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...
3. Click Secure your account now in the Duo Two-Factor Authentication section

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)
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>
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<tbody>
<tr>
<td><img src="image1.png" alt="iOS Installation" /></td>
<td><img src="image2.png" alt="Android Installation" /></td>
</tr>
<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 Store</td>
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<tr>
<td><img src="image3.png" alt="App Store" /></td>
<td><img src="image4.png" alt="Google Play" /></td>
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<tr>
<td><img src="image5.png" alt="Install Duo Mobile" /></td>
<td><img src="image6.png" alt="Accept Access" /></td>
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<tr>
<td><img src="image7.png" alt="Push Notifications" /></td>
<td><img src="image8.png" alt="Camera Access" /></td>
</tr>
<tr>
<td><img src="image9.png" alt="OK" /></td>
<td><img src="image10.png" alt="Choose Device" /></td>
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<tr>
<td><strong>b.</strong> Tap OK when asked about <strong>Push Notifications</strong></td>
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<tr>
<td><strong>c.</strong> Choose your device and click <strong>Continue</strong></td>
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<tr>
<td><strong>d.</strong> After the app install is complete, click the <strong>I have Duo Mobile</strong> button</td>
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<tr>
<td><img src="image11.png" alt="I have Duo Mobile" /></td>
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<tr>
<td><img src="image12.png" alt="Choose Device" /></td>
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<td><img src="image13.png" alt="Continue" /></td>
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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

Scan the QR code; you should have a green check show if the scan is successful
Click Continue

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

- 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?