How do I activate my NinerNET account with Duo?

Tell Me

Duo is required for all employees (full-time, part-time, adjunct faculty and student)

Follow these steps to activate your account and configure Duo

1. Go to ninernet.uncc.edu
2. Click on Activate Account

3. Enter your NinerNET username and birth date
4. Click Request Verification Code

5. Select where you want to receive the verification code (text message, alternate email, both)
   a. If a cell phone number or alternate email address is not available, contact the IT Service Desk, 704-687-5500
6. Click Send Verification Code

7. Enter the verification code received, click Verify Code
8. Enter your new password and confirm password, click **Reset Password**

![New Password Form](image)

Passwords must not have been used before, be at least 8 characters and contain at least the following:
- 1 upper-case letter
- 1 lower-case letter
- 1 number
- 1 special character from '!@#$%^&*()_+-='

![NinerNET Password Reset Success](image)

9. After a successful password reset, the NinerNET website will return to the login page and display the success notification at the top.

10. Click **Manage Account**

11. The university Single Sign On Web Authentication login will open - enter your NinerNET username and password created above.

![Web Authentication](image)

The requirement for employees to use Duo may take 24 hours to be applied to new accounts. If you have logged into ninernet.uncc.edu and have not been prompted to setup Duo, you will be prompted when logging in on the following day.
12. You will be prompted to Protect Your Account with Duo

![Protect Your Account screenshot]

13. Follow the below instructions for setting up your mobile device - no mobile device?
   a. See this FAQ for landline phone setup
   b. See this FAQ for fob setup

<table>
<thead>
<tr>
<th>iPhone</th>
<th>Andro</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Before continuing with the setup, download and install the Duo Mobile app from the App Store</td>
<td></td>
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<tr>
<td>![iPhone app screenshot]</td>
<td>![Andro app screenshot]</td>
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<tr>
<td>2. Tap OK when asked about Push Notifications</td>
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<tr>
<td>3. Click Start setup (as shown in step #12)</td>
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<tr>
<td>4. Select the Mobile phone option and click Continue</td>
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</table>

![iPhone app setup steps screenshot]  
![Andro app setup steps screenshot]
13. Provide your cell phone number and click the box to verify it is the correct number and click Continue

4. Select the Mobile phone option and

5. Provide your cell phone number and click Continue

6. Choose iPhone and click Continue

7. Choose Android and click Continue

8. Open the app on your phone and if prompted, review and Accept the license agreement

4. Tap the + button in the top right of your phone/tablet app

x. Click OK to allow using the camera
xi. Scan the QR code with your phone/tablet; you should have a green check show if the scan is successful

Activate Duo Mobile for iOS

1. Open Duo Mobile.
2. Tap the “+” button.
3. Scan this barcode.
Or, have an activation link emailed to you instead.

Back Continue

xii. Click Continue

xiii. Click Log Out in the upper right hand corner

9. Tap the + button on your phone/tablet

Scan the QR code with your phone/tablet; you should have a green check show if the scan is successful

Add Account

Welcome to Duo Mobile
Duo helps you login securely.
You'll use this app to approve your logins after entering your username and password on your computer.

Add a new device
My Settings & Devices
Need help?

Bar code

Scan this code.

What is this? If
Add a new device
My Settings & Devices
Need help?

Back

10. Scan the QR code with your phone/tablet; you should have a green check show if the scan is successful

11. Click Continue

12. Click Log Out in the upper right hand corner

14. If you have problems, please contact the IT Service Desk, 704-687-5500 or visit help.uncc.edu

⚠️ Please make sure your alternate email address and/or cell phone is correct. This information is required for emergency notifications, NinerAlerts, and account verification.

Related FAQs

- When does my NinerNET account expire?
- What information is needed to request a sponsored guest account?
- When I am off campus, what should I do on my university Windows computer after I reset my NinerNET password?
- What computing services does a sponsored guest get access to?
- How will a sponsor know when a sponsored guest account is expiring?