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

Self-Generate & Use of Rescue Code

Prepared By

ITSC

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<td>Oct 2020</td>
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1. About DUO Rescue Code

The Rescue Code is a pre-generated code which provides an alternate method for you to generate a Bypass Code when emergency, i.e. when both your mobile device and CU Link Card are not available.

Each account owner can generate a set of 5 Rescue Code in advance via the Duo 2FA Self Service User Portal, and then keep them in a safe place but where you can find when emergency.

1.1. Prerequisites

You need to login Duo 2FA Self Service User Portal successfully.

1.2. Usage of Rescue Code

- The rescue code can ONLY be used to generate the bypass code;
- The rescue code CANNOT be used as the 2nd factor to login any 2FA integrated application; and
- Each rescue code can only be used ONCE.

2. Rescue Code Generation

2.1. Generate Rescue Code during Duo 2FA enrollment

User who newly enroll to Duo 2FA can generate the Rescue Code during the Duo 2FA enrollment process. Details steps can be found from the User Manual for Self-Service User Enrollment & Device Registration.
2.2. Generate Rescue Code after Duo 2FA enrollment

For users who enrolled to Duo 2FA previously but didn’t generate the Rescue Code before, or need to re-generate a new set of Rescue Codes, please follow the steps below.

Steps:

i. Open a web browser, visit DUO 2FA Self-Service Portal and login with your O365 account.

![Login page](image1)

ii. Then click **RESCUE CODE** and **VERIFY** button for identity verification by 2nd authentication.

![Verification page](image2)
iii. The system will redirect to a webpage hosted by DUO at “*.duosecurity.com”, and continue using your last authentication method, e.g. automatically send a Duo Push to your registered mobile device, or ask you to enter a passcode for 2nd authentication.

Follow the on-screen instruction, and **check for the required information from your Duo mobile app**, or you can click ‘Other options’ to choose other method for authentication.

or

or
iv. After you pass the authentication, you can allow the browser to keep your authentication record. Click **Yes** if you trust this browser, otherwise, click No, if you do not trust this browser.

v. A Success page will be shown when you login successfully.
vi. Then, the screen will return to the Duo 2FA Self-Service User Portal. Follow the on-screen instruction and click **GENERATE** button to generate the Rescue Codes.

![Two Factor Authentication]

**Rescue Codes**

User verified.
A rescue code is for generating a bypass code when your CU Link card is not available.
Please note that existing rescue codes will be ineffective if a new set of codes is generated. If you confirm this usage, please click "Generate" below.

- GENERATE

vii. A set of 5 Rescue Codes are generated. You can print or save this page to keep them in a safe place but where you can find when emergency.

![Save Your Rescue Codes!]

- Save Your Rescue Codes!

- Here're the rescue codes for your account. Please save them in a secure place. You can use them to generate bypass codes for your 2FA.
- Please note that each rescue code can only be used **ONCE**.
- If all the rescue codes have been used, you can generate new rescue codes at [here](#).

**Generation Date: 03/12/2022 4:56:39 PM**

- 883A 444F 26E3 E592
- 1EB2 83E0 8853 203C
- 3E96 4EF6 3501 B357
- E776 8950 0257 2065
- 5315 F956 2650 135b

- END –