How do I voluntarily sign 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

![Duo Enrollment Instructions](image)

1. Browse to [ninernet.uncc.edu](http://ninernet.uncc.edu)
2. Click **Manage Account** and login

![Duo Enrollment Instructions](image)

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

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Be sure to use a computer, not a phone/tablet, when signing up for Duo.

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)
4. Click **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)

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

![App Store screenshot](image1)

- Search for "Duo Mobile app" on the App Store.
- Download the app.

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

![Settings](image2)

- Open the app on your device.
- Tap the + button in the top right of your phone/tablet app.

e. Open the app on your device and tap the + button in the top right of your phone/tablet app

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

![Google Play Store screenshot](image3)

- Click to give Duo Mobile access to your Camera.
- Accept after reviewing.

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

![Camera](image4)

- Choose your device and click Continue.
- After the app install is complete, click the I have Duo Mobile button.

c. Choose your device and click Continue

d. After the app install is complete, click the I have Duo Mobile button

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

![Image of Duo Mobile app prompting to allow use of the camera.](image)

**“Duo Mobile” Would Like to Access the Camera**

*Don’t Allow*  *OK*

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

![Image of Duo Mobile app with a successful scan.](image)

h. Click **Continue**

![Image of Duo Mobile app, activate for iOS or Android.](image)

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**

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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.?