

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

Prepared By

ITSC

Version: 1.1

Last Update: Feb 2023

## Table of Contents

1. About VPN Logon with Duo 2FA .....	4
1.1. Prerequisites .....	4
2. Establish VPN Connection with Duo 2FA .....	4

<b>Document History</b>		
<b>Version</b>	<b>Update Date</b>	<b>Changes</b>
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 (1<sup>st</sup> factor)
- iii. Duo push response / one-time passcode (2<sup>nd</sup> factor)

### 1.1. Prerequisites

- i. Enrolled O365 user account & his/her mobile device via Self Service Portal (<https://duo.itsc.cuhk.edu.hk>).
- ii. An enrolled mobile device with 'Duo Mobile' app installed.
- iii. Setup the VPN connection with the guidelines in <https://www.itsc.cuhk.edu.hk/en-gb/all-it/wifi-and-network/cuhk-vpn>.

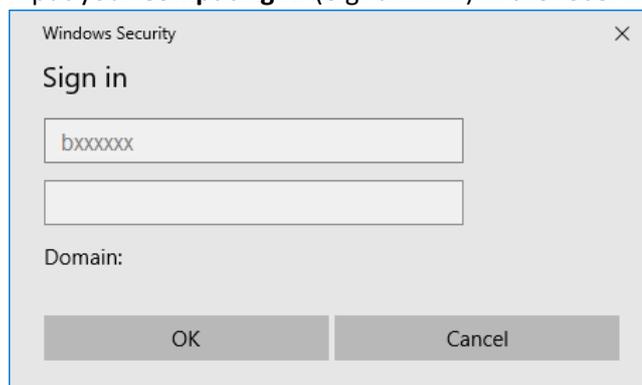
## 2. Establish VPN Connection with Duo 2FA

### Steps:

- i. Make sure you are connected to the Internet.
- ii. Open the VPN Connection and click **Connect**.



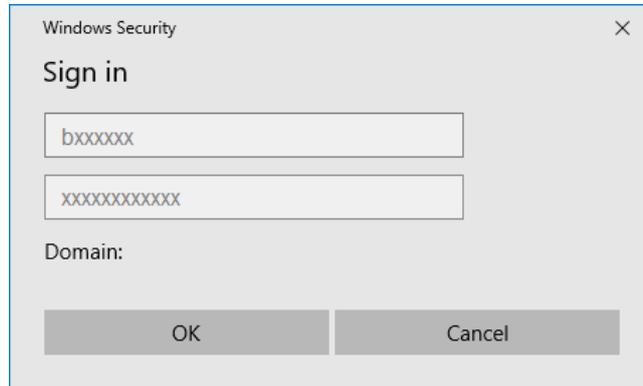
- iii. Input your **Computing ID** (e.g. bxxxxxx) in the 'User name' field.



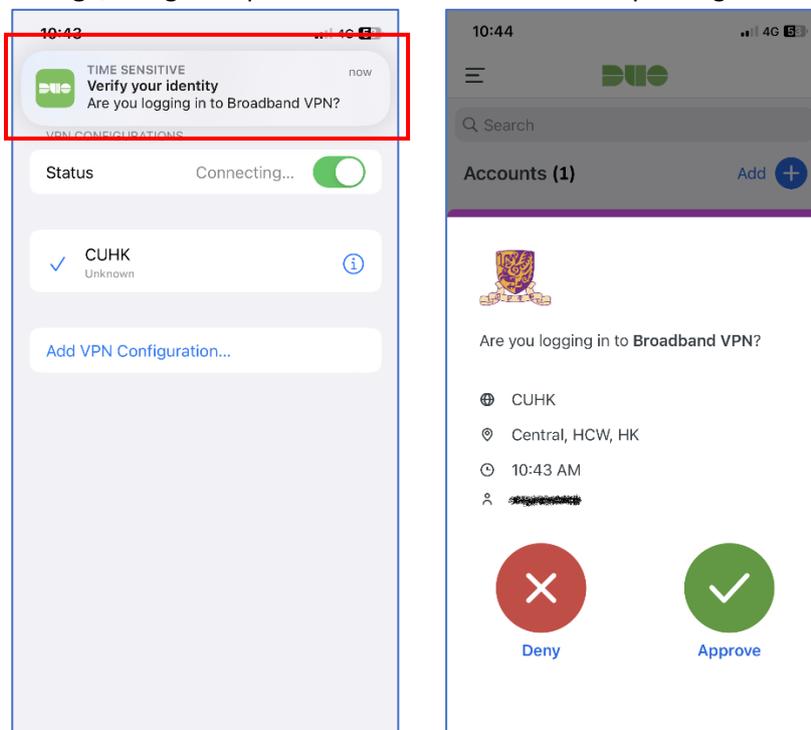
iv. Then input either one of the following forms of password, follow the format exactly the same as shown in green:

a. **password**

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



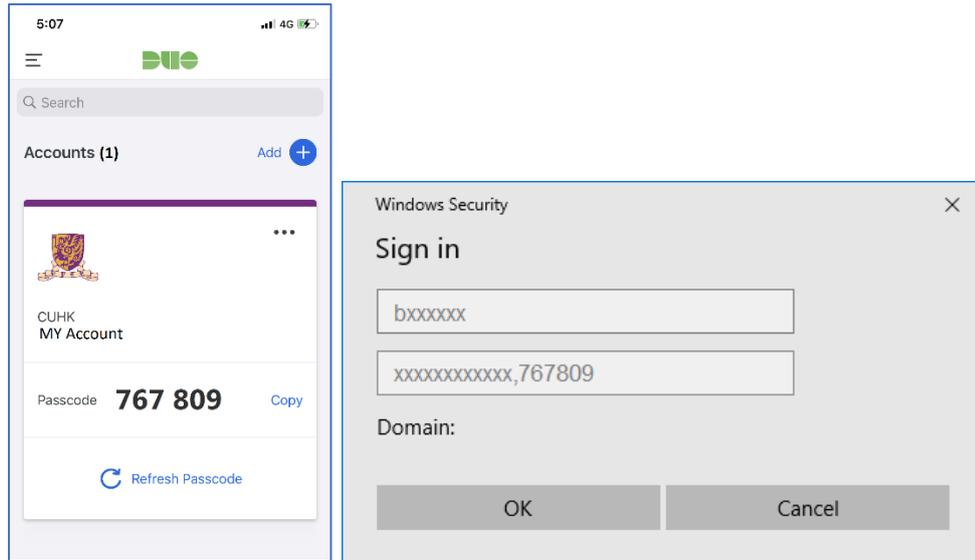
**Open the DUO Mobile App on your mobile device, then tap on the notification message**, a Login Request with the information of requesting source is displayed.



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

b. **password,passcode**

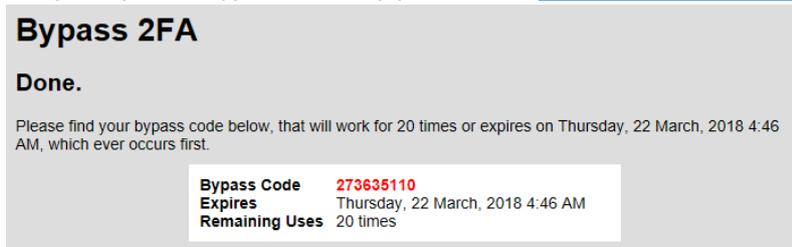
You can get the passcode from your Duo Mobile App. **Open the Duo Mobile App** on your mobile device, then **tap on your account**, a one-time passcode is generated.



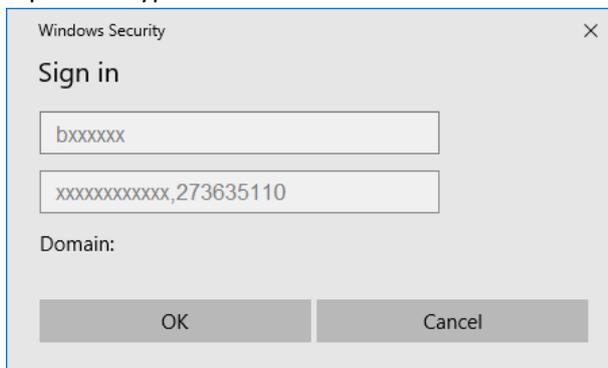
Then click **OK** button, the VPN connection should be established successfully.

c. **password,bypasscode**

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



Input the Bypass Code as below.



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

- END -