How do I 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

<table>
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<tr>
<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 Store

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
f. Click **OK** to allow use of the camera

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**

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**Related FAQs**

- Can students use fobs for Duo?
- How do I use the Get Duo Code page?
- What do I do if I am prompted to update my Duo fob?
- How do employees setup a landline with Duo for the first time?
- How do I sign up for Duo?