How do I use DUO for web authentication?

Tell Me

1. When you log into a University service that requires DUO, you will be prompted to log in using your NinerNET credentials
2. After logging in, provide additional verification using DUO
   a. The process will vary based on the original notification setup:

<table>
<thead>
<tr>
<th>DUO Push</th>
<th>Phone Call</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Select the appropriate device from the drop down</td>
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</tr>
<tr>
<td>2. Select the <strong>Send me a Push</strong> option</td>
<td>2. Select the <strong>Call Me</strong> option</td>
</tr>
</tbody>
</table>

1. Select the appropriate device from the drop down
2. Select the **Send me a Push** option

<table>
<thead>
<tr>
<th>Device:</th>
<th>iOS (000-000-4255)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Choose an authentication method</td>
<td></td>
</tr>
<tr>
<td>Duo Push</td>
<td>Used automatically</td>
</tr>
<tr>
<td>Call Me</td>
<td></td>
</tr>
<tr>
<td>Enter a Passcode</td>
<td></td>
</tr>
</tbody>
</table>

3. Open the DUO app and click **Accept** when prompted

![Accept](image)

4. Log out of the service when you’re finished

5. Log out of the service when you’re finished

3. Answer the phone when it rings
4. Press the star key on your phone when prompted to complete the process
5. Log out of the service when you’re finished

**Note**

It is up to you whether or not you choose to have DUO automatically send push notifications.

If you decide to change this in the future, simply reject the request and choose another option.

<table>
<thead>
<tr>
<th>Passcode</th>
<th>FOB</th>
</tr>
</thead>
</table>

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**Note**

It is up to you whether or not you choose to have DUO automatically call.

If you decide to change this in the future, simply reject the request and choose another option.
1. Choose the Enter a Passcode option
2. Open the DUO app and click the Key icon next to UNC Charlotte
3. Enter the code provided and click Log In
4. Log out of the service when you’re finished

1. Choose the Enter a Passcode option
2. Insert the FOB into a USB port
3. Click the text field to the left of the Log In button
4. Pinch the gold button on the FOB – a string of characters will be passed into the text field
5. Dual authentication will complete and you will be logged in
6. Log out of the service when you’re finished

Warning
This option should only be used if you don’t have the ability to use a mobile device. You are responsible for lost or stolen FOBs. FOBs are configured to individual accounts and cannot be shared.

Info
It’s a good idea to set up 2 methods for DUO authentication; for example - a cell phone and land line. This allows you to still access your DUO account and services if your primary option is unavailable.

All methods provide an option to remember the device for 30 days. It is up to you whether or not you choose to have DUO remember a device for 30 days. General guidance would be to use the remember me option on devices used in everyday work or personally owned devices (like your work computer or personal mobile device) and not use on public or shared devices (like conference or classroom computers).

Related FAQs
- How do I get started with DUO?
- How do I use DUO for web authentication?
- How should I register and setup DUO if I get a new phone?
- How do I setup my iOS or Android device in DUO for the first time?
- How do I manage my devices in DUO?