



Install the Duo Mobile app

The recommended method for 2-Step verification is to use your smartphone or tablet with the Duo Mobile app installed. The first step is to download and install the Duo Mobile app. Search for Duo Mobile in your app store. Follow the directions on your smartphone to install the app. If you open the app, you see **Add Account** on your phone. Switch back to your computer and follow the steps below to create your account.



Create your 2-Step verification account

Follow these steps to set up an account for 2-Step verification. You only need to do this once.

1. Go to onyen.unc.edu and click **Register and Manage 2-Step Verification**.
2. Sign in with your Onyen or guest ID and password.
3. From the Register & Manage 2-Step Verification screen, click **Start Setup**.
4. Do one of the following:
 - If you have a social security number (SSN): enter your PID, numbers only, (or click **Forgot your PID?** to look it up), the last four digits of your SSN, and your date of birth (mm/dd/yyyy).

Register & Manage 2-Step Verification

[Click here for step-by-step instructions.](#)

Your PID - no hyphen ([Forgot your PID?](#))

Last four digits of your SSN

Date of Birth (mm/dd/yyyy)

[Submit](#)

- If you don't have a social security number (SSN): enter your PID, numbers only, (or click **Forgot your PID?** to look it up), date of birth (mm/dd/yyyy), and answer the 3 security questions you set when you created your password for your Onyen.

Register & Manage 2-Step Verification

[Click here for step-by-step instructions.](#)

Your PID - no hyphen ([Forgot your PID?](#))

Date of Birth (mm/dd/yyyy)

Question 1 (Ex: What is your favorite food?)

Question 2

Question 3

[Submit](#)

5. Click **Submit**.

Result: The system displays the Protect Your University of North Carolina at Chapel Hill account frame.

6. From the Protect Your University of North Carolina at Chapel Hill Account frame, click **Start setup**.

Create your 2-Step Verification account (continued)

Protect Your University of North Carolina at Chapel Hill Account

Two-factor authentication enhances the security of your account by using a secondary device to verify your identity. This prevents anyone but you from accessing your account, even if they know your password.

This process will help you set up your account with this added layer of security.

Start setup

Important: Do not use your browser's Back button if you need to return to an earlier screen.

- From the What type of device are you adding? screen, click **Mobile phone** and click **Continue**.
- Choose the country associated with your mobile phone and type your 10-digit phone number.
- Make sure you typed the phone number correctly, mark the box and click **Continue**.

Enter your phone number

United States

+1

ex: (201) 234-5678

This is the correct number.

Back Continue

- On the next screen, choose your operating system (for example, iPhone, Android, Blackberry) and click **Continue**.
- On the Install Duo Mobile for (Operating System) screen, click **I have Duo Mobile installed**.
- Follow the instructions on the computer screen to scan the barcode with your smartphone.

- When you see a green checkmark in the barcode on your computer screen, click **Continue**.

Note: If you are having trouble getting the barcode to scan, click **Or, have an activation link emailed to you instead** and follow the directions in the email.

Activate Duo Mobile for Android

- Open Duo Mobile.
- Tap the "+" button.
- Scan this barcode.

[Or, have an activation link emailed to you instead.](#)

Back Continue

Result: The system displays the My Settings & Devices page and your device is listed in the box.

- Click **Continue to Login**.

My Settings & Devices

Android Device Options

+ Add another device

Default Device: Android

When I log in: Ask me to choose an authentication

Saved Continue to Login

Result: The system displays the Choose an authentication method page and green bar at the bottom of the screen tells you that enrollment was successful.

More information available:
<https://help.unc.edu/duo>