What do I do if I am prompted to update my Duo fob?

Tell Me

Duo has made a backend change that will be effective **March 1, 2021**, that may require you to perform a one-time update to the fob you use for Duo.

1. After entering your NinerNET username and password on a Single Sign On site (e.g. Gmail, my.uncc.edu, Canvas), you see the following prompt...

2. Click **Continue**

3. You will be prompted to "Tap your key to upgrade your token" - **tap the button** on your fob/key
4. You will be prompted to allow access to your fob - click **Allow**

5. A “Success!” prompt will briefly display on your screen.

6. You will be redirected back to the Duo authentication page and will see the Security Key as “Just Added”

7. Click **Continue to Login** (at the bottom)

8. You can then perform the Duo authentication normally to access the system you are logging into.

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**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?