Use O365 / @Link Mail though Web Access
(This user guide suits for DUO 2FA enabled users.)

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For enquiries, please contact ITSC

• Hotline: 3943 8845 (during office hours)
• Online Service Desk: http://servicedesk.itsc.cuhk.edu.hk

A. Note

• For unexpected error, please clear the browsing data (Chrome, Firefox, IE) then retry.

B. Use O365 / @Link Mail though Web Access

   Enter
   • *CUHK Email Address
   • OnePass Password

   *CUHK Email Address
   • Student: Student-ID@link.cuhk.edu.hk
   • Staff: alias@cuhk.edu.hk
   • Alumni: alumni-ID@link.cuhk.edu.hk
   Click Sign in.

2. Depends on your enrolment status to DUO Two-factor Authentication (2FA), you may see either of the following screens.

   If you see a screen similar to the one shown (i.e. ask you to Send Me a Push or Enter a Passcode), skip to either step 3A, 3B or 3C.
If you see a **Protect Your CUHK Account** screen, **do not proceed**! Instead please enrol to 2FA via [http://duo.itsc.cuhk.edu.hk/](http://duo.itsc.cuhk.edu.hk/) first, then follow the steps again from step 1.

3A. **password** (DUO Mobile App — Push)

Click **Send Me a Push**

DUO Notification will be prompt on your mobile. 
Tap **Login request**

**OR**

Open the DUO Mobile App on your mobile device, then tap on the notification message, a Login Request with the information of requesting source is displayed.

Tap **Approve**.

Reminder: Duo Push is not available offline. Please ensure you got a good Internet connection when using this method. Or, you switch to log in with passcode which does not required an Internet connection.

3B. **password, passcode** (DUO Mobile App — Generate Codes)

You can get the passcode from your DUO Mobile App. **Open the DUO Mobile App** on your mobile device, then tap on the key icon next to your account, a one-time passcode is generated.

Click **Enter a Passcode, Log in with DUO passcode**.
3C. password,bypasscode (Use a temporary DUO Bypass Code)

In case you have problem with your mobile (e.g. forgot to bring, malfunction, lost or stolen) and cannot provide the 2nd factor for VPN connection, you can generate a temporary DUO Bypass Code by yourself via DUO Self-Service Portal at https://duo.itsc.cuhk.edu.hk.

Click Enter a Passcode, Log in with DUO Bypass Code.

4. Click No to not stay signed in or Yes if you want to stay signed in.

5. Click Outlook to check your mailbox.

6. After use, click your profile icon > Sign out

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