How do I use the Get Duo Code page?

1. If you don't have a physical UNC Charlotte ID card, you can't use the Get Duo Code page. Please contact the IT Service Desk, 704-687-5500 or help.uncc.edu. To get a physical UNC Charlotte ID card, please contact the 49er ID Card Office.
2. For security purposes, some employees and account types are NOT eligible to use this web page:
   a. University OneIT full time staff
   b. Generic accounts
   c. Administrative accounts

Tell Me

The Get Duo Code page allows for the generation of a code to authenticate through Duo 2 Factor Authentication. This functionality will be useful when:

- You get a new phone used for Duo 2 Factor Authentication
- Your normal Duo 2 Factor devices are unavailable or can't be used

The code that gets generated is a multi-use code but it one lasts for 1 hour.

1. Go to ninernet.uncc.edu
2. Click on Get Duo Code
3. Enter your NinerNET username
4. Enter your NinerNET password
5. Enter your date of birth MM/DD/YYYY
6. Enter the last 5 digits of your UNC Charlotte ID Card number, bottom left of card
7. Click Get Duo Code
8. Copy the code that is generated
9. Go to the webpage you want to access (e.g. my.charlotte.edu, ninernet.uncc.edu or gmail.uncc.edu) and login
10. At the Duo page, click **Enter a Passcode**

![Web Authentication @ UNC Charlotte](image)

11. Enter the generated Duo code and click **Log In**

![Web Authentication @ UNC Charlotte](image)

12. Log out of the service when you’re finished

⚠️ Remember: the code is a multi use code but only lasts for 1 hour.

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**Related FAQs**

- What are the Duo best practices?
- How do I use the Get Duo Code page?
- How do I use Duo while traveling outside the U.S.?
- How do I use Duo when I am connecting to the research cluster via SSH?
• How do I send myself Duo passcodes by SMS text message?