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

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

4. Click Start setup
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

- What do I do if I can't check the "Remember me for 30 days" option in Duo?
- How do I configure a fob for use with 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.?