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

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Document History			
Version	Update Date	Changes	
1.0	2018-04	Initial version	
1.1	2023-02	Update new interface of Duo mobile app	

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 (<u>https://duo.itsc.cuhk.edu.hk</u>).
- ii. An enrolled mobile device with 'Duo Mobile' app installed.
- iii. Setup the VPN connection with the guidelines in <u>https://www.itsc.cuhk.edu.hk/en-gb/all-it/wifi-and-network/cuhk-vpn</u>.

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**.

СОНК	VPN		
	Connect	Advanced options	Remove

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

Windows Security	×
Sign in	
bxxxxx	
Domain:	
01/	
OK	Cancel

- iv. Then input <u>either one of the following forms of password</u>, 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					
bxxxxx					
XXXXXXXXXXXX					
Domain:					
ОК	Cancel				

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.

10:43	10:44 🖬 46 🖬
TIME SENSITIVE now Verify your identity	= Due
VDN CONFIGURATIONS	Q Search
Status Connecting	Accounts (1) Add 🕂
CUHK Unknown	
Add VPN Configuration	Are you logging in to Broadband VPN?
	 CUHK Central, HCW, HK
	⊙ 10:43 AM
	Deny Approve

Tap Approve, the VPN connection should be established successfully.

b. password,passcode

You can get the <u>passcode</u> 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.

5:07		ali 4G 🚺				
Ξ	eue					
Q Search						
Accounts (1)		Add 🕂				
			Windows Secur	ity		×
		•••	Sign in			
CUHK MY Account			bxxxxxx			
Passcode 7	67 809	Сору	XXXXXXXXXX	xx,767809		
			Domain:			
C	Refresh Passcode				_	_
				OK	Ca	ncel

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 <u>DUO Self-Service Portal</u>.

Bypass 2FA					
Done.					
Please find your bypass code below, that will work for 20 times or expires on Thursday, 22 March, 2018 4:46 AM, which ever occurs first.					
	Bypass Code Expires Remaining Uses	273635110 Thursday, 22 March, 2018 4:46 AM 20 times			

Input the Bypass Code as below.

Windows Security	×				
Sign in					
bxxxxx					
xxxxxxxxxx,273635110					
Domain:					
ОК	Cancel				

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