DUO Two-Factor Authentication (DUO 2FA) User Guide for VPN Connection

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1. About VPN Logon with Duo 2FA

After you enrolled your account and device in Duo Self-Service Portal, the 2FA for VPN connection has been enabled as well. You will then require the following information for establishing the VPN connection:

i. Username
ii. Password (1st factor)
iii. Duo push response / one-time passcode (2nd factor)

1.1. Prerequisites

i. Enrolled O365 user account & his/her mobile device via Self Service Portal ([https://duo.itsc.cuhk.edu.hk](https://duo.itsc.cuhk.edu.hk)).
ii. An enrolled mobile device with ‘Duo Mobile’ app installed.

2. Establish VPN Connection with Duo 2FA

Steps:

i. Make sure you are connected to the Internet.

ii. Open the VPN Connection and click Connect.

![CUHK VPN](image)

iii. Input your Computing ID (e.g. bxxxxxx) in the ‘User name’ field.

![Sign in](image)
iv. Then input either one of the following forms of password, follow the format exactly the same as shown in green:

a. **password**
   After you click **OK** button, by default, a Duo Push notification will be sent to your enrolled mobile.

   ![Windows Security Sign in](image)

   **Open the DUO Mobile App** on your mobile device, then **tap on the notification message**, a Login Request with the information of requesting source is displayed.

   ![DUO Mobile App](image)

   Tap **Approve**, the VPN connection should be established successfully.
b. **password, passcode**

You can get the passcode from your Duo Mobile App. **Open the Duo Mobile App** on your mobile device, then **tap on your account**, a one-time passcode is generated.

![Duo Mobile App](image)

Then click **OK** button, the VPN connection should be established successfully.

c. **password, bypasscode**

In case you have problems with your mobile (e.g. forgot to bring, malfunction, lost or stolen) and cannot provide the 2nd factor for VPN connection, you can generate a temporary DUO Bypass Code by yourself via [DUO Self-Service Portal](https://duo.com).

![Bypass Code](image)

Input the Bypass Code as below.

Then click **OK** button, the VPN connection should be established successfully.

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