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
2. Click Manage Account and login

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

![Duo Two-Factor Authentication](image)

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](image)

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)

![What type of device are you adding?](image)

**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**

![Enter your phone number](image)

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><strong>a.</strong> Download and install the Duo Mobile app from the App Store</td>
<td><strong>a.</strong> Download and install the Duo Mobile app from the Google Play</td>
</tr>
<tr>
<td><img src="image" alt="Duo Mobile" /></td>
<td><img src="image" alt="Duo Mobile" /></td>
</tr>
<tr>
<td><strong>b.</strong> Tap <strong>OK</strong> when asked about <strong>Push Notifications</strong></td>
<td><strong>b.</strong> Click <strong>Accept</strong> to give Duo Mobile access to your Camera</td>
</tr>
<tr>
<td><strong>c.</strong> Choose your device and click <strong>Continue</strong></td>
<td></td>
</tr>
<tr>
<td><strong>d.</strong> After the app install is complete, click the <strong>I have Duo Mobile</strong> button</td>
<td></td>
</tr>
<tr>
<td><img src="image" alt="Install Duo Mobile for iOS" /></td>
<td><img src="image" alt="ACCEPT" /></td>
</tr>
<tr>
<td><strong>c.</strong> Choose your device and click <strong>Continue</strong></td>
<td></td>
</tr>
</tbody>
</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 add a backup authentication device. Follow prompts to add additional devices.

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**

---

**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?