

# **DUO Two-Factor Authentication (DUO 2FA) User Guide**

## **Self-Generate & Use of Bypass Code**

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<b>Document History</b>		
<b>Version</b>	<b>Update Date</b>	<b>Changes</b>
1.0	Mar 2018	Initial version
1.1	Jul 2020	Updated the images in the document
2.1	Oct 2020	Updated Section 2 to include alternate method to generate Bypass Code with Rescue Code.

## 1. About DUO Bypass Code

When you are logging into the DUO 2FA integrated applications, you are required to provide the 2<sup>nd</sup> factor from a designated device (e.g. your mobile device) for identity verification before granting the access.

However, in case you have problems with your mobile (e.g. forgot to bring, malfunction, lost or stolen) and cannot provide the 2<sup>nd</sup> factor to those Duo 2FA integrated applications, you can generate a temporary DUO Bypass Code by yourself for logging in the applications.

### 1.1. Prerequisites

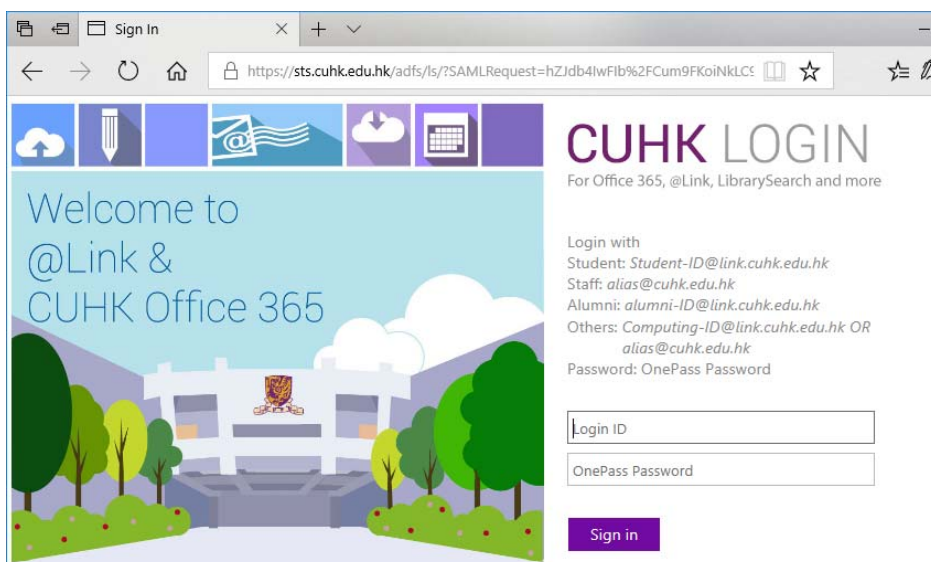
- i. You need to have your CU Link Card ready.

## 2. Generate a Bypass Code

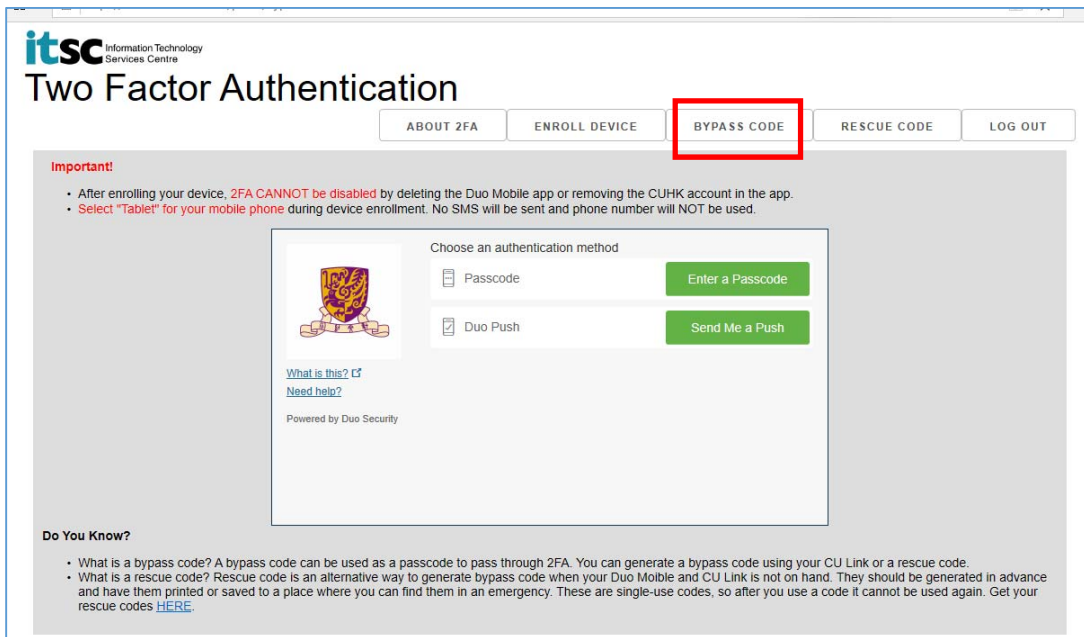
You can generate a Bypass Code by yourself via the DUO Self-Service Portal.

### Steps:

- i. Open a web browser, visit the DUO Self-Service Portal at <https://duo.itsc.cuhk.edu.hk>, and login with your O365 account.

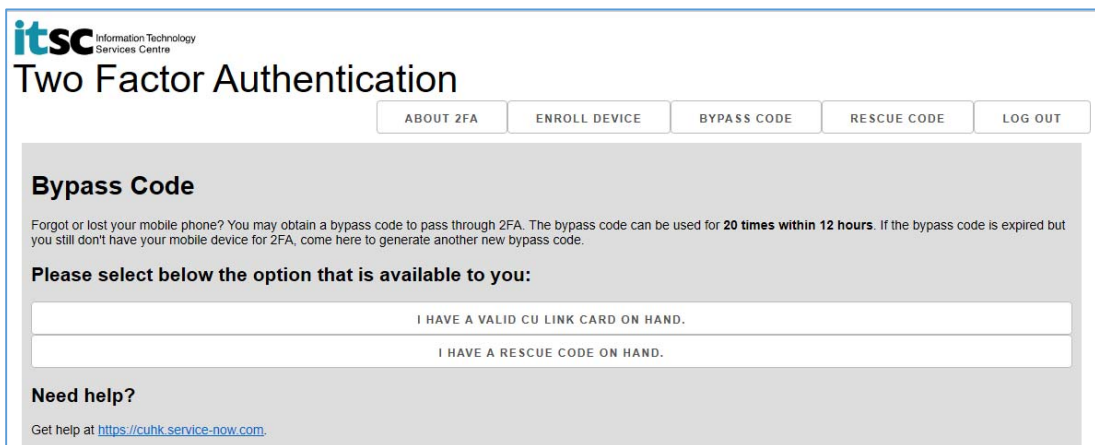


- ii. Once login the DUO Self-Service Portal, click **BYPASS CODE** button.



- iii. Read the on-screen information carefully:

- The Bypass Code can only be used for **20 times within 12 hours**.
- Once the bypass code is expired, you need to generate another new bypass code.



Prerequisites: you need to have either

- your **CU Link Card** (steps can be found in Section 2.1), or
  - a pre-generated **Rescue Code** (steps can be found in Section 2.2)
- on hand for identity verification.

## 2.1. Generate Bypass Code with CU Link Card

Prerequisites: You need to **have your CU Link Card ready**.

### Steps:

- i. Click **I HAVE A VALID CU LINK CARD ON HAND** button.

Follow the on-screen instruction and click **START** button to start the process.



### Bypass Code

Forgot or lost your mobile phone? You may obtain a bypass code to pass through 2FA. The bypass code can be used for **20 times within 12 hours**. If the bypass code is expired but you still don't have your mobile device for 2FA, come here to generate another new bypass code.

**Please select below the option that is available to you:**

I HAVE A VALID CU LINK CARD ON HAND.

To further verify you are truly the real person, you will be asked for the serial number printed on the front or back of your CU Link card, as illustrated below.



If your CU Link card don't have that code printed on the illustrated position, your CU Link card maybe outdated and need to be replaced.

I HAVE A RESCUE CODE ON HAND.

### Need help?

Get help at <https://cuhk.service-now.com>.

- ii. Enter the **CU Link Serial Number**, which can be found in front / at the back of your CU Link card, then click on the checkbox before **I'm not a robot**.

**Bypass Code**

Please complete the form below to get your bypass code.

CU Link Serial Number




I'm not a robot

reCAPTCHA  
Privacy - Terms

GET BYPASS CODE

- iii. You will be asked to proof that you are not a robot. Follow the onscreen instruction to continue.

Select all images with **cars**  
Click verify once there are none left





- iv. Once the verification is passed, click **GET BYPASS CODE** button.

## Bypass Code

Please complete the form below to get your bypass code.

CU Link Serial Number



I'm not a robot 

**GET BYPASS CODE**

- v. The Bypass Code is generated.

## Bypass 2FA

### Done.

Please find your bypass code below, that will work for 20 times or expires on Thursday, 22 March, 2018 4:46 AM, which ever occurs first.

<b>Bypass Code</b>	<b>273635110</b>
<b>Expires</b>	Thursday, 22 March, 2018 4:46 AM
<b>Remaining Uses</b>	20 times



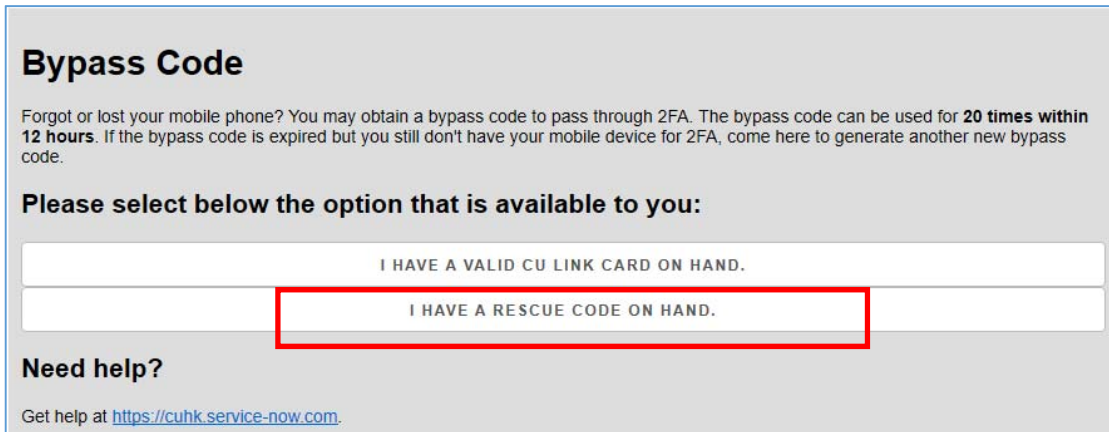
## 2.2. Generate Bypass Code with Rescue Code

Prerequisites: You need to **have your pre-generated Rescue Code ready**.

### Steps:

- i. Click **I HAVE A RESCUE CODE ON HAND** button.

Follow the on-screen instruction and click **START** button to start the process.



**Bypass Code**

Forgot or lost your mobile phone? You may obtain a bypass code to pass through 2FA. The bypass code can be used for **20 times within 12 hours**. If the bypass code is expired but you still don't have your mobile device for 2FA, come here to generate another new bypass code.

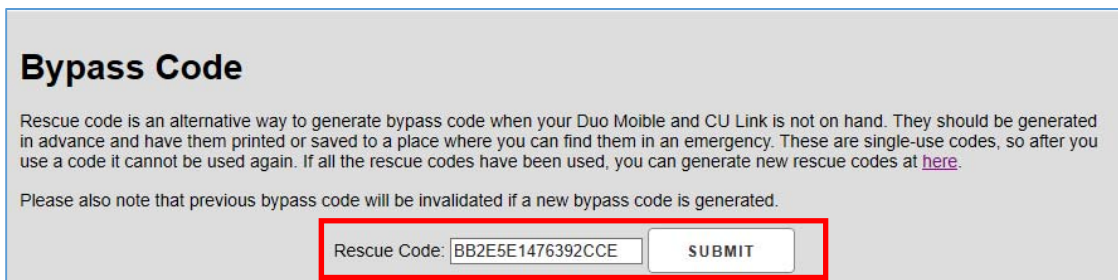
**Please select below the option that is available to you:**

I HAVE A VALID CU LINK CARD ON HAND.

I HAVE A RESCUE CODE ON HAND.

**Need help?**  
Get help at <https://cuhk.service-now.com>.

- ii. Enter a valid **Rescue Code** which you generated in advance, then click **SUBMIT** button.



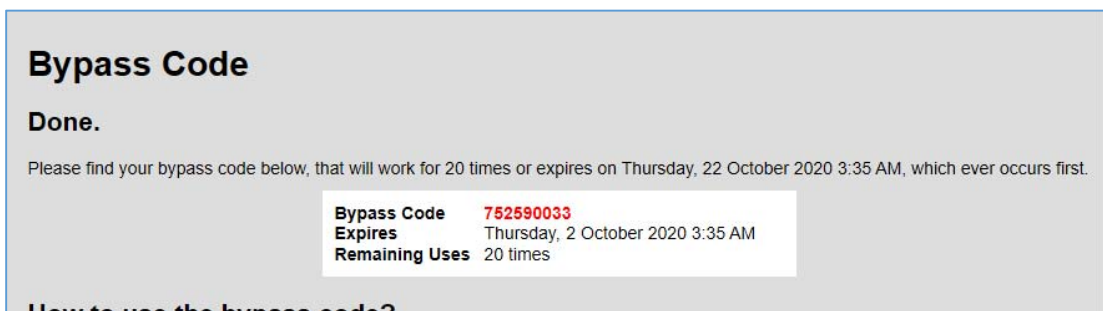
**Bypass Code**

Rescue code is an alternative way to generate bypass code when your Duo Mobile and CU Link is not on hand. They should be generated in advance and have them printed or saved to a place where you can find them in an emergency. These are single-use codes, so after you use a code it cannot be used again. If all the rescue codes have been used, you can generate new rescue codes at [here](#).

Please also note that previous bypass code will be invalidated if a new bypass code is generated.

Rescue Code:

- iii. The Bypass Code is generated.



**Bypass Code**

**Done.**

Please find your bypass code below, that will work for 20 times or expires on Thursday, 22 October 2020 3:35 AM, which ever occurs first.

<b>Bypass Code</b>	<b>752590033</b>
<b>Expires</b>	Thursday, 22 October 2020 3:35 AM
<b>Remaining Uses</b>	20 times

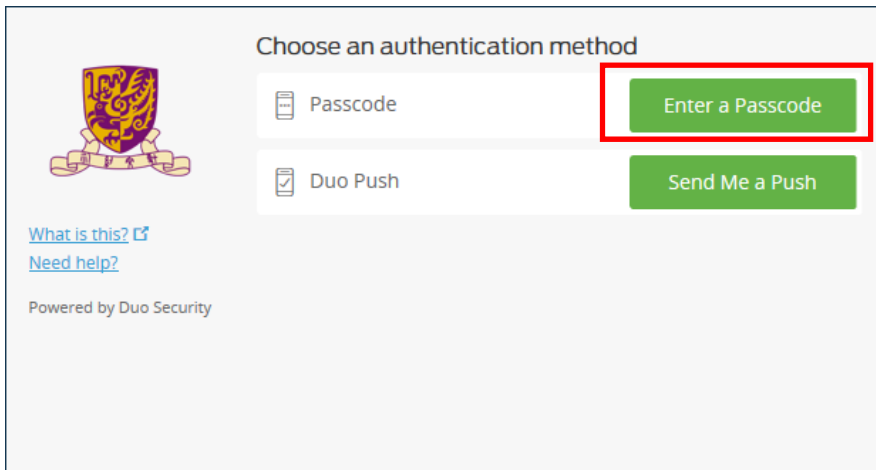
**How to use the bypass code?**

### 3. Use of Bypass Code

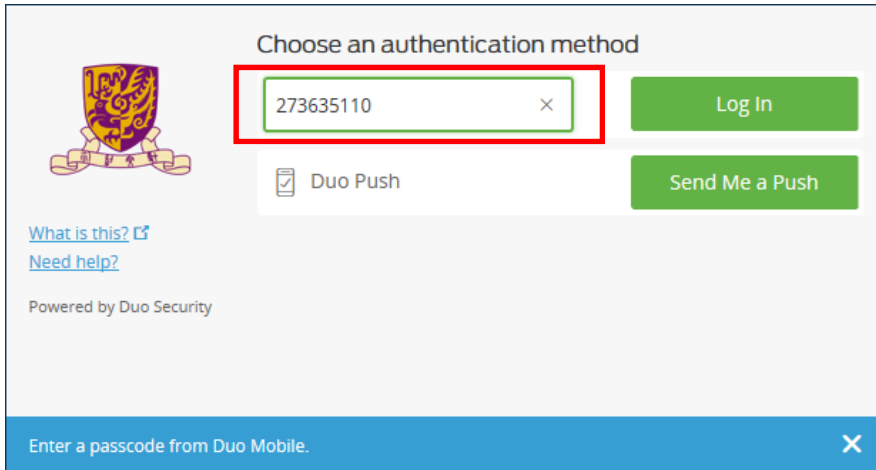
Once you had generated a Bypass Code, you can temporarily use it as the 2<sup>nd</sup> factor to login the DUO integrated applications.

**Steps:**

- i. Take an example of logging into the [DUO 2FA Self-Service Portal](#). When you login the portal, you will be asked to choose either one of the authentication method for the 2<sup>nd</sup> factor, click **Enter a Passcode**.



- ii. **Enter the Bypass code** that you generated, then click **Log In**.



You should be able to login the application successfully.

- END -