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](image1)

![Start setup](image2)

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)

![What type of device are you adding?](image3)
6. Enter your mobile phone number, check the box to confirm number and click Continue

7. Follow the instructions below to configure your phone

**iOS (iPhone / iPad)**

a. Download and install the Duo Mobile app from the App Store

b. Tap OK when asked about Push Notifications
c. Choose your device and click Continue
d. After the app install is complete, click the I have Duo Mobile button

**Android (Mobile Phone / Tablet)**

a. Download and install the Duo Mobile app from the Google Play

b. Click Accept to give Duo Mobile access to your Camera
c. Choose your device and click Continue
7. Open the app on your device and tap the + button in the top right of your phone/tablet app
8. Click OK to allow use of the camera
9. Click Accept the license agreement after reviewing
10. Tap the + button on your phone/tablet app

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

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

**Activate Duo Mobile for iOS**
1. Open Duo Mobile.
2. Tap the "+" button.
3. Scan this barcode.
   Or, have an activation link emailed to you instead.

**Activate Duo Mobile for Android**
1. Open Duo Mobile.
2. Tap the "+" button.
3. Scan this barcode.
   Or, have an activation link emailed to you instead.

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 do I use Duo while traveling outside the U.S.?
- 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?