DUO Two-Factor Authentication (DUO 2FA) User Guide Self-Generate & Use of Bypass Code

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Page 1

Table of Contents

1.	Abo	ut DUO Bypass Code	4
	1.1.	Prerequisites	4
2.	Gen	erate a Bypass Code	4
	2.1.	Generate Bypass Code with CU Link Card	6
	2.2.	Generate Bypass Code with Rescue Code	9
3.	Use	of Bypass Code	10

Document History					
Version	Update Date	Changes			
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 2nd 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 2nd 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 <u>https://duo.itsc.cuhk.edu.hk</u>, and login with your O365 account.



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

	A	BOUT 2FA	ENROLL DEVICE	BYPASS CODE	RESCUE CODE	LOGOL
nportant!						
After enrolling your device, 2FA Select "Tablet" for your mobile p	CANNOT be disabled by de hone during device enrollme	leting the Duo Mo ent. No SMS will b	bile app or removing the Close sent and phone number	UHK account in the app. will NOT be used.		
					٦	
		Choose an au	thentication method			
	E.	Passco	de	Enter a Passcode		
			sh	Send Me a Dush		
	Greek		51			
	What is this? C					
	Need help?					
	Powered by Duo Security					

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.

wo Factor Au	thentication				
	ABOUT 2FA	ENROLL DEVICE	BYPASS CODE	RESCUE CODE	LOG OUT
Bypass Code					
Bypass Code Forgot or lost your mobile phone? You r ou still don't have your mobile device f Please select below the o	may obtain a bypass code to pass thro or 2FA, come here to generate another option that is available t	igh 2FA. The bypass code can be new bypass code. • you:	e used for 20 times within	12 hours. If the bypass co	de is expired bu
Sypass Code	may obtain a bypass code to pass thro or 2FA, come here to generate another option that is available t I HAVE A	gh 2FA. The bypass code can b new bypass code. • yOU: valid CU LINK CARD ON HA	e used for 20 times within ND.	12 hours. If the bypass co	de is expired bu
Bypass Code Forgot or lost your mobile phone? You i you still don't have your mobile device f Please select below the o	may obtain a bypass code to pass thro or 2FA, come here to generate another option that is available t I HAVE A I HAV	igh 2FA. The bypass code can b new bypass code. • you: valid cu link card on ha a rescue code on hand.	e used for 20 times within ND.	12 hours. If the bypass co	de is expirec

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 pho 12 hours. If the bypass code i code. Please select below	Ne? You may obtain a bypass code to pass through 2FA. The bypass code can be used for 20 times within expired but you still don't have your mobile device for 2FA, come here to generate another new bypass w the option that is available to you:
	I HAVE A VALID CU LINK CARD ON HAND.
To futher verify you are truly as illustrated below.	ne real person, you will be asked for the serial number printed on the front or back of your CU Link card, やえ大夢 metUniversity of Hong Kong 数 載賞 錠 Staff Card
H运和面积 MA Ga 123450	34 55 66 77 68 EATCH ID 2007/0161 11 22 33 44 55 66 77
If your CU Link card don't ha replaced.	e that code printed on the illustrated position, your CU Link card maybe outdated and need to be
	I HAVE A RESCUE CODE ON HAND.
Need help? Get help at https://cuhk.servic	-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 by CU Link Serial Numbe	pass code.	
香港中文大學 The Chinese University of Hong Kong 馬頭頭 MA Ga Ga 123456 1122 33 44 55 66 77 88	職員證 Staff Card	此手不得着我也人说道:"起始就会中,算者回道像中文大事。在我想方面要求下此中必定定事。 This card is not transferrable." If Sond, this card should be returned to The Observe University of Hong Kang. This card must be returned upon request.
I'm not a robot	4A ms	
	GE	ET BYPASS CODE

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



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



v. The Bypass Code is generated.

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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 phon 12 hours. If the bypass code is code.	e? You may obtain a bypass code to pass through 2FA. The bypass code can b expired but you still don't have your mobile device for 2FA, come here to gener.	e used for 20 times within ate another new bypass
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://cubk.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 Moible 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 <u>here</u> .						
Please also note that previous bypass code will be invalidated if a new bypass code is generated.						
Rescue Code: BB2E5E14	76392CCE SUBMIT					

iii. The Bypass Code is generated.



3. Use of Bypass Code

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

Steps:

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

	Choose an authentication mether	hod
	Passcode	Enter a Passcode
A PART	Duo Push	Send Me a Push
What is this? 다 Need help?		
Powered by Duo Security		

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

Choose an authentication method						
	273635110	×	Log In			
E FRE	Duo Push		Send Me a Push			
What is this? 🗗 Need help?						
Powered by Duo Security						
Enter a passcode from Du	o Mobile.		×			

You should be able to login the application successfully.

- END -