

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

## **Self-Generate & Use of Rescue Code**

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<b>Document History</b>		
<b>Version</b>	<b>Update Date</b>	<b>Changes</b>
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 2<sup>nd</sup> 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

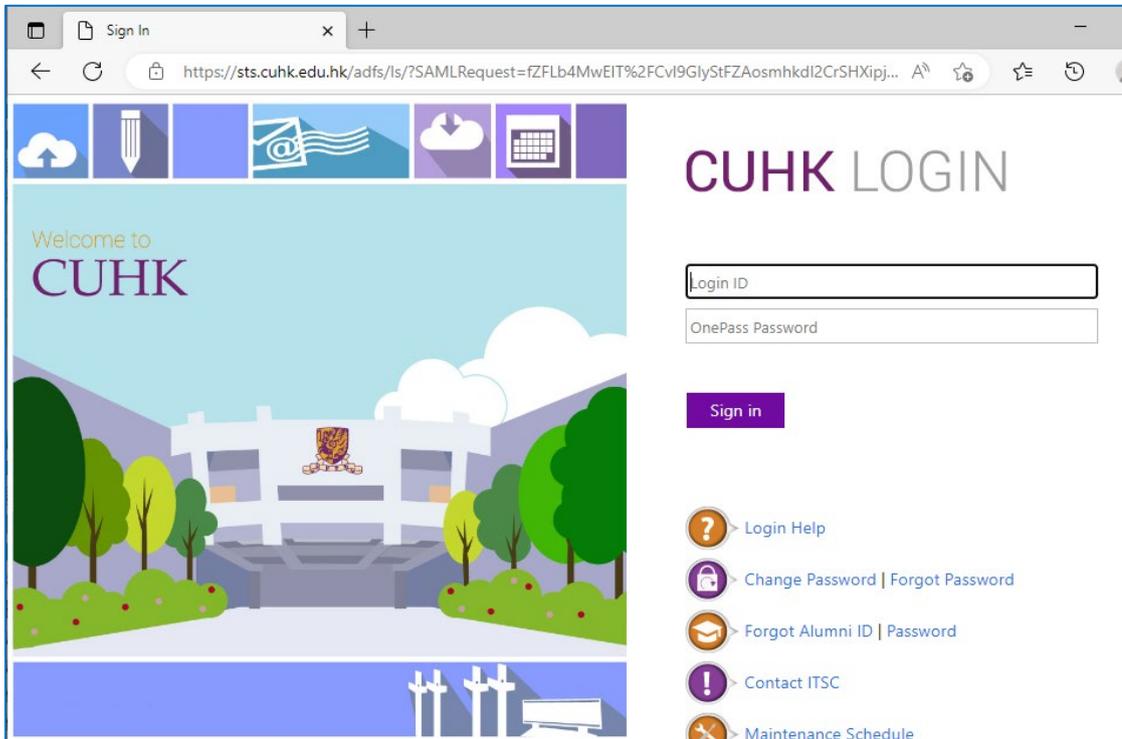
User who newly enroll to Duo 2FA can generate the Rescue Code during the Duo 2FA enrollment process. Details steps can be found from the [User Manual for Self-Service User Enrollment & Device Registration](#).

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

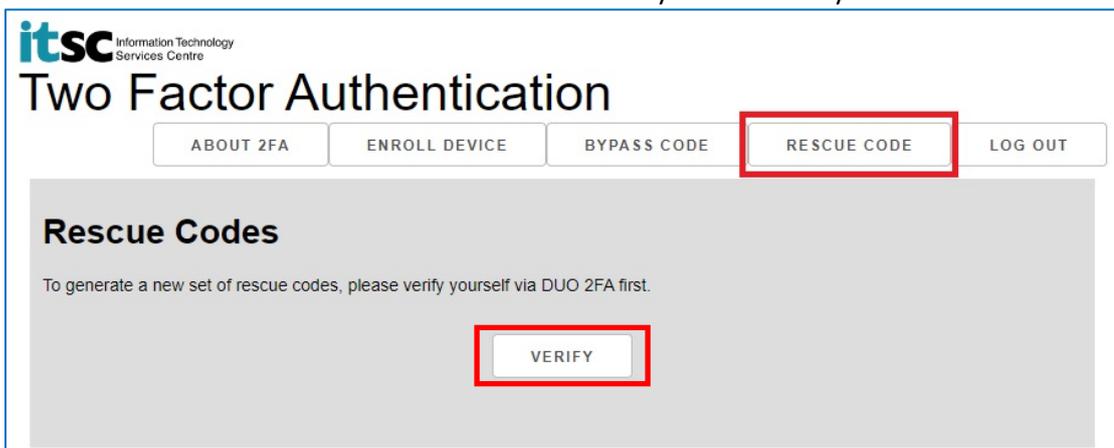
For users who enrolled to Duo 2FA previously but didn't generate the Rescue Code before, or need to re-generate a new set of Rescue Codes, please follow the steps below.

### Steps:

- i. Open a web browser, visit [DUO 2FA Self-Service Portal](#) and login with your O365 account.

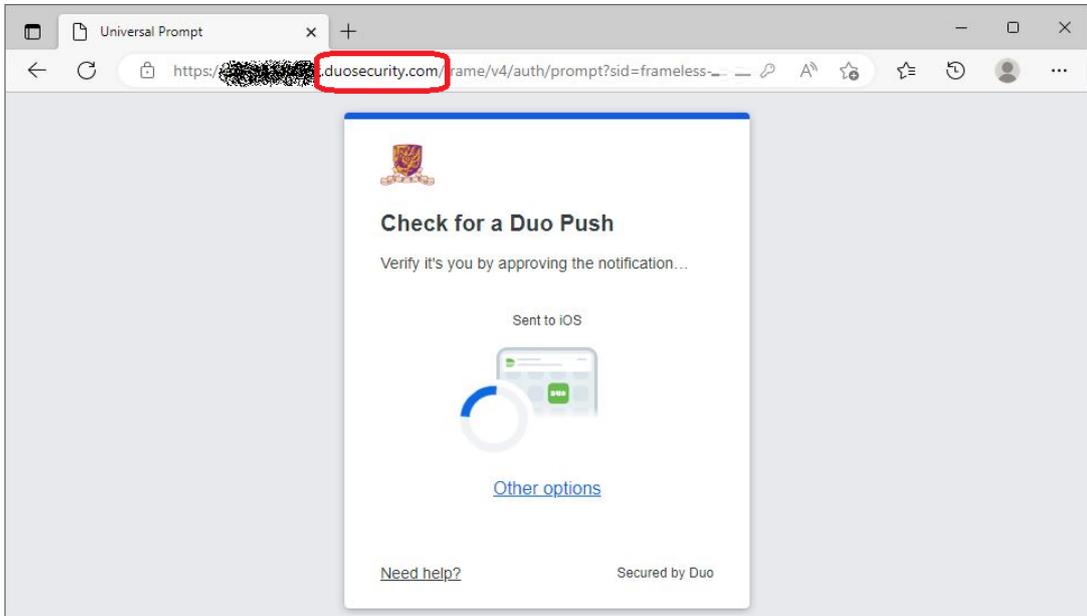


- ii. Then click **RESCUE CODE** and **VERIFY** button for identity verification by 2<sup>nd</sup> authentication.

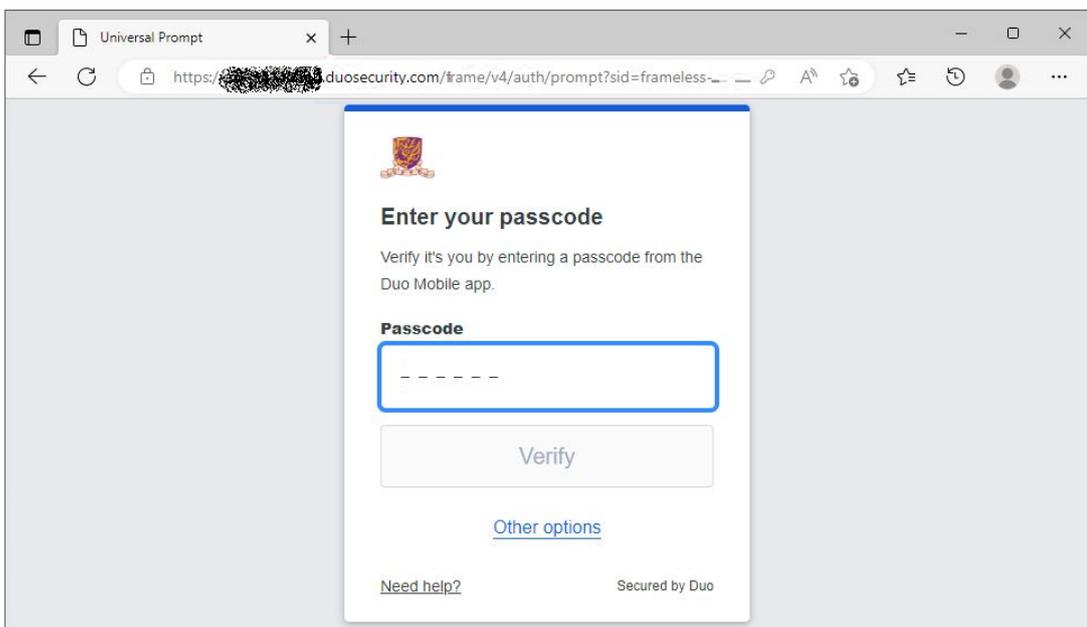


- iii. The system will redirect to a webpage hosted by DUO at “\*.duosecurity.com”, and continue using your last authentication method, e.g. automatically send a Duo Push to your registered mobile device, or ask you to enter a passcode for 2<sup>nd</sup> authentication.

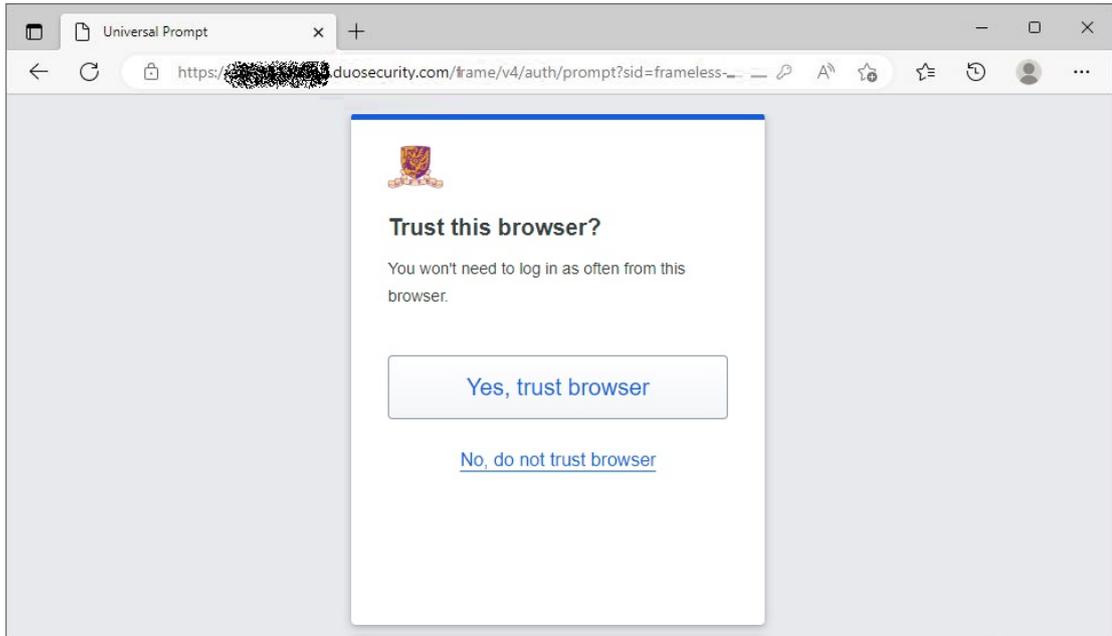
Follow the on-screen instruction, and **check for the required information from your Duo mobile app**, or you can click ‘**Other options**’ to choose other method for authentication.



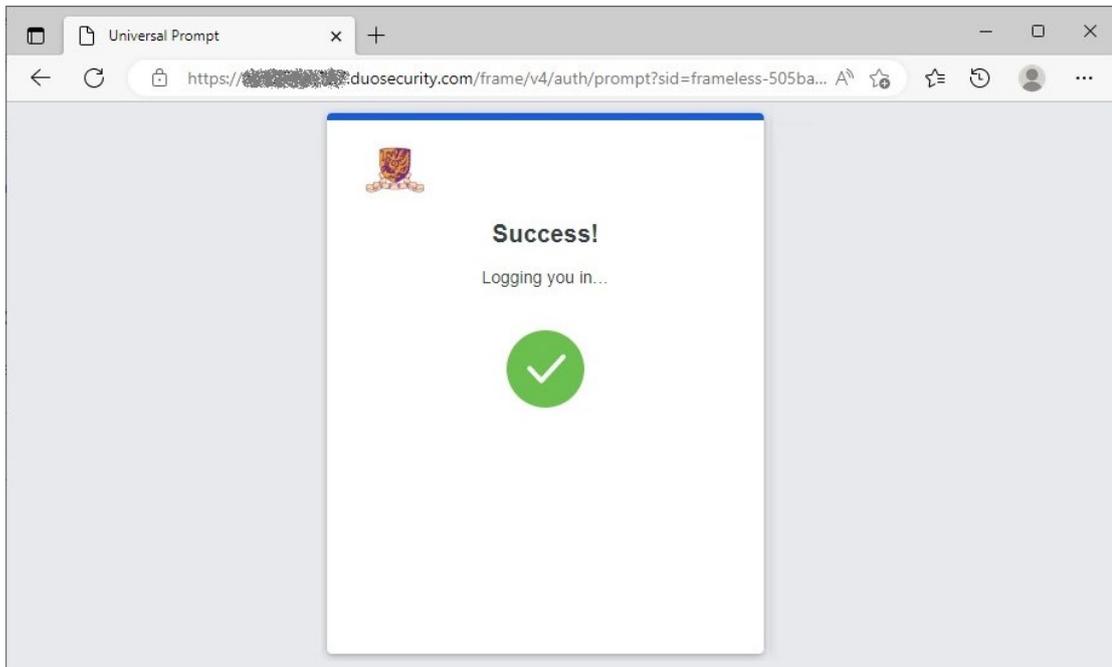
or



- 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.

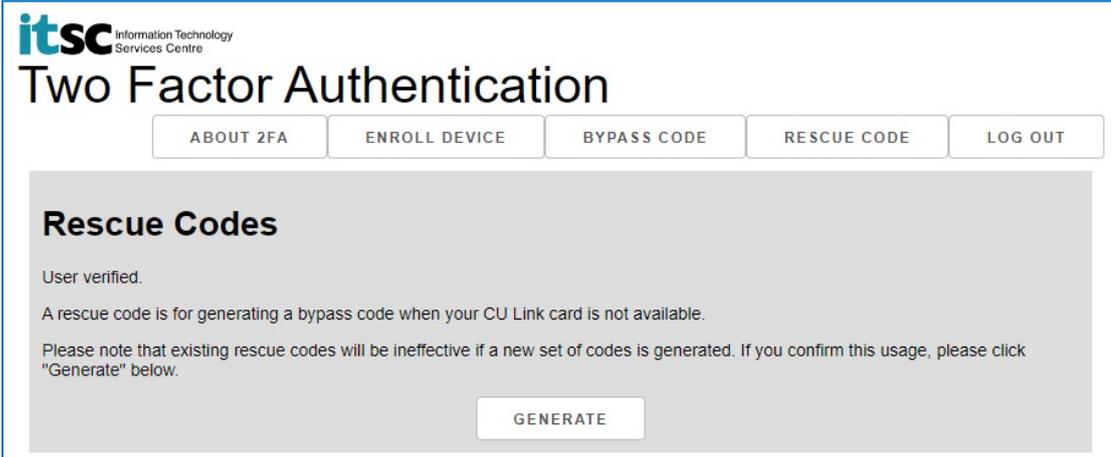


- v. A Success page will be shown when you login successfully.



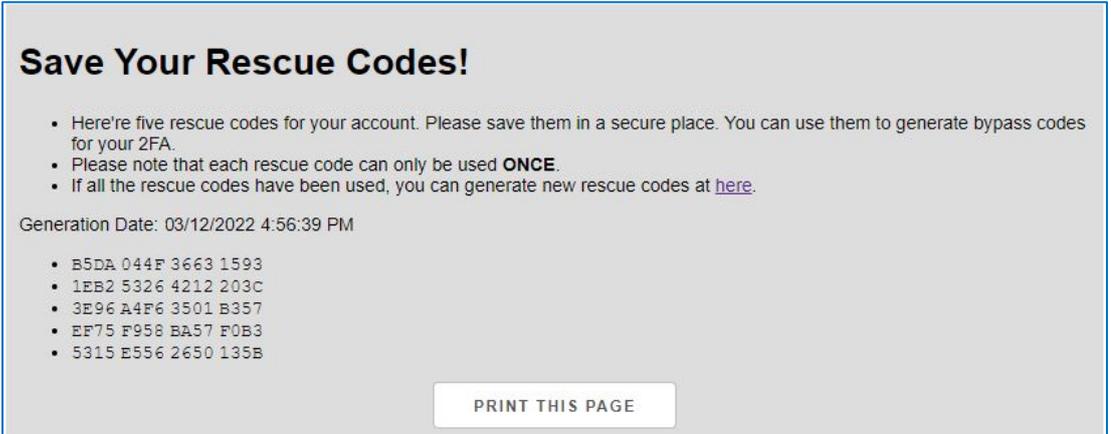
vi. Then, the screen will return to the Duo 2FA Self-Service User Portal.

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



The screenshot shows the 'itsc Information Technology Services Centre' logo at the top left. The main heading is 'Two Factor Authentication'. Below the heading are five navigation buttons: 'ABOUT 2FA', 'ENROLL DEVICE', 'BYPASS CODE', 'RESCUE CODE', and 'LOG OUT'. The 'RESCUE CODE' button is highlighted. The main content area is titled 'Rescue Codes' and contains the following text: 'User verified.', 'A rescue code is for generating a bypass code when your CU Link card is not available.', and 'Please note that existing rescue codes will be ineffective if a new set of codes is generated. If you confirm this usage, please click "Generate" below.' A 'GENERATE' button is located at the bottom of this section.

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.



The screenshot shows a page titled 'Save Your Rescue Codes!'. It contains a bulleted list of instructions: 'Here're five rescue codes for your account. Please save them in a secure place. You can use them to generate bypass codes for your 2FA.', 'Please note that each rescue code can only be used **ONCE**.', and 'If all the rescue codes have been used, you can generate new rescue codes at [here](#).' Below the list is the 'Generation Date: 03/12/2022 4:56:39 PM'. The five generated codes are: B5DA 044F 3663 1593, 1EB2 5326 4212 203C, 3E96 A4F6 3501 B357, EF75 F958 BA57 F0B3, and 5315 E556 2650 135B. A 'PRINT THIS PAGE' button is located at the bottom of the page.

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