How do I enroll in Duo when I am using a fob?

Tell Me

⚠️ The U2F configured fob will only work in the Chrome browser. If you use other browsers to login through single sign on, the fob will need to be configured using a different method. Please contact the IT Service Desk for more information.

1. You have to enroll from a computer using the Chrome browser
2. Go to ninernet.uncc.edu and click on Manage Account

![Duo Enrollment](image)

3. Click Secure your account now in the Duo Two-Factor Authentication section

![Duo Enrollment](image)

4. Click Start setup

![Duo Enrollment](image)
5. Select **U2F token** as the type of device you wish to add

6. Click **Continue**

7. A pop-up window will open.
8. Insert your fob into a USB slot - it should begin flashing.
9. Pinch the gold activation button

10. A green check mark will briefly appear and the pop-up window will close.
11. You will be returned to the Duo **My Settings & Devices**. The U2F token will be displayed as a NEW device.

12. Click **Log Out** in the upper right corner.

Here are some other important notes regarding using a fob...

- You will need to keep the U2F token with you to authenticate to Duo.
- We recommend enrolling a second device (tablet, phone) if possible. See this FAQ.
- See these **Duo best practices** - especially setting the browser to remember login for 30 days.
- If you forget your fob and need to login, call the IT Service Desk, 704-687-5500. See this website for hours.

**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.?