HOW DO I GET A UNCG 2FA HARDWARE TOKEN?

Step 1: Set up appointment with SpartanCard Center

- Call 336-334-5651 or visit the SpartanCard Center in EUC to set up an appointment.
- If your token will be purchased by your department, verify that your name is on the pre-paid list.

Step 2: Enroll in UNCG 2FA (Already enrolled? Skip to Step 3.)

Before enrolling, please note: Once you enroll, you will be required to use a “second factor” device to log in to UNCG applications like Gmail, Canvas, and Box. For post-enrollment options, see Option 1 and Option 2 below.

- To enroll, go to go.uncg.edu/getsecure, choose “Get Enrolled” and follow the instructions.
- When you arrive at the “Enrollment Completed” page, you have two options:

Option 1 (Recommended):
Set up a device as a second factor

Set up a second factor device (like your phone). You can use this device to log in to your accounts until you pick up your hardware token. (You can then remove the phone you set up if you don’t want to keep it associated with your account.)

To set up a second factor:
From the “Enrollment completed” page, follow the link to “Set Up Second Factor.” Once set up, you can use this device to log in to UNCG applications.

OR

Option 2: Plan to go to SpartanCard Center immediately after enrolling

If you choose not to set up a second factor at this time, you can close the “Enrollment Completed” page at this point. Proceed to the SpartanCard Center to pick up your assigned hardware token as soon as possible! You will not be able to log in until after you have picked up your token.

Step 3: Pick up hardware token from SpartanCard Center

- At your appointment time, arrive at the SpartanCard Center with your Spartan ID card. A SpartanCard Center employee will verify your ID and enrollment in UNCG 2FA.
- Bring $30, unless token was purchased by your department.
- Read “Basics of Using Hardware Token” section on this flyer for information on token management and the responsibilities that come with owning a UNCG 2FA hardware token. Additional information is available at go.uncg.edu/token-faq
- At your earliest convenience, use your hardware token to log in to ensure everything works as expected.

If you have questions or problems, please call 6-TECH at 336-256-TECH (8324) or 6-TECH@uncg.edu.