Continue

3. Choose Android and click Continue

![Image 6](image6.png)

What is this?$
Add a new device
My Settings & Devices
Need help?

What is this?$
Add a new device
My Settings & Devices
Need help?

Back

4. Choose the option and click Mobile phone

![Image 7](image7.png)

Install Duo Mobile for Android

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

+ Click to allow using the camera

Back

5. Click the I have Duo Mobile installed button

![Image 8](image8.png)

Install Duo Mobile

1. "Duo Mobile" Would like to Access the Camera

| Don't Allow | OK |

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

No Barcode?
13. Scan the QR code with your phone/tablet; you should have a green check show if the scan is successful

**Activate Duo Mobile for iOS**

1. Open Duo Mobile.
2. Tap the "+" button.
3. Scan this barcode.
Or, have an activation link emailed to you instead.

**What is this?**
Add a new device
My Settings & Devices
Need help?

[xii. Click Continue]

[xiii. Click Log Out in the upper right hand corner]

9. Tap the button on your phone/tablet
10. Scan the QR code with your phone/tablet; you should have a green check show if the scan is successful

**Add a new device**
**Barcode is here**

[yi. Click Continue]
12. Click Log Out in the upper right hand corner

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

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

Related FAQs

- What information is needed to request a sponsored guest account?
- What computing services does a sponsored guest get access to?
- How will a sponsor know when a sponsored guest account is expiring?
- How long does it take to get a sponsored NinerNET account approved?
- How long does a sponsored guest account last?