How do I sign up for Duo if I am a student?

Beginning March 16 2021, students will be required to enroll in Duo before resetting their passwords.

The best experience with Duo is using the mobile app. These instructions are written for that experience. If you need to configure a fob, see [this FAQ](#).

Before you begin, make sure you can do these three things:

1. **You’re at a computer, not phone/tablet**
2. Have 5 minutes to complete the sign up
3. If possible, enroll two devices (e.g. mobile/office/home phone, a tablet)

Tell Me

The following instructions are a guide through the Duo Self-Enrollment process for students that do not already have Duo.

1. Browse to [ninernet.uncc.edu](http://ninernet.uncc.edu)
2. Click **Manage Account** and login

![Existing Users and New Users](image)

**FOR STUDENTS** - If you are not enrolled in Duo, you will see the following and will be unable to change your password...
3. Click **Secure your account now** in the Duo Two-Factor Authentication section

4. Click **Start setup**

5. Select the type of device you wish to add and click **Continue** (it is recommended that you add your mobile phone first - it will become your default device)
6. Enter your mobile phone number, check the box to confirm number and click **Continue**

7. Follow the instructions below to configure your phone

<table>
<thead>
<tr>
<th>iOS (iPhone / iPad)</th>
<th>Android (Mobile Phone / Tablet)</th>
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<tbody>
<tr>
<td>a. Download and install the Duo Mobile app from the App Store</td>
<td>a. Download and install the Duo Mobile app from the Google Play Store</td>
</tr>
<tr>
<td><img src="image1" alt="Duo Mobile app for iOS" /></td>
<td><img src="image2" alt="Duo Mobile app for Android" /></td>
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<tr>
<td>b. Tap OK when asked about Push Notifications</td>
<td>b. Click Accept to give Duo Mobile access to your Camera</td>
</tr>
<tr>
<td>c. Choose your device and click Continue</td>
<td></td>
</tr>
<tr>
<td>d. After the app install is complete, click the I have Duo Mobile button</td>
<td>c. Choose your device and click Continue</td>
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e. Open the app on your device and tap the + button in the top right of your phone/tablet app
f. Click OK to allow use of the camera

g. Scan the QR code; you should have a green check show if the scan is successful

h. Click Continue

d. After the app install is complete, click the I have Duo Mobile button

e. Open the app on your phone and Accept the license agreement after reviewing
f. Tap the + button on your phone/tablet app

g. Scan the QR code; you should have a green check show if the scan is successful

h. Click Continue

8. Click Add another device to add a backup authentication device. Follow prompts to add additional devices

9. When you are done adding devices leave the When I log in: setting to "Ask me to choose an authentication method"
10. Click **Continue to Login** to complete
11. Click **Send Me a Push**
12. Duo is now enabled for your NinerNET account. Click **Logout**

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**Related FAQs**

- How can I change Safari to allow the "Remember me for 30 days" in Duo?
- How do I sign up for Duo if I am a student?
- 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?