

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

Self-Generate & Use of Bypass Code

Prepared By

ITSC

Version: 2.2

Last Update On: Feb 2024

Table of Contents

1. About DUO Bypass Code.....	4
1.1. Prerequisites	4
2. Generate 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.
2.2	Feb 2024	Updated screens for Universal prompt

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

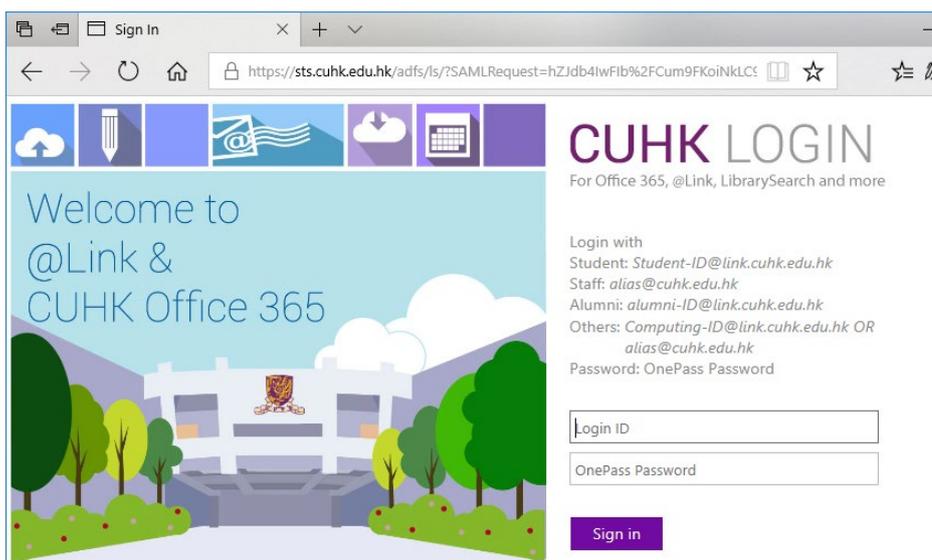
- i. You need to have your CU Link Card ready.

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 <https://duo.itsc.cuhk.edu.hk>, and login with your O365 account.



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

The screenshot shows the 'Two Factor Authentication' page. At the top, there are five buttons: 'ABOUT 2FA', 'ENROLL DEVICE', 'BYPASS CODE' (highlighted with a red box), 'RESCUE CODE', and 'LOG OUT'. Below the buttons is an 'Important!' section with two bullet points: 'After enrolling your device, 2FA CANNOT be disabled by deleting the Duo Mobile app or removing the CUHK account in the app.' and 'Select "Tablet" for your mobile phone during device enrollment. No SMS will be sent and phone number will NOT be used.' Below this is a video player area with the text 'Before you start managing your device ...' and '... watch the video below and make sure you know how to gain access to the device list!'. The video player shows a mobile app interface with a green button that says 'GO TO ENROLL/MANAGE DEVICES'. Below the video player is a checkbox labeled 'Okay, I am ready now.' and a grey button that says 'GO TO ENROLL/MANAGE DEVICES'. At the bottom, there is a 'Do You Know?' section with two bullet points explaining bypass and rescue codes.

- 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.

The screenshot shows the 'Two Factor Authentication' page with the 'BYPASS CODE' button selected. The page title is 'Two Factor Authentication' and the logo is 'itsc Information Technology Services Centre'. Below the title are five buttons: 'ABOUT 2FA', 'ENROLL DEVICE', 'BYPASS CODE', 'RESCUE CODE', and 'LOG OUT'. The main content area is titled 'Bypass Code' and contains the text: '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.' Below this text is the instruction 'Please select below the option that is available to you:' followed by two radio button options: 'I HAVE A VALID CU LINK CARD ON HAND.' and 'I HAVE A RESCUE CODE ON HAND.'. At the bottom, there is a 'Need help?' section with the text 'Get help at <https://cuhk.service-now.com>'.

Prerequisites: you need to have either of below on hand for identity verification.

- 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)

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



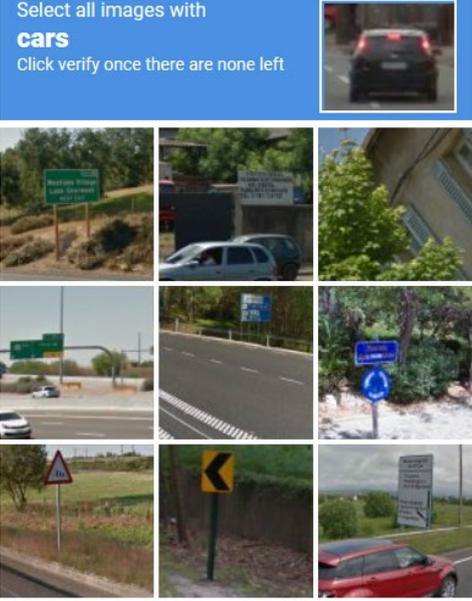
I'm not a robot

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  reCAPTCHA
Privacy - Terms

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.

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

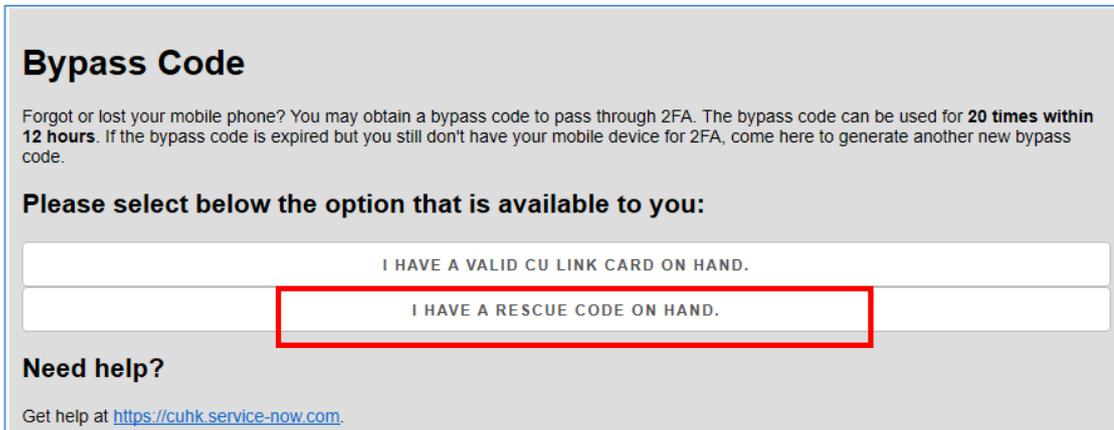
2.2. Generate Bypass Code with Rescue Code

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.

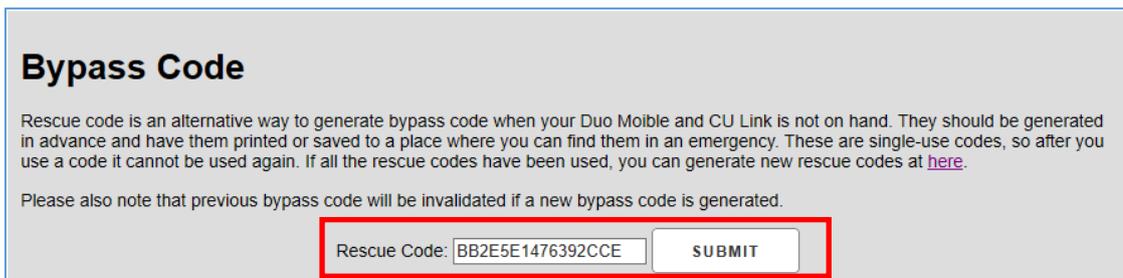
Please select below the option that is available to you:

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.



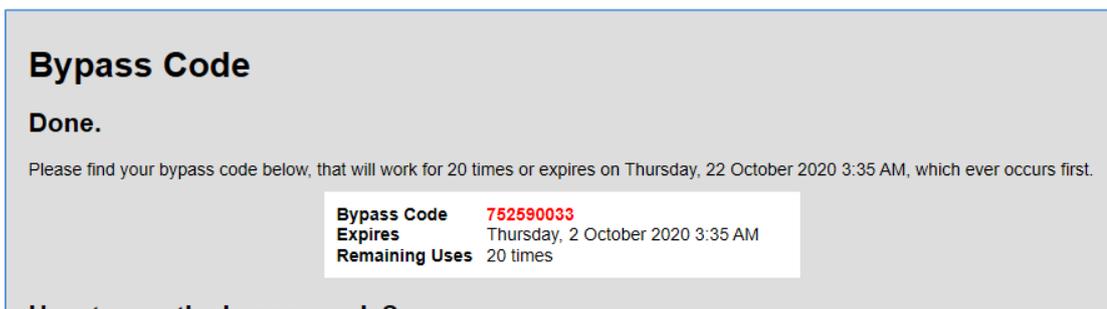
Bypass Code

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.

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

How to use the bypass code?

3. Use of Bypass Code

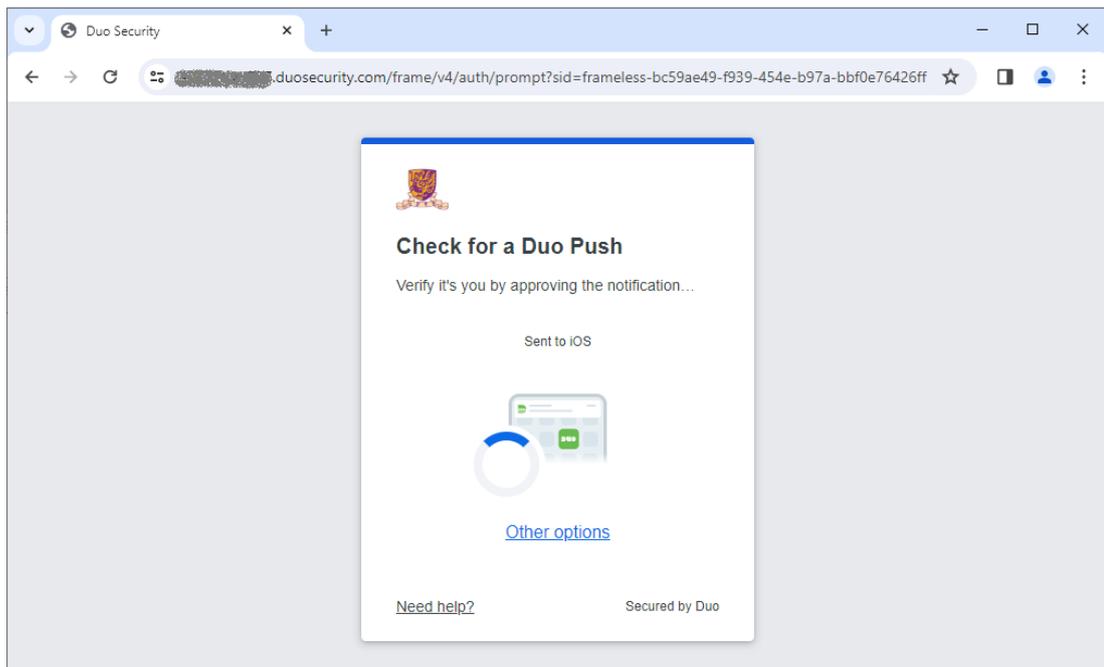
Once you had generated a Bypass Code, you can temporarily use it as the 2nd factor to login the DUO integrated applications.

Steps:

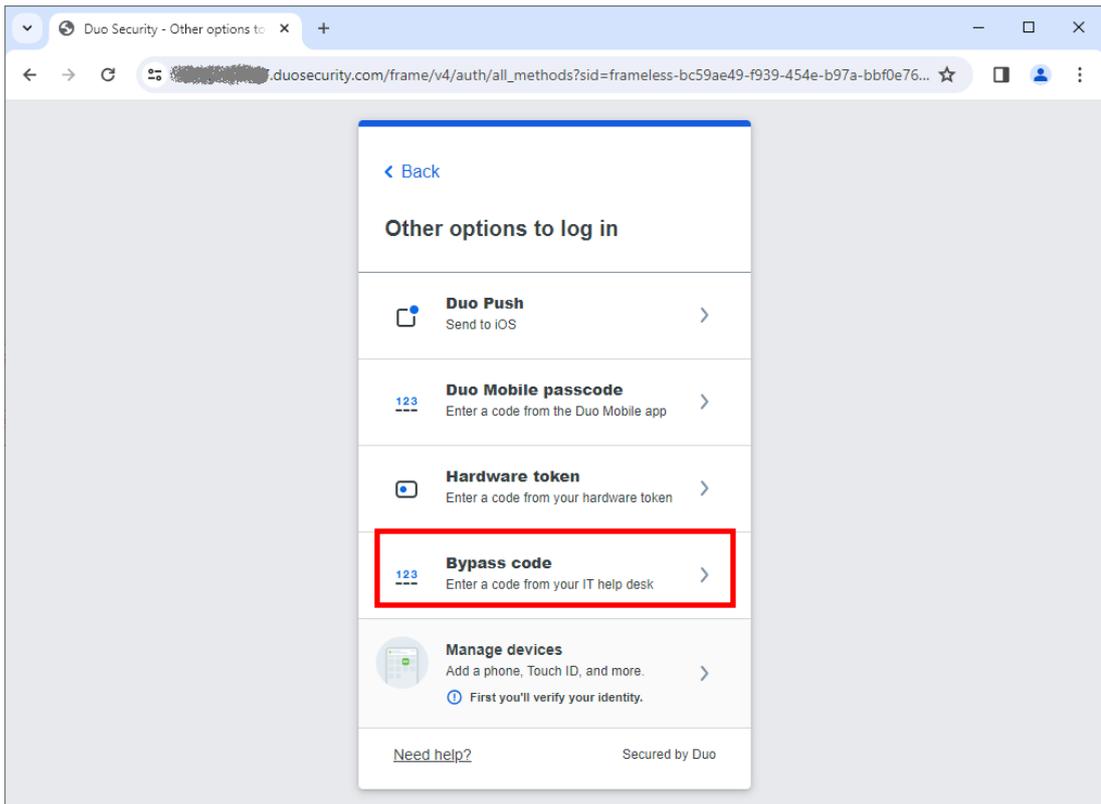
- i. Take an example of logging into the [DUO 2FA Self-Service Portal](#).

When you login the portal, you will be redirected to a webpage hosted by DUO at “*.duosecurity.com/” and a Duo push notification is sent to your registered mobile device for the 2FA authentication if you used Duo Push in last authentication.

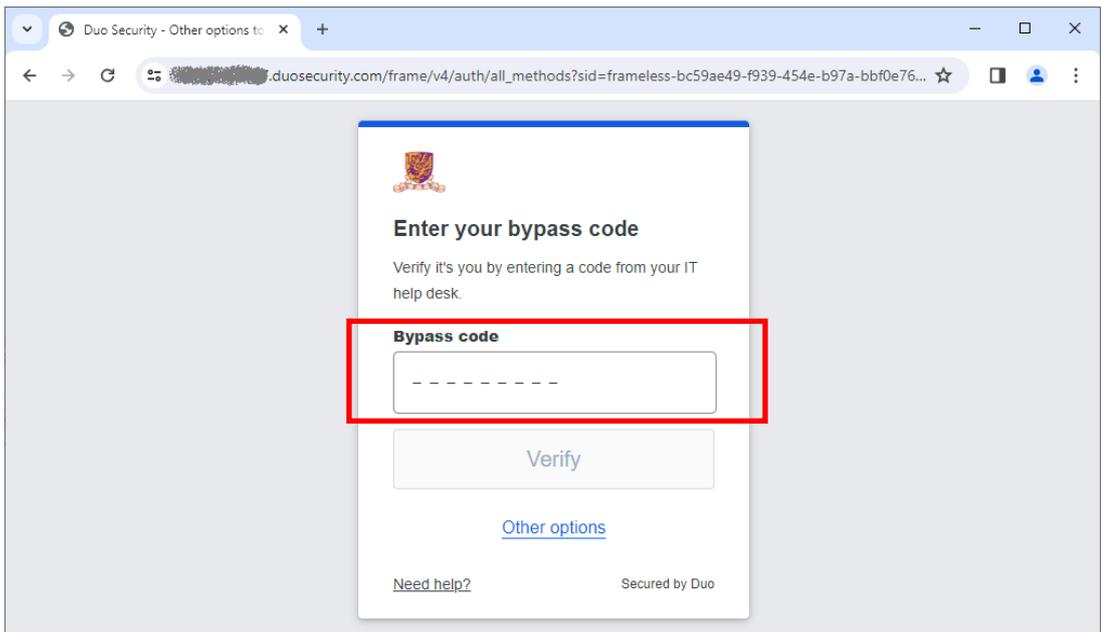
Ignore the Duo push notification and click ‘Other options’.



ii. Then click 'Bypass code'.



iii. Enter the Bypass code that you generated, then click **Verify**.



You should be able to login the application successfully.

- END -