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 tablet 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.
3. From the Two-Factor Authentication (Duo) Self-Registration screen, click Start Setup.
4. Enter your PID (or click Forgot your PID? to look it up), the last four digits of your social security number (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.

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 Tablet and click Continue.

8. On the next screen, choose your operating system (iOS for Apple devices or Android) and click Continue.

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

10. Follow the instructions on the computer screen to scan the barcode with your tablet.

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.

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

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.

12. Click Continue to Login.

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