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](image)

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](image)

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](image)

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

![Duo Mobile app screen]

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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<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>
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<tr>
<td>![Duo Mobile app screen]</td>
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<tr>
<td>II. Tap OK when asked about Push Notifications</td>
<td>2. Click Accept to give Duo Mobile access to your Camera</td>
</tr>
<tr>
<td>II. Click Start setup (as shown in step #12)</td>
<td>3. Click Start setup (as shown in step #12)</td>
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<tr>
<td>IV. Select the Mobile phone option and click Continue</td>
<td>![Duo Mobile app screen]</td>
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</tbody>
</table>
1. Provide your cell phone number and click the box to verify it is the correct number and click Continue.

2. Select the Mobile phone option and click Continue.

3. Provide your cell phone number and click Continue.

4. Choose iPhone and click Continue.

5. Click the I have Duo Mobile installed button.

6. Choose Android and click Continue.

7. Click the I have Duo Mobile installed button.

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

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

10. Click OK to allow using the camera.
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.

xii. Click Continue
xiii. Click Log Out in the upper right hand corner

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

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

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?