How do I voluntarily sign up for Duo?

Be sure to use a computer, not a phone/tablet, when signing 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

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<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

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

a. Download and install the Duo Mobile app from the Google Play

b. 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

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

Click Continue

Tap the + button on your phone/tablet app

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

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

- Are all University employees and students required to use Duo?
- What is Duo and what is it used for at UNC Charlotte?
- Can I get removed from Duo after I have been enrolled?
- Are UNC Charlotte student employees required to use Duo?
- What do I do if I can't check the "Remember me for 30 days" option in Duo?