How do I configure a fob for use with Duo?

Tell Me

See this FAQ for information on getting a fob. Fobs should be configured for only one account and should not be shared.

U2F token authentication only works in the Chrome and Opera browser.

The below instructions are for a U2F configured fob - the most commonly used fob.

1. Use a computer to browse to ninernet.charlotte.edu, don't use your phone.
2. Click Manage Account and login

These instructions are if you are already using Duo and have configured devices. If you are enrolling in Duo, see this FAQ for instructions.

3. Click Add or remove phones & tablets from the Duo Two-Factor Authentication section

4. In order to manage your Duo settings and devices, you must first successfully authenticate to Duo. Choose your preferred authentication device and authenticate

5. Once in My Settings & Devices, click Add another device
6. Select **Security Key** and click **Continue**

![Select Security Key](image)

**What type of device are you adding?**

- **Mobile phone** (Recommended)
- **Tablet** (iPad, Nexus 7, etc.)
- **Landline**
- **Security Key** (YubiKey, Feitian, etc.)

[Back] [Continue]

7. Click **Continue**

![Continue](image)

**Enroll Your Security Key**

A pop-up window will prompt you to tap your key to enroll. If you don’t see a pop-up window, you may need to temporarily adjust your browser settings to allow a pop-up window.

[Back] [Continue] [?] 

8. A pop-up window will open. Insert your fob into a USB slot - it should begin flashing. Pinch the gold activation button

![Enroll Your U2F Token](image)

**Enroll Your U2F Token**

- Use U2F token to proceed.
- If your token flashes when inserted, tap it. Otherwise, remove the token and reinsert it.
- Contact your administrator if you have questions about using your token.

[Close]
A green check mark will briefly appear and the pop-up window will close. You will be returned to the Duo My Settings & Devices. The U2F token will be displayed as a NEW device.

10. Click Log Out

Related FAQs

- Fobs
- What type of fob should I buy to work with Duo?
- What is a fob used with Duo?
- What do I do if I lose the Duo fob?
- How do I get a fob for use with Duo?