Verifying Your Identity Using a Smartphone & Installing the App

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).
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.
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.

7. From the What type of device are you adding? screen, click Mobile phone and click Continue.

8. Choose the country associated with your mobile phone and type your 10-digit phone number.

9. Make sure you typed the phone number correctly, mark the box and click Continue.

10. On the next screen, choose your operating system (for example, iPhone, Android, Blackberry) and click Continue.

11. On the Install Duo Mobile for (Operating System) screen, click I have Duo Mobile installed.

12. Follow the instructions on the computer screen to scan the barcode with your smartphone.

13. 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.

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

14. Click 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