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

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

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

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 Duo Mobile](image)

- **Download and install the Duo Mobile app from the App Store**

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

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

![Google Play Duo Mobile](image)

- **Click Accept to give Duo Mobile access to your Camera**

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 phone and Accept the license agreement after reviewing
Click OK to allow use of the camera

f. Tap the + button on your phone/tablet app

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

h. Click Continue

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.?