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 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](https://duo.itsc.cuhk.edu.hk), and login with your O365 account.
ii. Once login the DUO Self-Service Portal, click **BYPASS CODE** button.

![Two Factor Authentication](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 of below on hand for identity verification.
- 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)
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.
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**.

![Bypass Code](image)

iii. You will be asked to proof that you are not a robot. Follow the onscreen instruction to continue.

![Select all images with cars](image)
iv. Once the verification is passed, click **GET BYPASS CODE** button.

![Bypass Code](image)

v. The Bypass Code is generated.

![Bypass 2FA](image)
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.

   ![Bypass Code](image)

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

   ![Bypass Code](image)

   ii. The Bypass Code is generated.
3. Use of Bypass Code

Once you had generated a Bypass Code, you can temporarily use it as the 2\textsuperscript{nd} 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 redirected to a webpage hosted by DUO at 
“*.duosecurity.com/” and a Duo push notification is sent to your registered mobile device for the 2FA authentication if you used Duo Push in last authentication.

Ignore the Duo push notification and click ‘Other options’.
ii. Then click ‘Bypass code’.

iii. **Enter the Bypass code** that you generated, then click **Verify**.

You should be able to login the application successfully.

- END -