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

Self-Generate & Use of Rescue Code

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Version: 1.0

Oct 2020

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Document History		
Version	**Update Date**	**Changes**
1.0	Oct 2020	Initial version

1. About DUO Rescue Code

The Rescue Code is a pre-generated code which provides an alternate method for you **to generate a Bypass Code <u>when emergency</u>**, i.e. when both your mobile device and CU Link Card are not available.

Each account owner can generate a set of 5 Rescue Code **in advance** via the Duo 2FA Self Service User Portal, and then keep them in a safe place but where you can find when emergency.

1.1. Prerequisites

You need to login Duo 2FA Self Service User Portal successfully.

1.2. Usage of Rescue Code

- The rescue code can **ONLY** be used to **generate the bypass code**;
- The rescue code **CANNOT be used as the 2nd factor** to login any 2FA integrated application; and
- Each rescue code can only be used **ONCE**.

2. Rescue Code Generation

2.1. Generate Rescue Code during Duo 2FA enrollment

User who newly enroll to Duo 2FA can generate the Rescue Code during the Duo 2FA enrollment process. Details steps can be found from the User Manual for **Self-Service User Enrollment & Device Registration**.

## 2.2. Generate Rescue Code after Duo 2FA enrollment

For users who enrolled to Duo 2FA previously but didn't generate the Rescue Code before, or need to re-generate a new set of Rescue Codes, please follow the steps below.

Steps:

i.   Open a web browser, visit the DUO 2FA Self-Service Portal and login with your O365 account.
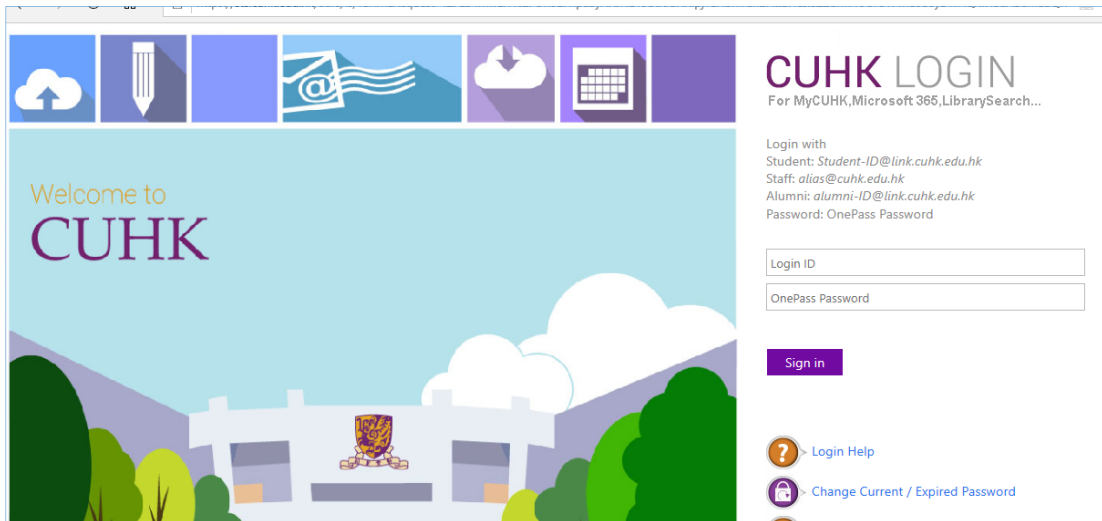
ii. Then click **RESCUE CODE** button, and provide the 2nd factor (Duo Push response or Passcode generate from the Duo Mobile App from your registered mobile device) for identity verification.
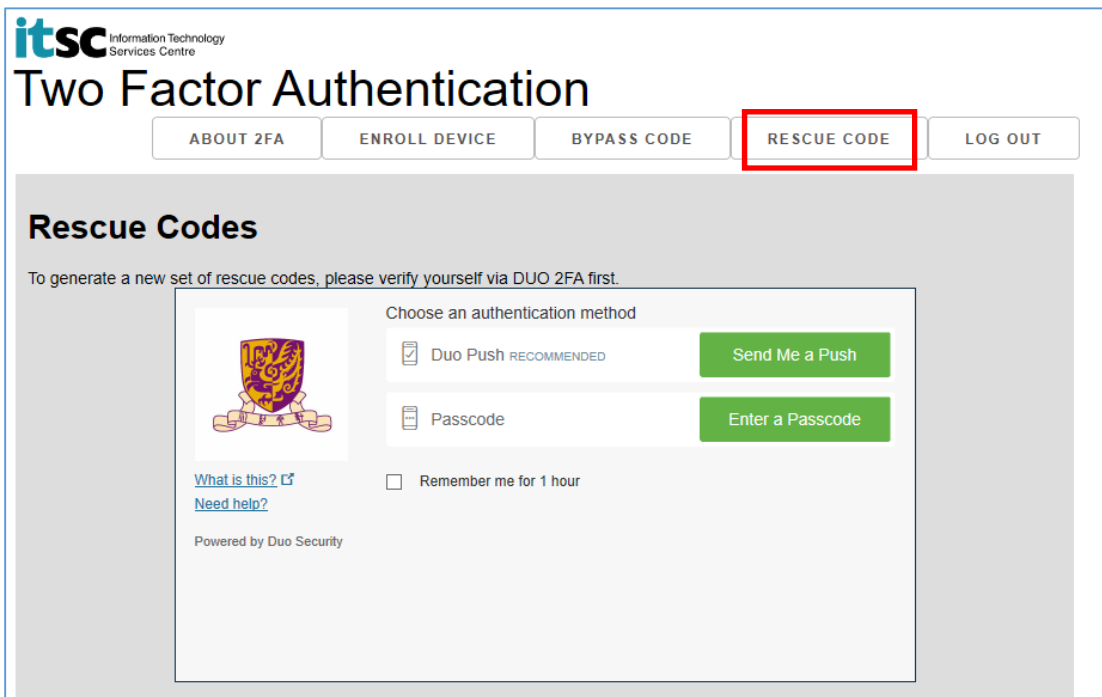
iii. Follow the on-screen instruction to generate the Rescue Codes. Click **CONTINUE** button.

Rescue Codes

User verified. Please note that existing rescue codes will be invalidated if a new set of codes are generated. If you confirm to continue, please click "Continue" below.

CONTINUE

iv. A set of 5 Rescue Codes are generated. You can print or save this page to keep them in a safe place but where you can find when emergency.

Save Your Rescue Codes!

- Here's your rescue codes. Please save them in a secure place. You will need this to generate bypass codes.
- Please note that each rescue code can only be used **ONCE**.
- If all the rescue codes have been used, you can generate new rescue codes at here.

Generation Date: 1/10/2020 5:09:22 PM

- A4AD 1682 72DB 682C
- 272B 740B 870B AE9E
- 53D9 6549 5603 B2B6
- 7AE1 49AD C6B9 1832
- 4935 9486 9B34 36ED

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