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

Self-Generate & Use of Rescue Code

Prepared By

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Version: 1.0

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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 the DUO 2FA Self-Service Portal and login with your O365 account.

![DUO 2FA Self-Service Portal](image)

ii. Then click RESCUE CODE button, and provide the 2nd factor (Duo Push response or Passcode generate from the Duo Mobile App from your registered mobile device) for identity verification.

![Two Factor Authentication](image)
iii. Follow the on-screen instruction to generate the Rescue Codes. Click **CONTINUE** button.

**Rescue Codes**

User verified. Please note that existing rescue codes will be invalidated if a new set of codes are generated. If you confirm to continue, please click “Continue” below.

- CONTINUE

iv. 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!**

- Here’s your rescue codes. Please save them in a secure place. You will need this to generate bypass codes.
- 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](https://example.com).

Generation Date: 1/10/2020 5:09:22 PM

- A4AD 1B92 72D8 6F2C
- 272B 740B 8708 AE9E
- 330E 454B 1603 E286
- 7D31 99AD C659 1632
- 4035 9486 9834 3ED

- PRINT THIS PAGE

- END -