What do I do if I am prompted to update my Duo fob?

Tell Me

Duo has made a backend change that will be effective March 1, 2021, that may require you to perform a one-time update to the fob you use for Duo.

These instructions are relevant for U2F configured fobs. This is the type of fob that is self-configured and, for University-issued fobs, is typically blue in color.

1. After entering your NinerNET username and password on a Single Sign On site (e.g. Gmail, my.uncc.edu, Canvas), you see the following prompt...

2. Click Continue

3. You will be prompted to "Tap your key to upgrade your token" - tap the button on your fob/key
4. You will be prompted to allow access to your fob - click **Allow**

5. A "Success!" prompt will briefly display on your screen.
6. You will be redirected back to the Duo authentication page and will see the Security Key as "Just Added".

7. Click **Continue to Login** (at the bottom)
8. You can then perform the Duo authentication normally to access the system you are logging into.

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### Related FAQs
- How do I use Duo while traveling outside the U.S.?
- Can students use fobs for Duo?
- Are all University employees and students required to use Duo?
- An Infographic: Answering 7 Questions About Using Duo 2-Factor Authentication from Student Employees
- An Infographic: Answering 7 Questions About Using Duo 2-Factor Authentication from Faculty