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

Self-Generate & Use of Bypass Code

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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 2\textsuperscript{nd} 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 2\textsuperscript{nd} 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](https://duo.itsc.cuhk.edu.hk).

ii. Login with your O365 account.
iii. Once login the DUO Self-Service Portal, click **BYPASS 2FA** button.

![Bypass 2FA Button](image1.png)

iv. Read carefully on the usage of the Bypass Code.
   - The Bypass Code can only be used for **20 times within 12 hours**.
   - Once expired, you need to generate another new bypass code.
   - For identity verification, you need to provide the **serial number of your CU Link Card**.

Click **START** button to start the process.

![Bypass 2FA Instructions](image2.png)
v. Enter the **CU Link Serial Number**, and click on the checkbox before **I'm not a robot**.

![Bypass 2FA Form]

vi. You will be asked to proof you are not a robot. Follow the onscreen instruction to continue.
vii. Once proofed you are not a robot, click **GET BYPASS CODE** button.

![Bypass 2FA Form](image)

viii. The Bypass Code is generated.

![Bypass Code](image)
3. **Use of Bypass Code**

Once you had generated a Bypass Code, you can temporarily use it as the 2\(^{nd}\) factor to login the DUO integrated applications.

**Steps:**

i. **Take an example of logging into the DUO Self-Service Portal** (Note: different application may have different layout). When you logging in to the portal, you will be asked to choose either one of the authentication method for the 2\(^{nd}\) factor, click **Enter a Passcode**.

![Login to the Duo Self-Service Portal](image)

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

![Enter Bypass Code](image)

You should then login to the application successfully.

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