How do I sign up for Duo?

Beginning March 16 2021, students will be required to enroll in Duo before resetting their passwords.

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)

Tell Me

The following instructions are a guide through the Duo Self-Enrollment process

1. Browse to ninernet.uncc.edu
2. Click Manage Account and login

FOR STUDENTS - If you are not enrolled in Duo, you will see the following and will be unable to change your password...
3. Click **Secure your account now** in the Duo Two-Factor Authentication section

As soon as you click the link below, Duo will be enabled for your account.

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**

![Image of Duo Mobile app](image1)

7. Follow the instructions below to configure your phone

<table>
<thead>
<tr>
<th>iOS (iPhone / iPad)</th>
<th>Android (Mobile Phone / Tablet)</th>
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<tbody>
<tr>
<td>a. Download and install the Duo Mobile app from the App Store</td>
<td>a. Download and install the Duo Mobile app from the Google Play Store</td>
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<tr>
<td><img src="image2" alt="Image of Duo Mobile app" /></td>
<td><img src="image3" alt="Image of Duo Mobile app" /></td>
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<tr>
<td>b. Tap OK when asked about Push Notifications</td>
<td>b. Click <strong>Accept</strong> to give Duo Mobile access to your Camera</td>
</tr>
<tr>
<td>c. Choose your device and click Continue</td>
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<tr>
<td>d. After the app install is complete, click the <strong>I have Duo Mobile</strong> button</td>
<td>c. Choose your device and click <strong>Continue</strong></td>
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</table>
e. Open the app on your device and tap the + button in the top right of your phone/tablet app
f. Click OK to allow use of the camera

![Camera permission dialog]

g. Scan the QR code; you should have a green check show if the scan is successful
h. Click Continue

![QR code scan screen]

i. Click Add another device to add a backup authentication device. Follow prompts to add additional devices
j. 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

- How do I sign up for Duo?
- 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?