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

⚠️ 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)

1. Browse to ninernet.uncc.edu
2. Click Manage Account and login

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

<table>
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<tr>
<th>iOS (iPhone / iPad)</th>
<th>Android (Mobile Phone / Tablet)</th>
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a. Download and install the Duo Mobile app from the App Store

![Duo Mobile app download](duo-mobile-app-store.png)

**Steps:**
1. Tap **Install**
2. Follow the on-screen instructions to install 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

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

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

![Duo Mobile app camera access](duo-mobile-camera-access.png)

**Steps:**
1. Tap **ACCEPT**
2. Follow the on-screen instructions to grant access

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b. Choose your device and click Continue

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

d. Open the app on your phone and **Accept** the license agreement after reviewing
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**

**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.?