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.)

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.