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

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

```
Change 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](image1)

4. Click **Start setup**

![Protect Your UNC Charlotte Account](image2)

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>
</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 Store</td>
</tr>
<tr>
<td><img src="image1.png" alt="iOS Duo Mobile app" /></td>
<td><img src="image2.png" alt="Android Duo Mobile app" /></td>
</tr>
<tr>
<td>Tap OK when asked about <strong>Push Notifications</strong></td>
<td>Click <strong>Accept</strong> to give Duo Mobile access to your Camera</td>
</tr>
<tr>
<td>b. Tap OK when asked about <strong>Push Notifications</strong></td>
<td></td>
</tr>
<tr>
<td>c. Choose your device and click <strong>Continue</strong></td>
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</tr>
<tr>
<td>d. After the app install is complete, click the <strong>I have Duo Mobile</strong> button</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

![Install Duo Mobile for Android](image)

h. Click Continue

![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.

![Activate Duo Mobile for Android](image)

2. Tap the *+* button.
3. Scan this barcode.

Or, have an activation link emailed to you instead.

![Activate Duo Mobile for iOS](image)

Click **Add Account**

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

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?