How do I use the Get Duo Code page?

1. If you don't have a physical UNC Charlotte ID card, you can't use the Get Duo Code page. Please contact the IT Service Desk, 704-687-5500 or help.uncc.edu. To get a physical UNC Charlotte ID card, please contact the 49er ID Card Office
2. For security purposes, some employees and account types are NOT eligible to use this web page:
   a. University OneIT full time staff
   b. Generic accounts
   c. Administrative accounts

Tell Me

The Get Duo Code page allows for the generation of a code to authenticate through Duo 2 Factor Authentication. This functionality will be useful when:

- You get a new phone used for Duo 2 Factor Authentication
- Your normal Duo 2 Factor devices are unavailable or can't be used

![Image of UNC Charlotte ID Card]

The code that gets generated is a multi-use code but it one lasts for 1 hour.

1. Go to ninernet.uncc.edu
2. Click on Get Duo Code
3. Enter your NinerNET username
4. Enter your NinerNET password
5. Enter your date of birth MM/DD/YYYY
6. Enter the last 5 digits of your UNC Charlotte ID Card number, bottom left of card
7. Click Get Duo Code
8. Copy the code that is generated
9. Go to the webpage you want to access (e.g. my.uncc.edu, ninernet.uncc.edu or gmail.uncc.edu) and login
10. At the Duo page, click **Enter a Passcode**

11. Enter the generated Duo code and click **Log In**

12. Log out of the service when you're finished

Remember: the code is a multi use code but only lasts for 1 hour.

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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?