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

Self-Generate & Use of Rescue Code

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Document History		
Version	**Update Date**	**Changes**
1.0	Oct 2020	Initial version
2.0	Dec 2022	Update the screens for generating Rescue Code

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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 when emergency**, 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 DUO 2FA Self-Service Portal and login with your O365 account.
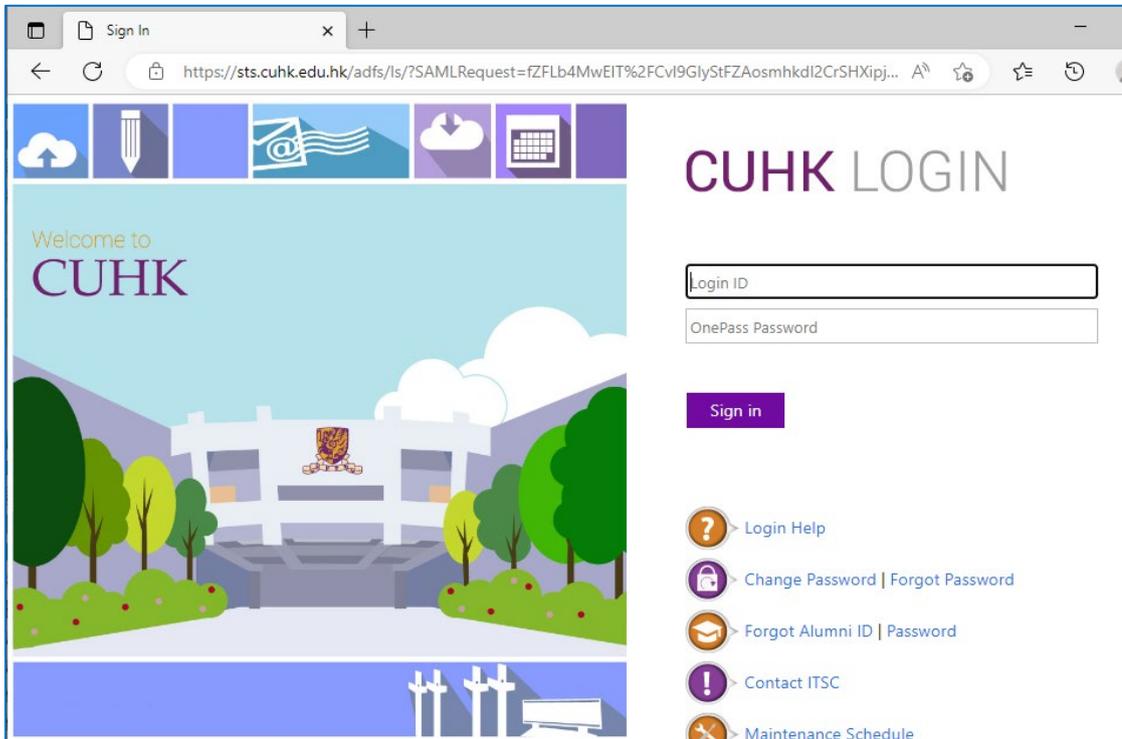
ii. Then click **RESCUE CODE** and **VERIFY** button for identity verification by 2nd authentication.
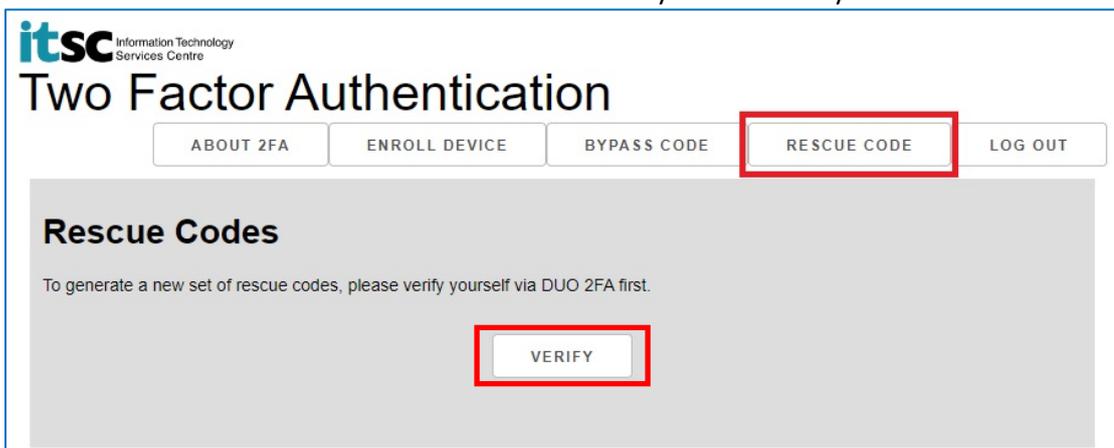
iii. The system will redirect to a webpage hosted by DUO at "*.duosecurity.com", and continue using your last authentication method, e.g. automatically send a Duo Push to your registered mobile device, or ask you to enter a passcode for 2nd authentication.
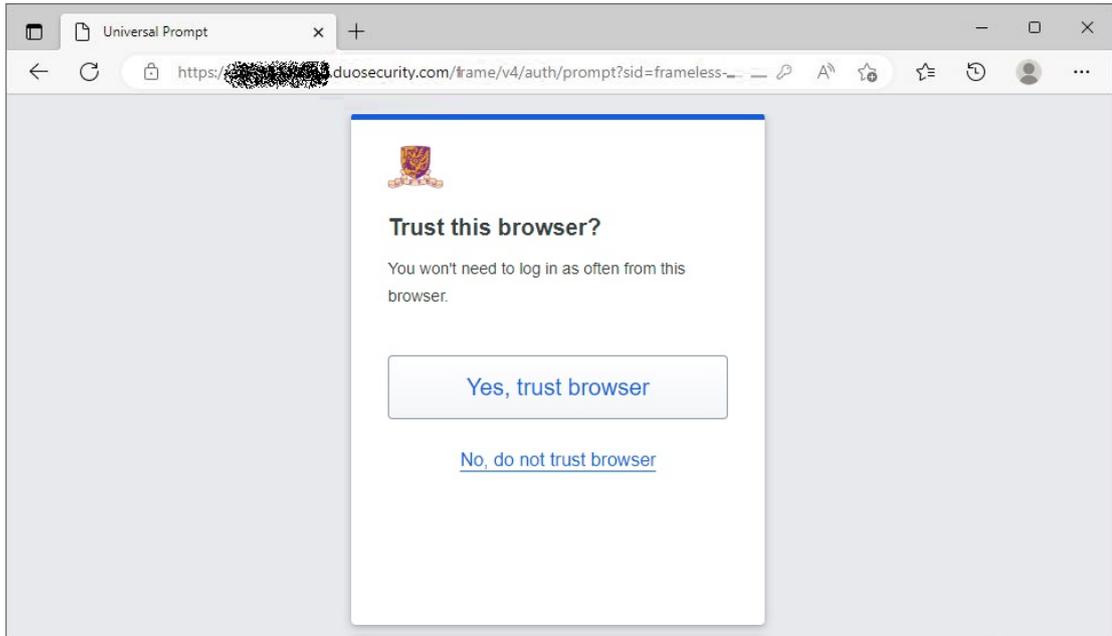
Follow the on-screen instruction, and **check for the required information from your Duo mobile app**, or you can click '**Other options**' to choose other method for authentication.
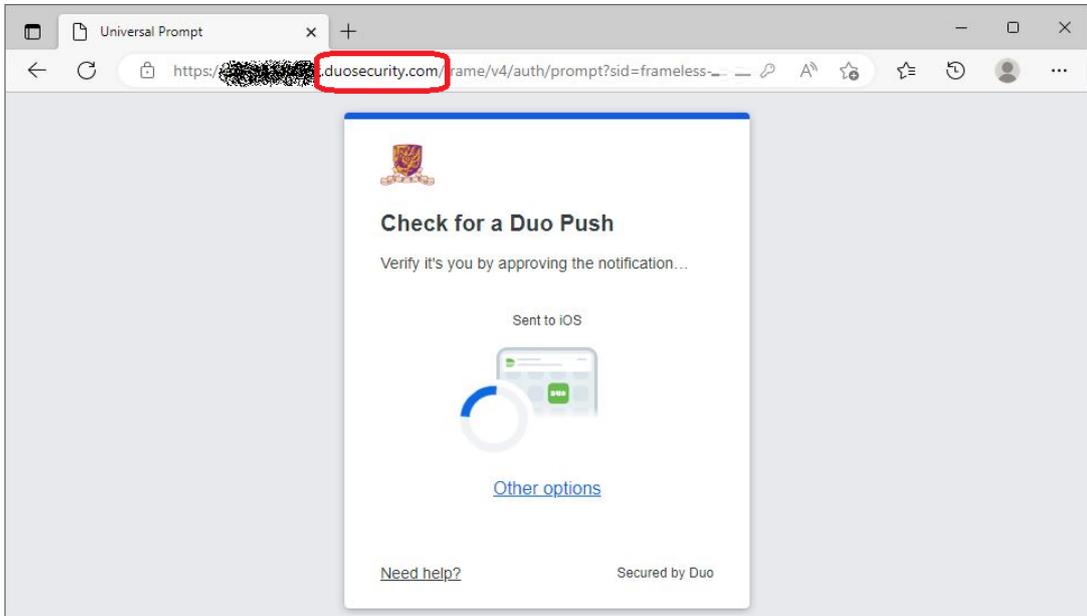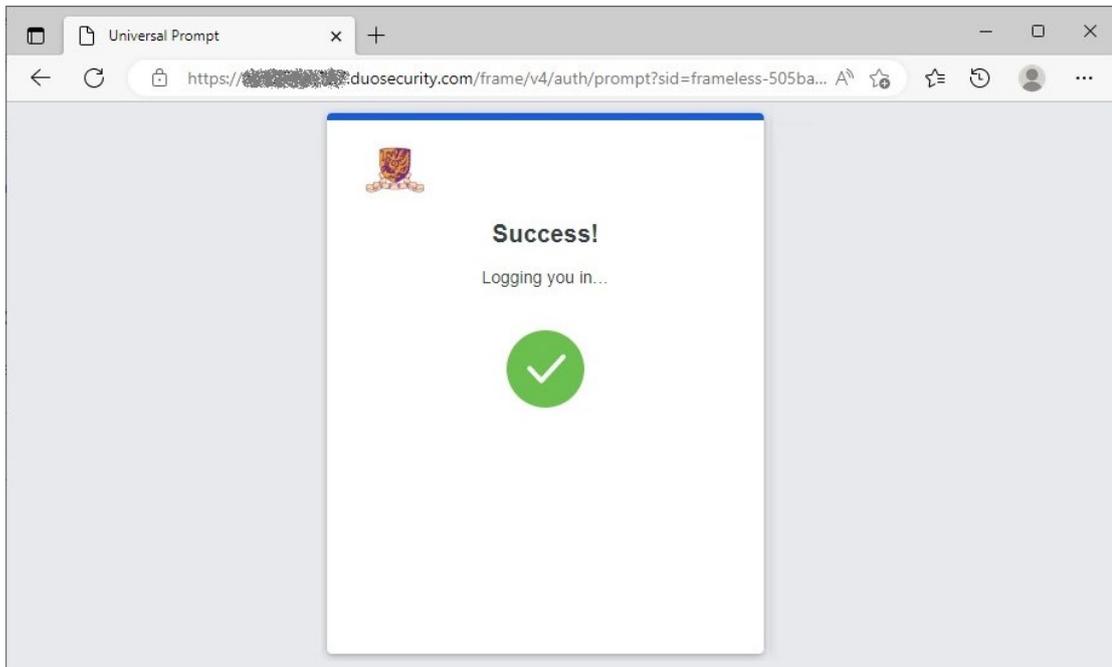

or
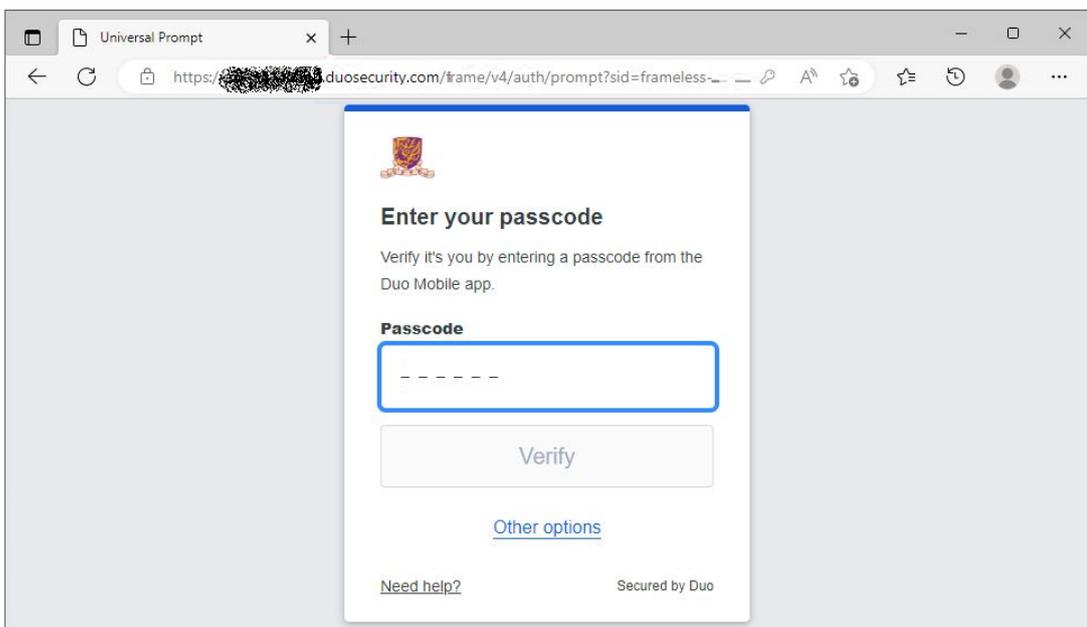
iv. After you pass the authentication, you can allow the browser to keep your authentication record. Click **Yes** if you trust this browser, otherwise, click No, if you do not trust this browser.

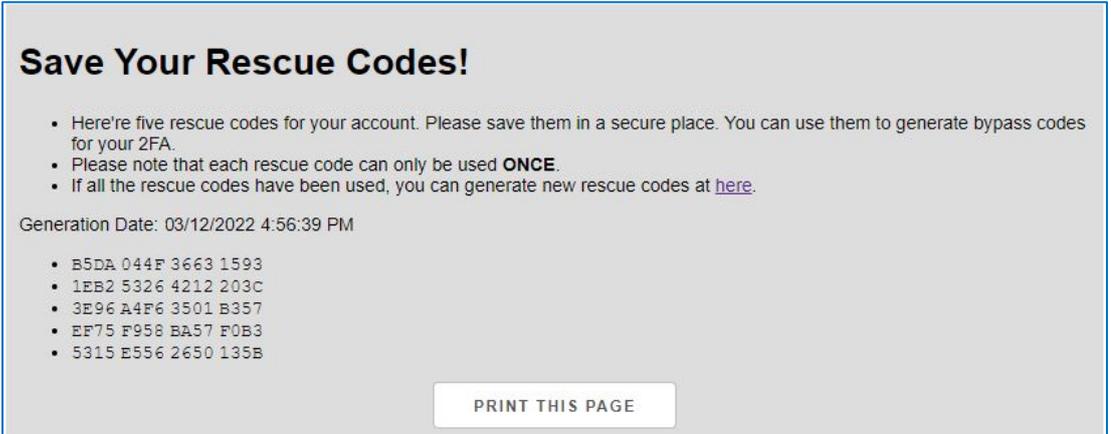v. A Success page will be shown when you login successfully.

vi. Then, the screen will return to the Duo 2FA Self-Service User Portal.

Follow the on-screen instruction and click **GENERATE** button to generate the Rescue Codes.

vii. 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.

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