

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

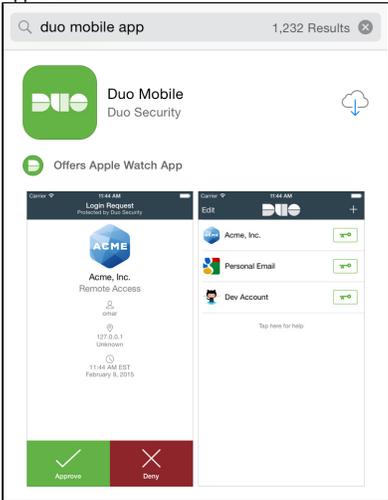
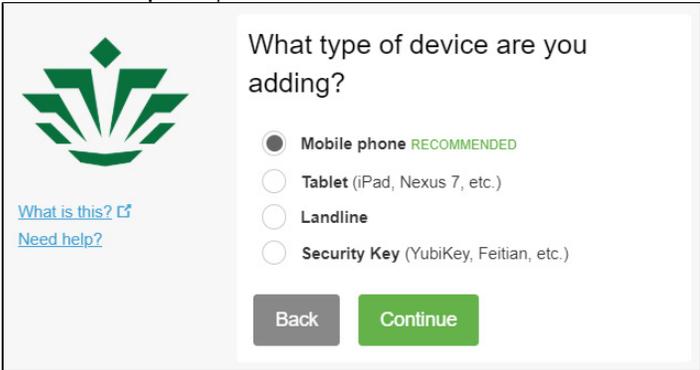
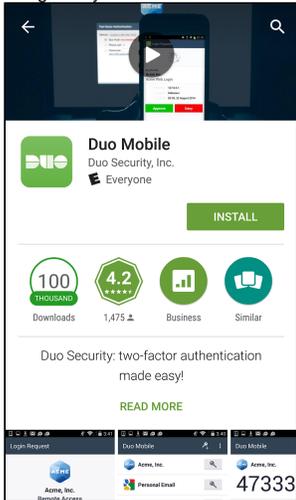
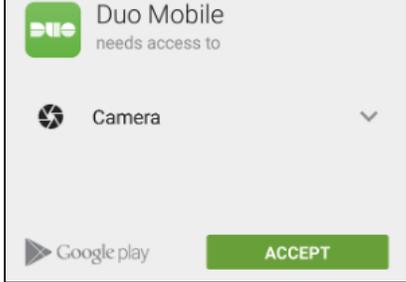
- If you are a new employee and getting started with your NinerNET account and Duo - see this [FAQ](#)
- If you are voluntarily signing up for Duo - see this [FAQ](#)

1. Log into niner.net/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:

iPhone	Android Phone
<p>a. Before continuing with the setup, download and install the Duo Mobile app from the App Store</p>  <p>b. Tap OK when asked about Push Notifications</p> <p>c. Select the Mobile phone option and click Continue</p> 	<p>a. Before continuing with the setup, download and install the Duo Mobile app from the Google Play Store</p>  <p>b. Click Accept to give Duo Mobile access to your Camera</p> 

- d. Provide your cell phone number and click the box to verify it is the correct number and click **Continue**

- e. Choose **iPhone** and click **Continue**

- f. Click the **I have Duo Mobile installed** button

- 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

- c. Select the **Mobile phone** option and click **Continue**

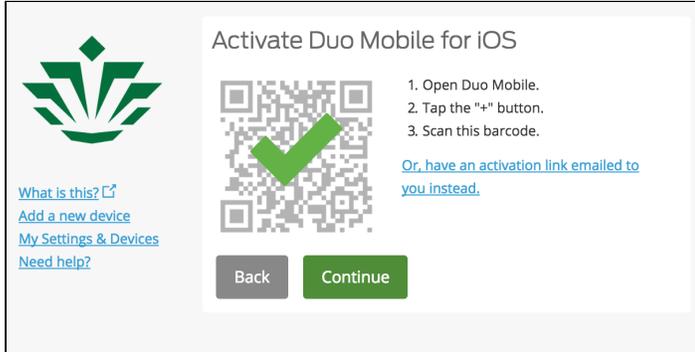
- d. Provide your cell phone number and click the box to click **Continue**

- e. Choose **Android** and click **Continue**

- f. Click the **I have Duo Mobile installed** button

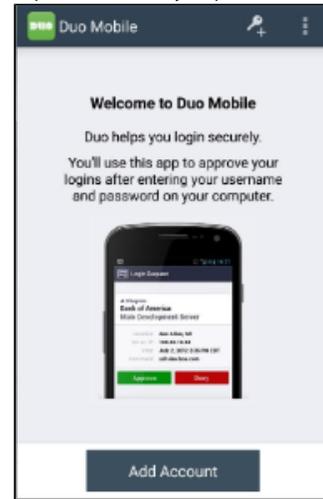
- g. Open the app on your phone and if prompted, review

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

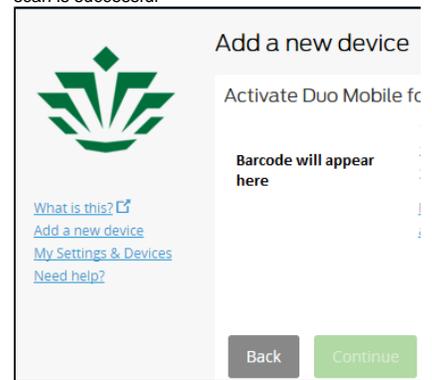


- k. Click **Continue**
l. Click **Log Out** in the upper right hand corner

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



- i. Scan the QR code with your phone/tablet; you should scan is successful



- j. Click **Continue**
k. Click **Log Out** in the upper right hand corner

Related FAQs

- [How do I use the Get Duo Code page?](#)
- [What are the Duo best practices?](#)
- [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?](#)