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

   ![Web Authentication at UNC Charlotte](https://i.imgur.com/37.png)

   Need Duo passcode? Follow the steps at [https://go.uncc.edu/XoJK](https://go.uncc.edu/XoJK)

   What type of device are you adding?
   - Mobile phone **RECOMMENDED**
   - Tablet (iPad, Nexus 7, etc.)
   - Landline
   - Security Key (Yubikey, Feitian, etc.)

   ![Continue button](https://i.imgur.com/4.png)

   NOTICE: You MUST close and exit your browser program after log-out to ensure security.

6. **Click Continue**

   ![Enroll U2F Token](https://i.imgur.com/5.png)

   This will open a pop-up window to complete the enrollment process. If you don’t see a pop-up window, you may need to temporarily adjust your browser settings to allow a pop-up window.

   ![Back and Continue buttons](https://i.imgur.com/6.png)

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**

   ![Enroll Your U2F Token](https://i.imgur.com/7.png)

   Use U2F token to proceed.
   
   If your token flashes when inserted, tap it. Otherwise, remove the token and reinsert it.
   
   Contact your administrator if you have questions about using your token.

   ![Close button](https://i.imgur.com/8.png)

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.

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**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](https://example.com/faq).
- See these [Duo best practices](https://example.com/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](https://example.com/service-desk) for hours.

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**Related FAQs**

- For new employees, what happens if I try to login to a SSO system and I haven't enrolled in Duo?
- Can I use Duo if I don't have a mobile phone?
- What type of fob should I buy to work with Duo?
- How do I get a fob for use with Duo?
- How does a department provide fobs for student employees?