For new employees, what happens if I try to login to a SSO system and I haven't enrolled in Duo?

Tell Me

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

The first time you login to a Single Sign On (SSO) system (e.g., gmail.uncc.edu, my.uncc.edu, canvas.uncc.edu) you will be prompted to set up your Duo account; you will not be able to enter these systems until you set it up.

1. After entering your NinerNET username and password, you will see the following - click Start setup

![Web Authentication @ UNC Charlotte](image)

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Protect Your UNC Charlotte Account

Two-factor authentication enhances the security of your account by using a secondary device to verify your identity. This prevents anyone but you from accessing your account, even if they know your password.

This process will help you set up your account with this added layer of security.

Start setup
```

2. Click the following FAQs for detailed instructions on adding devices:
   a. Mobile phones (Start at Step 5)
   b. Tablets (Start at Step 5)
   c. Landlines (Start at Step 5)
   d. Security Keys (U2F Fobs) (Start at Step 5)

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?