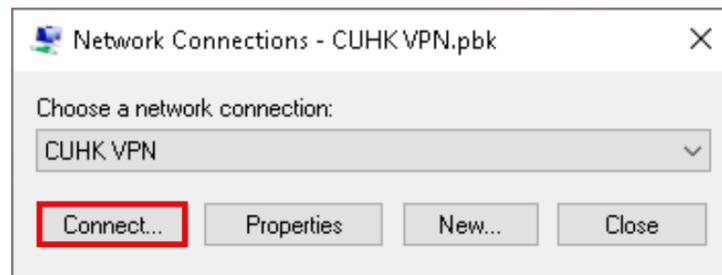


Connect to the Internet

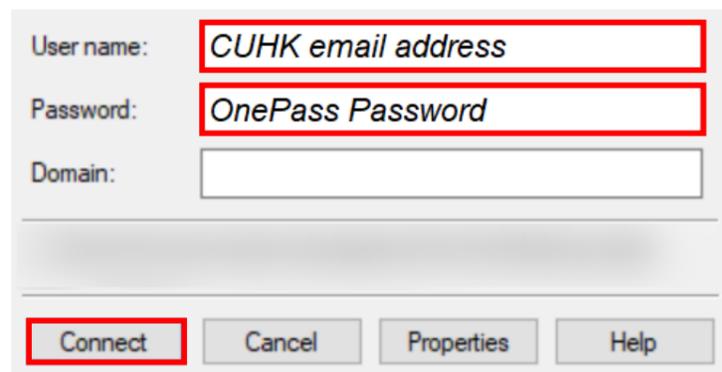
- 1 Double-click the **Internet Connect** icon.



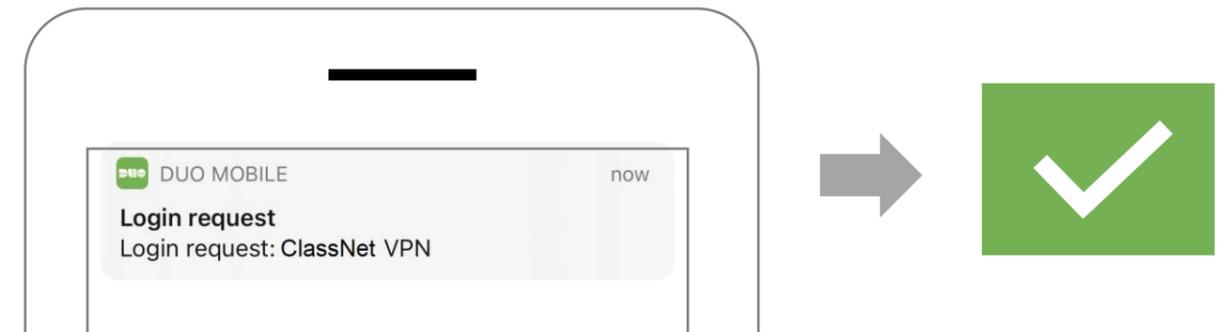
- 2 Click the **Connect** button.



- 3 Enter your **CUHK email address** and **OnePass password**, then click the **Connect** Button.



- 4 Respond to the **Duo 2FA push message** on your mobile phone.

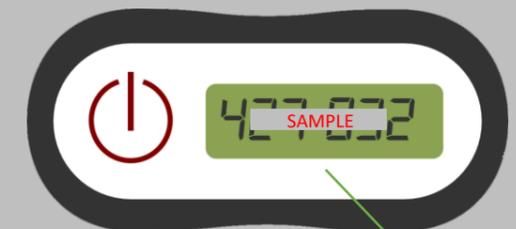


No Push Message or Using Hardware Token?

1. Check your **six-digit passcode** in the DUO app / hardware token.
(Note: You need to obtain a new passcode for each sign in.)



Six-digit passcode



Six-digit passcode

2. Re-connect by putting **<OnePass password>** , **<six-digit passcode>** as your password.



For enquiries, please contact ITSC Service Desk at 3943 8845 (office hours) or write to <https://servicedesk.itsc.cuhk.edu.hk>.

Troubleshooting Tips

- 1** Connect your mobile phone to the **CUHK1x** wi-fi network ([user guides](#))

This ensures your mobile phone is always connected to the Internet for receiving DUO push message.
- 2** Seeing **Error 691**?

Please verify your username / password are correct. If you are using six-digit passcode workaround, verify there are no leading / tailing spaces, and a new six-digit passcode is used.
- 3** Seeing **Error 718**?

Please check your mobile phone and response to the DUO 2FA push in a timely manner.
- 4** Restart Lectern PC

This allows Windows to clean up unsuccessful login attempts (especially if you've already tried a few times).
- 5** Try other user accounts

It is a good idea to have your TAs to try sign-in.