How do I setup my iOS or Android device in Duo?

Tell Me

The Duo mobile app will not be available for older versions of Android. See this [Duo site](#) for more version information.

The below instructions are for adding an iOS or Android device if you have already been using Duo

- If you are a new employee and getting started with your NinerNET account and Duo - see this [FAQ](#)
- If you are voluntarily signing up for Duo - see this [FAQ](#)

1. Log into [ninernet.uncc.edu](http://ninernet.uncc.edu)

   - If you do not have another device in Duo available, use the [Get Duo Code page](#) to generate a code to authenticate through Duo Two-Factor Authentication - see this [FAQ](#)

2. In the Duo Two-Factor Authentication section, click **Add or remove phones & tablets**
3. Use an existing Duo device to authenticate - if you generated a code from the [Get Duo Code page](#), that same code will work for this authentication
4. Click **Add another device**
5. Follow the instructions in the table below for the type of mobile device you have:

<table>
<thead>
<tr>
<th>iPhone</th>
<th>Android Phone</th>
</tr>
</thead>
</table>
| a. Before continuing with the setup, download and install the Duo Mobile app from the App Store  
 | a. Before continuing with the setup, download and install the Duo Mobile app from the Google Play Store  
 | b. Tap **OK** when asked about Push Notifications  
 | b. Click **Accept** to give Duo Mobile access to your Camera  
 | c. Select the **Mobile phone** option and click **Continue**  
 | c. **Duo Mobile** needs access to  
 | [Camera](#)  
 | [Google play](#) | [ACCEPT](#)  

What type of device are you adding?

- Mobile phone **RECOMMENDED**
- Tablet (iPad, Nexus 7 etc.)
- Landline
- Security Key (YubiKey, Feitian, etc.)

[Back](#)  
[Continue](#)
d. Provide your cell phone number and click the box to verify it is the correct number and click Continue.

![Add a new device](image1.png)

e. Choose iPhone and click Continue.

![What type of phone is 704-](image2.png)

f. Click the I have Duo Mobile installed button.

![Install Duo Mobile for iOS](image3.png)

g. Open the app on your phone and if prompted, review and Accept the license agreement.

h. Tap the + button in the top right of your phone/tablet app.

i. Click OK to allow using the camera.

![Scan an activation barcode to link Duo Mobile to your account.](image4.png)
j. Scan the QR code with your phone/tablet; you should have a green check show if the scan is successful

![Activate Duo Mobile for iOS](image)

1. Open Duo Mobile.
2. Tap the "+" button.
3. Scan this barcode.

Or, have an activation link emailed to you instead.

k. Click Continue

l. Click Log Out in the upper right hand corner

h. Tap the + button on your phone/tablet app

![Add Account](image)

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.

i. Scan the QR code with your phone/tablet; you should have a green check show if the scan is successful

![Add a new device](image)

Add a new device
Barcode will appear here.

j. Click Continue

k. Click Log Out in the upper right hand corner

Related FAQs

- How do I setup my iOS or Android device in Duo?
- 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?