How do I get started with DUO?

Tell Me

1. **Submit a request** to get DUO enabled for you or your team
2. ITS will send an email notification when you are provisioned for DUO
3. To get started with DUO, login to [gmail.uncc.edu](mailto:gmail.uncc.edu)
4. After entering your NinerNET username and password, you will be prompted to configure your devices - see [this DUO guide](#) for enrollment instructions
5. Once setup is complete, use this [FAQ](#) for more info on how to use DUO

Info

DUO is available for all faculty and staff and students who use the Research High Performance Computing Cluster.

If you need assistance, contact the IT Service Desk at 704-687-5500 or help.uncc.edu.

Tips

See this [FAQ](#) for information on managing your devices in DUO.

If you don't have a smartphone, [visit this page](#) for details about your options.

Related FAQs

- How do I use DUO when I am connecting to the research cluster via SSH?
- Can I use DUO if I don't have a mobile phone?
- How do I request a FOB for use with DUO?
- If I use DUO what UNC Charlotte services require it?
- How do I get started with DUO?