What do I do if I lose the Duo fob?

Tell Me

1. Contact IT Service Desk as soon as possible to report the missing or lost fob
2. ITS will disable the fob
3. Your department will need to request a new fob by contacting the IT Service Desk at 7-5500 or help@uncc.edu
4. Cost of replacement of lost fobs will need to be covered by user's department
5. ITS will need to configure the new device

Warning
Fobs 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.

Related FAQs

- How do I sign up for Duo?
- When using Duo with my mobile phone, what do I do if...?
- What are the Duo best practices?
- How do I use Duo if I forgot my mobile device or it isn't working?
- How do I get started with Duo?