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.

Tell Me

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

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)

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

- If you are not enrolled in Duo, you will see the following and will be unable to change your password...

**FOR STUDENTS** - If you are not enrolled in Duo, you will see the following and will be unable to change your password...

You are required to enroll in Duo. Password changes have been disabled until enrollment has been completed below.
3. Click **Secure your account now** in the Duo Two-Factor Authentication section

![Duo Two-Factor Authentication]

You do NOT currently have Duo enabled.

Before you begin, make sure you:
1. Use a computer, not a phone or tablet
2. Have 5 minutes to complete the process
3. Enroll two devices if possible (e.g. mobile/office/home phone or tablet)
4. Follow the steps in this FAQ.

As soon as you click the link below, Duo will be enabled for your account.
**Secure your account now**

4. Click **Start setup**

![Protect Your UNC Charlotte Account]

Two-factor authentication enhances the security of your account by using a secondary device to verify your identity. This prevents anyone but you from accessing your account, even if they know your password.

This process will help you set up your account with this added layer of security.
**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)

![Select Device]

What type of device are you adding?
- Mobile phone **RECOMMENDED**
- Tablet (iPad, Nexus 7, etc.)
- Landline
- U2F token

**Continue**
6. Enter your mobile phone number, check the box to confirm number and click **Continue**

![Image of phone number entry]

7. Follow the instructions below to configure your phone

<table>
<thead>
<tr>
<th>iOS (iPhone / iPad)</th>
<th>Android (Mobile Phone / Tablet)</th>
</tr>
</thead>
<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</td>
</tr>
<tr>
<td>![Duo Mobile app store screenshot]</td>
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</tr>
<tr>
<td>b. Tap OK when asked about Push Notifications</td>
<td>b. Click <strong>Accept</strong> to give Duo Mobile access to your Camera</td>
</tr>
<tr>
<td>c. Choose your device and click Continue</td>
<td>c. Choose your device and click <strong>Continue</strong></td>
</tr>
<tr>
<td>d. After the app install is complete, click the <strong>I have Duo Mobile</strong> button</td>
<td></td>
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</table>
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.

Click to allow use of the camera.

Install Duo Mobile for Android
1. Launch the Google Play Store app and search for “Duo Mobile”.
2. Tap “Install” to install the app.

Click I have Duo Mobile.

Welcome to Duo Mobile
Duo helps you login securely.
You’ll use this app to approve your logins after entering your username and password on your computer.

Add another device
When you are done adding devices leave the When I log in: setting to “Ask me to choose an authentication method.”
Click **Continue to Login** to complete.

Click **Send Me a Push**

Duo is now enabled for your NinerNET account. Click **Logout**

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Related FAQs

- How do I login to Duo if I don't have access to any of my devices?
- 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?