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

Self-Generate & Use of Bypass Code

Prepared By

ITSC

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<tr>
<td>1.0</td>
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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.

![DUO Self-Service Portal](image)

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.

![Two Factor Authentication](image)

**Prerequisites:** you need to have either
- 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)
on hand for identity verification.
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.

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**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:**

If your CU Link card don’t have that code printed on the illustrated position, your CU Link card may be outdated and need to be replaced.

**Need help?**

Get help at [https://cuhk.service-now.com](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**.

iii. You will be asked to proof that you are not a robot. Follow the onscreen instruction to continue.
iv. Once the verification is passed, click **GET BYPASS CODE** button.

v. The Bypass Code is generated.

- Bypass Code
  - CU Link Serial Number: 1122344656567788

- Bypass Code
  - **I’m not a robot**
  - CAPTCHA

- Bypass Code
  - **GET BYPASS CODE**

- Bypass Code
  - **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

How to use the bypass code?
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.

ii. Enter a valid Rescue Code which you generated in advance, then click SUBMIT button.

iii. The Bypass Code is generated.
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 asked to choose either one of the authentication method for the 2nd factor, click Enter a Passcode.

![Choose an authentication method](image)

ii. Enter the Bypass code that you generated, then click Log In.

![Choose an authentication method](image)

You should be able to login the application successfully.