Switched to a **New Phone**?

Follow these steps to activate Duo Mobile app in your new phone.

Step 1: Get a bypass code from Bypass Code Portal .

Step 2: Sign in Device Management Portal . When prompted to confirm your identity via MFA, choose 'Enter a passcode'

 Enter a Passcode and enter the code obtained in step 1.

Step 3: Register your new phone. See Add Additional Mobile Device(s) for detailed procedure.

Step 4: Remove your old phone. See Remove a Mobile Device for detailed procedure.
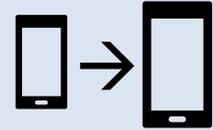
Useful Links

- **Device Management Portal**
  Register for MFA / manage your registered devices.

- **Bypass Code Portal**
  Emergency account access without a mobile device by obtaining a bypass code.

- **FAQ on using Multi-Factor Authentication (MFA)**
  Frequently asked questions about the use of MFA in different situations.

Download on the App Store

Duo Mobile

GET IT ON Google Play

Guidelines on using Multi-Factor Authentication (MFA)

- [Register Your First Mobile Device](#)
- [Login HKBU email on the web](#)
- [Add Additional Mobile Device(s)](#)
- [Re-activate a Mobile Device](#)
- [Rename a Mobile Device](#)
- [Remove a Mobile Device](#)
- [Emergency Account Access without a Mobile Device](#)

Register Your First Mobile Device

1. Go to Device Management Portal and click 'Sign In to Start Now' button.

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Two-factor Authentication (2FA) Device Management Portal

Welcome to the Device Management Portal for 2FA

Two-factor Authentication (2FA) is an enhancement to the security of your SSOid by adding a simple step to the sign in process to validate your identity when you access certain HKBU IT resources.

This website will guide you through the device registration process for 2FA. Once your SSOid is activated with 2FA, you may also manage your registered devices here. Registration is simple and takes only a few minutes to complete. To begin, click the sign in button on screen.

Refer to the dedicated website for more details:
https://ito.hkbu.edu.hk/2fa/

Should you need any assistance during the process, please contact our ITO Service Call Centre as follow:

ITO Service Call Centre
Tel: (852) 3411-7899
Email: hotline@hkbu.edu.hk

Sign In to Start Now

2. Enter your 'HKBU Email Address' and password (on NEXT page). If you're using non-HKBU networks, you need to answer Security Question after that.

Tips: 'Email Address' is the full HKBU email address instead of SSOid.

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Single Sign-On

Email Address
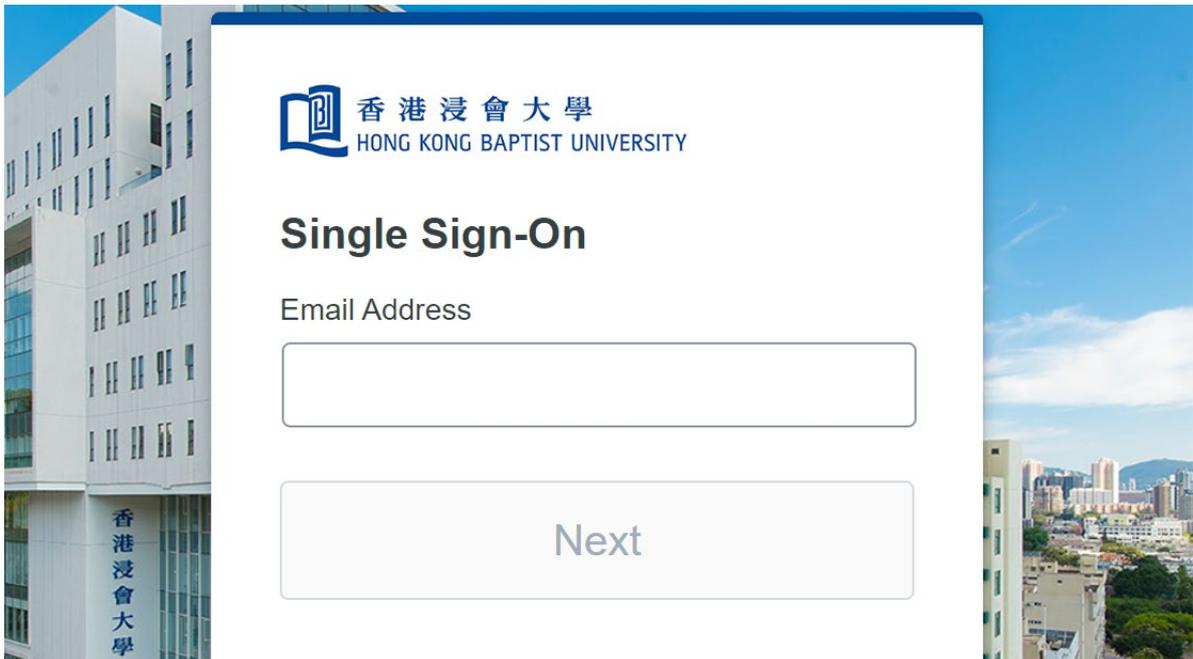
Next

3. Read the welcome message and click 'Next' on lower right side to proceed.

4. Click 'Start setup' button to start registering your first mobile device.

5. Select 'Tablet' **(even you're using a smartphone)** and click 'Continue' button
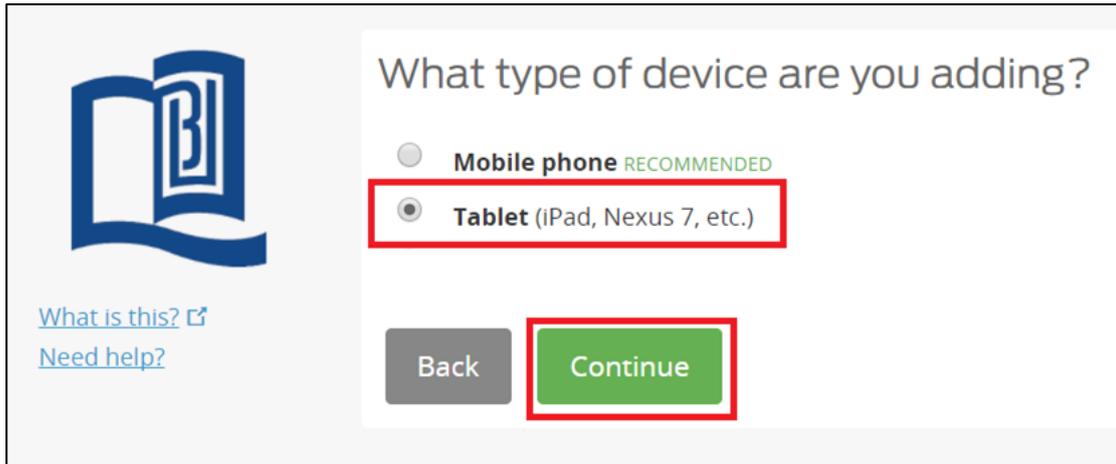
6. Select the operating system of your mobile device and click 'Continue' button.
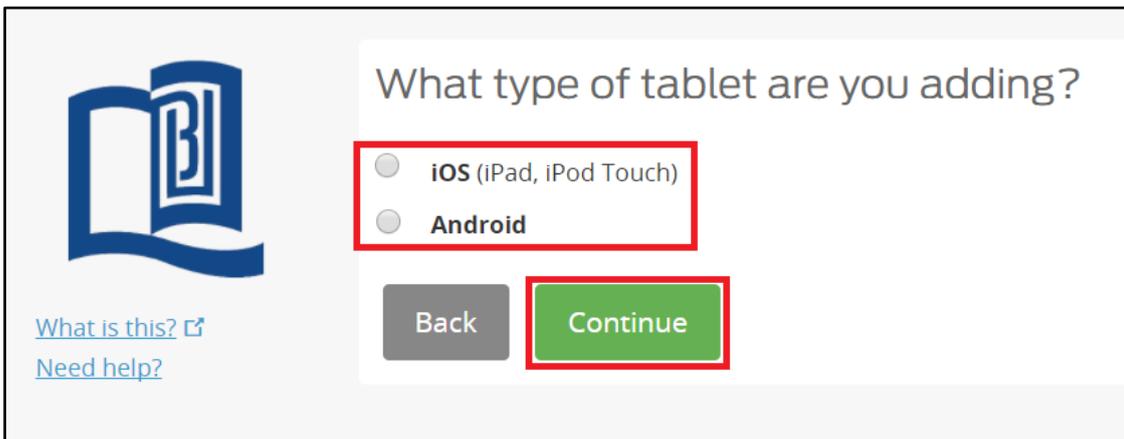
7. Follow on-screen instructions to install Duo Mobile app on your device. Afterwards, click 'I have Duo Mobile Installed' button.
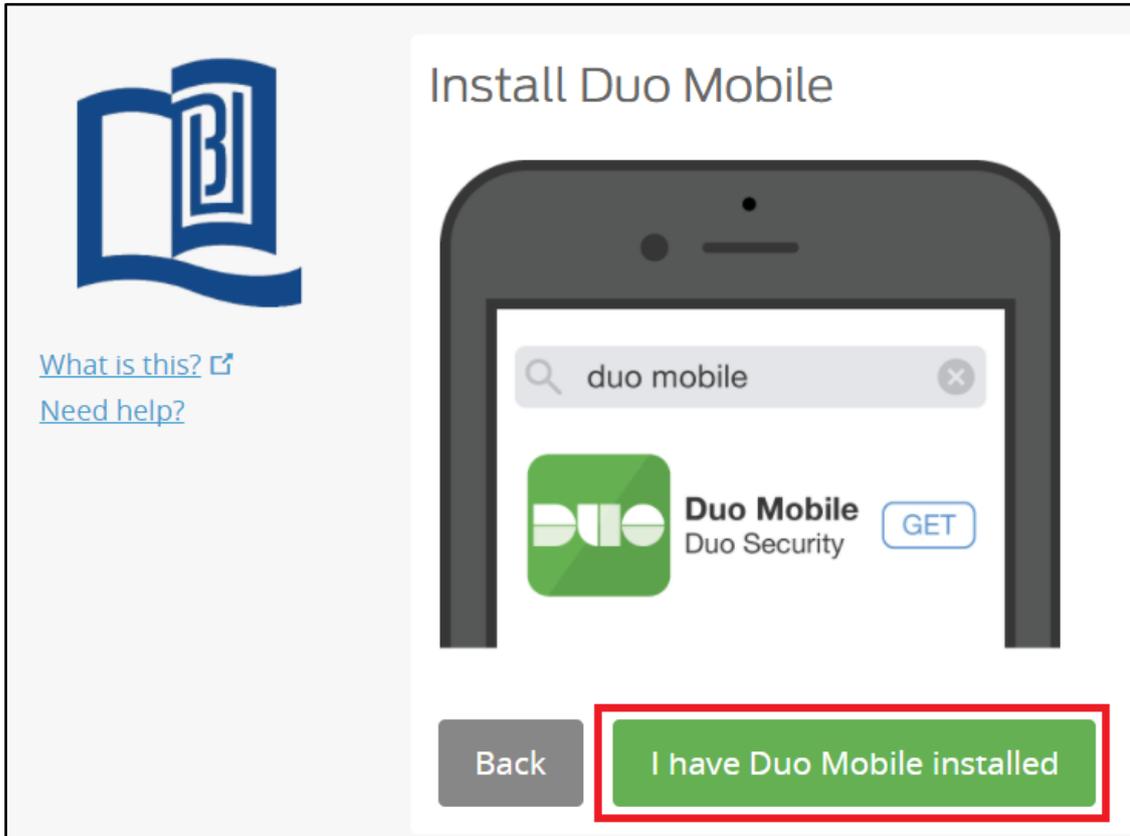
8. Open your Duo Mobile app on your mobile device, then click ➕ button (iOS) / 🔑 button (Android) on the top right hand corner and scan the QR code.

   ✅ Tips: go back to previous step to install Duo Mobile app if you haven't done so.

9. Once the QR code is accepted, the 'Continue' button will be enabled.   Click it to continue.
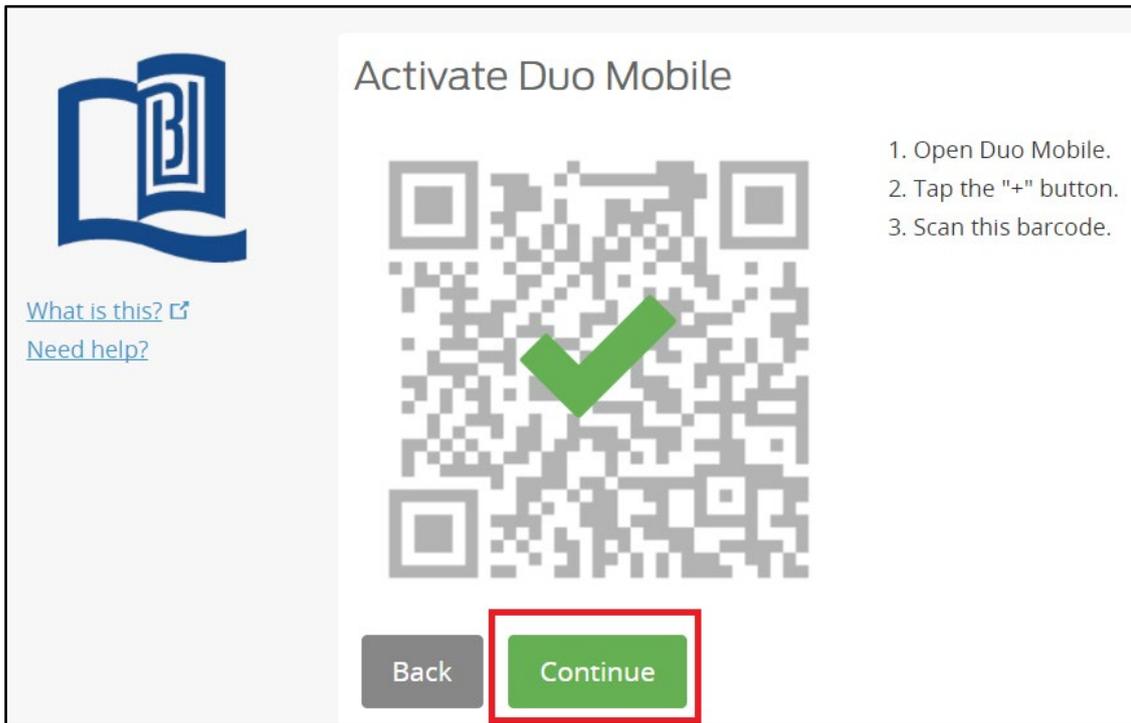
10. At the same time, your account is also listed in the mobile app.

11. At 'My Setting & Devices' screen, confirm that your mobile device is listed.   Click 'Next' button to continue.

12. Double check that your mobile device is listed. Click 'Confirm' to proceed.

13. Done! Click 'Sign Out' to leave the Device Management Portal.

14. Try login to HKBU email.   Refer to section <u>Login HKBU email on the web</u> for detailed steps.

Login HKBU email on the web

1. Visit https://outlook.office.com and enter 'HKBU Email Address' and click 'Next'.
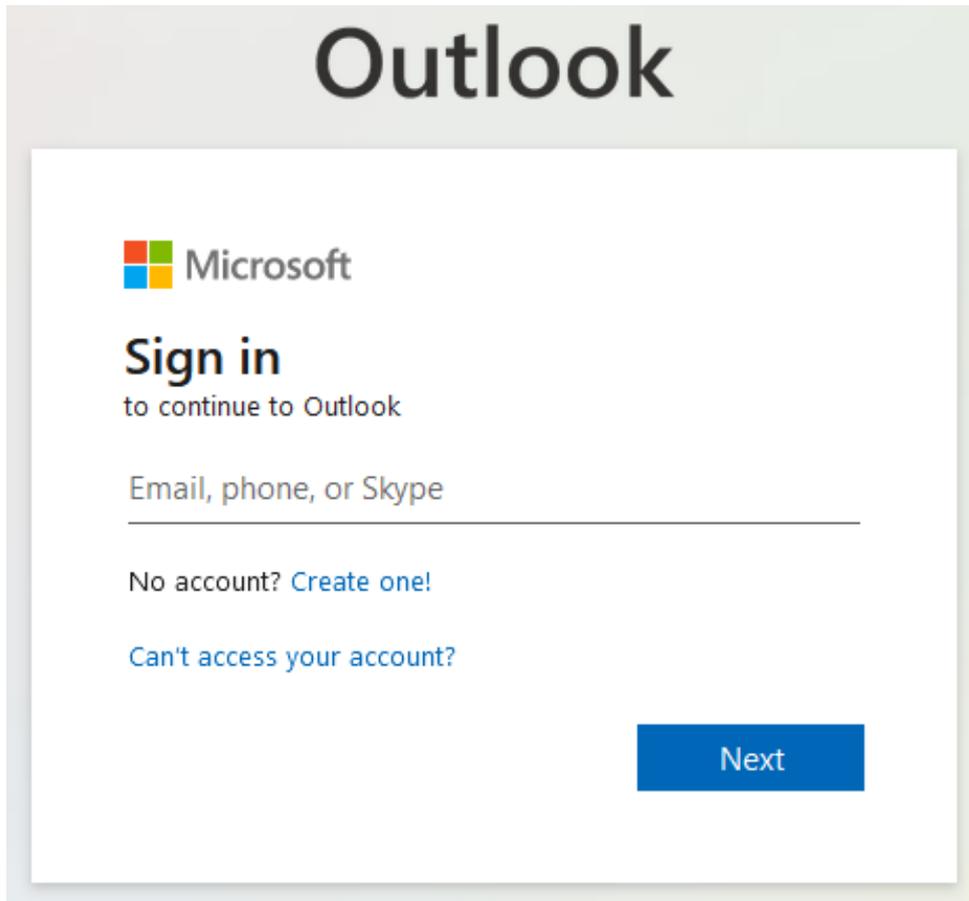
2. **You will be redirected to a dedicated HKBU login page.**

   Enter your 'HKBU Email Address' and password (on NEXT page).

   ✅ Tips: 'Email Address' is the full HKBU email address instead of SSOid.
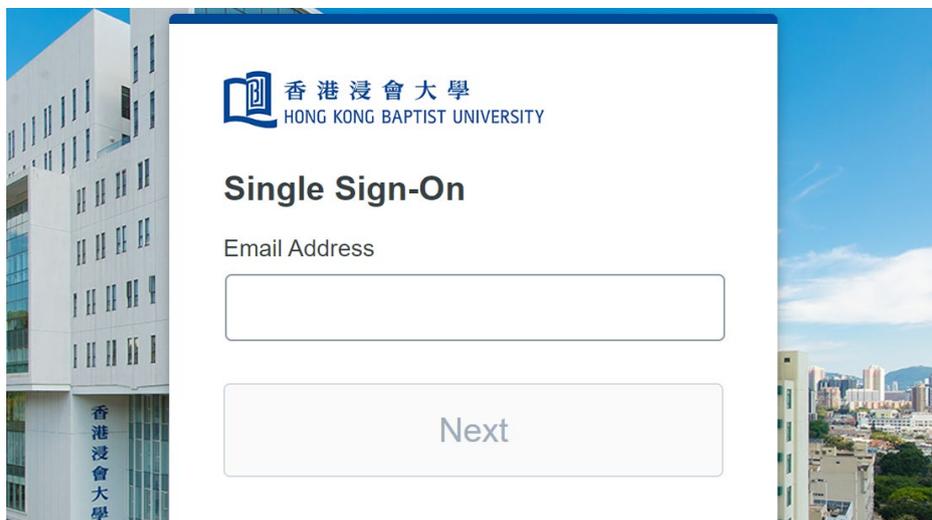
3. After inputting your login information, **you will be asked to respond to a push message at your mobile devices** or choose other options to confirm your identity.

If at this stage you manage to have logged into M365 without being prompted to 'Choose an authentication method' as shown below, follow through the mobile device registration process again and make sure that you register your device successfully.
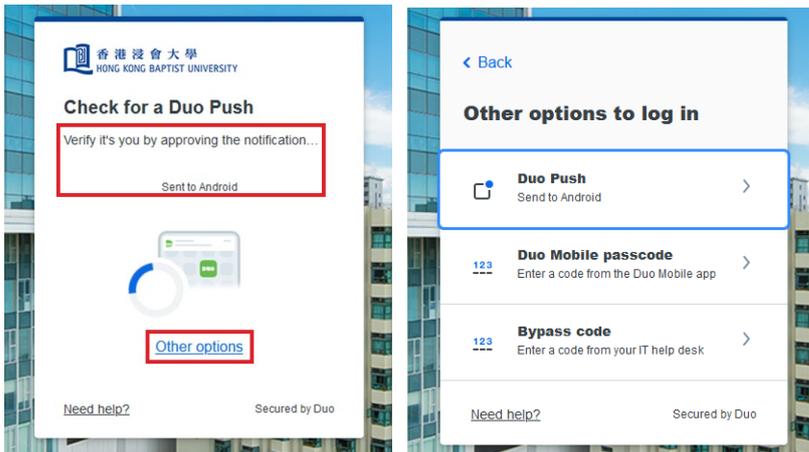
If your mobile device has Internet access, you are recommended to use Duo Push. This is the easiest and quickest way to confirm your identity. To use Duo Push,

   a. Open your Duo Mobile app.
   b. The 'Login Request' screen appears. Tap 'Approve' to grant access.
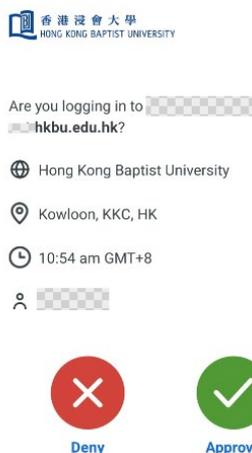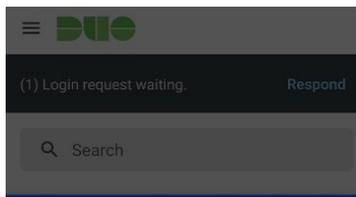
If your mobile device does not have Internet access, you can still have your identity verified by entering a passcode. To do so,

    a. Click 'Duo Mobile Password" option. You will be prompted to enter a passcode.

    b. Open your Duo Mobile app. Tap on the account name. You will see a passcode generated.
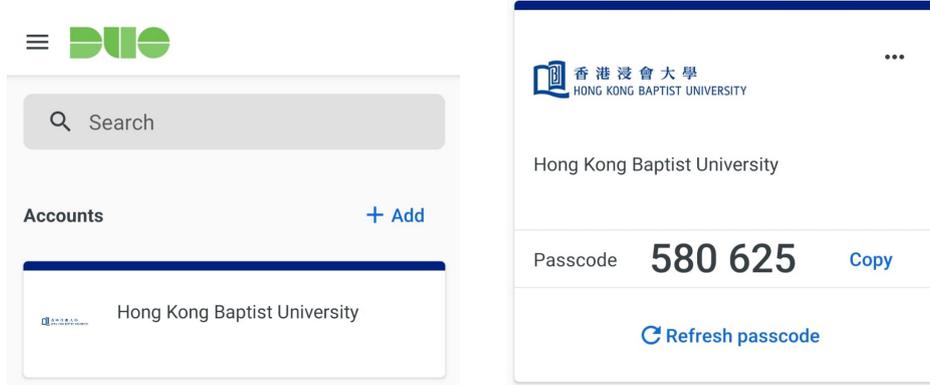
    c. Enter the passcode as shown and click the 'Verify' button to complete the verification.
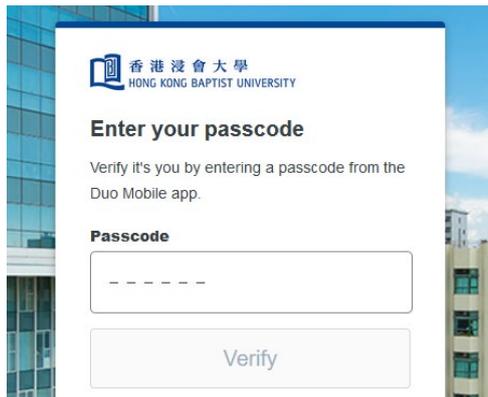
4. You are now securely logged in.

Add Additional Mobile Device(s)

You may add additional devices for verification for your convenience.

✅ Tips: only ONE device of your choice can receive Duo Push at a time.

1. Log on the Device Management Portal
2. For security reasons you will be prompted to confirm your identity via 2FA. Follow the on-screen instructions to proceed.
3. Upon successful verification, you will see a list of registered devices under 'My Settings & Devices'. Click '+ Add another device' link.
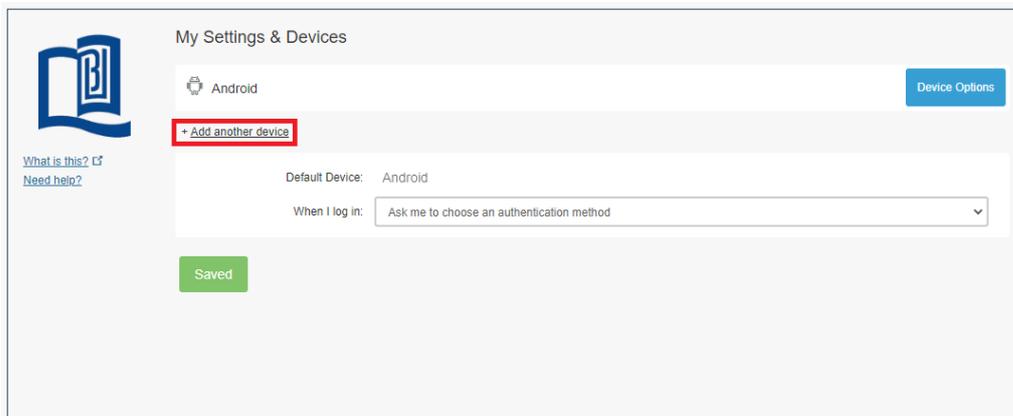
4. Follow steps (5) - (13) as shown in Register Your First Mobile Device

✅ Tips: Once you have registered additional devices, you will be able to select a preferred device for receiving Duo Push in the future. Therefore, you may want to Rename Your Mobile Device so that it becomes more recognizable to you.
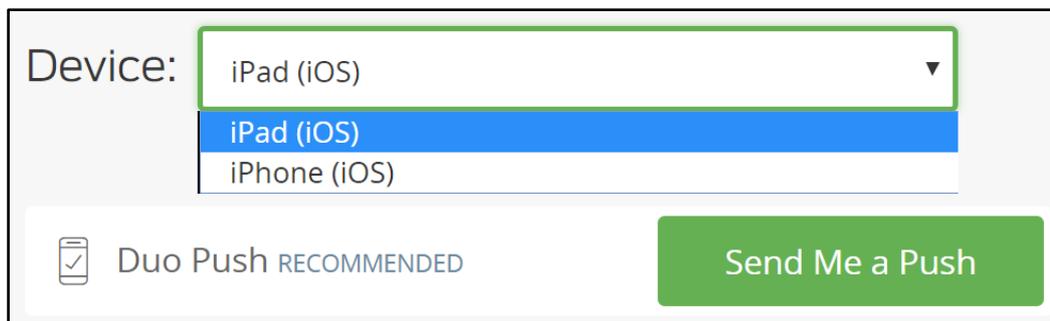
Re-activate a Mobile Device

If you need to get Duo Push working on your phone (for example, if you have replaced your phone with a new model), follow the steps below.

1. Log on the Device Management Portal
2. For security reasons you will be prompted to confirm your identity via 2FA.   Follow the on-screen instructions to proceed.
3. Upon successful verification, you will see a list of registered devices under 'My Settings & Devices'.   Click 'Device Options' button next to your registered device, then click 'Reactivate Duo Mobile' button.

4. Follow steps (6) - (12) as shown in Register Your First Mobile Device

Rename a Mobile Device

If you added multiple devices, you may want to change the names of your registered devices to make them more recognizable to you.   This will help you identify the right device more easily for Duo push during account verification.

1. Log on the Device Management Portal
2. For security reasons you will be prompted to confirm your identity via 2FA.   Follow the on-screen instructions to proceed.
3. Upon successful verification, you will see a list of registered devices under 'My Settings & Devices'.   Click 'Device Options' next to your registered device, then click 'Change Device Name' button.
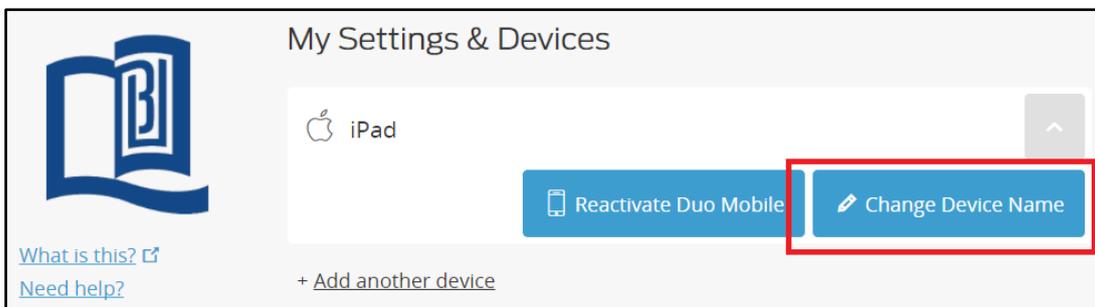
4. Provide a new name for the registered device and click 'Save' button to confirm the changes.
5. Click 'Next' button on the lower right hand corner, then click confirm to complete the process.

Remove a Mobile Device

If you have lost your mobile device, or the mobile device is no longer in use, follow the steps below to remove it from registered device list.

✅ Tips: you need to keep at least 1 registered mobile device.

1. Log on the Device Management Portal
2. For security reasons you will be prompted to confirm your identity via 2FA.   Follow the on-screen instructions to proceed.
3. Upon successful verification, you will see a list of registered devices under 'My Settings & Devices'.   Click 'Device Options' next to your registered device, then click the bin button

   🗑 .

4. Click 'Next' button on the lower right hand corner, then click confirm to complete the process.

Emergency Account Access without a Mobile Device

If you cannot receive Duo Push message and do not have any passcode on hand (say, you forget to bring your phone, phone out of battery … etc), follow the steps below to get a Bypass Code.

✅ Tips: For better protection, obtain a bypass code only using a trusted device.

✅ Tips: The bypass code is valid for up to 24 hours after generation. Once a new bypass code is generated, any bypass code(s) generated previously will become void immediately.

✅ Tips: Contact ITO Service Call Centre if you want to obtain a bypass code for 'department' type or 'project' type account.

1. Log on the Bypass Code Portal. Follow on-screen instructions to enter your information for verification.

2. Upon successful verification, click 'Continue' button.
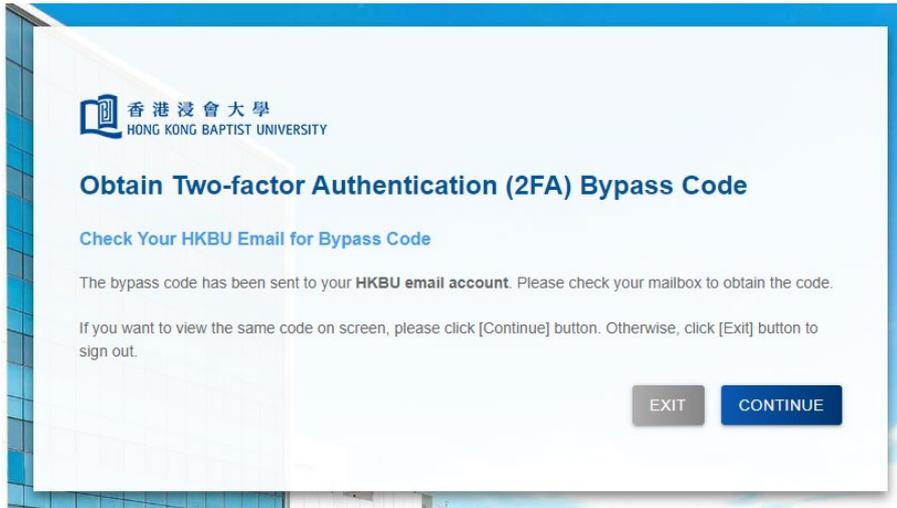
3. You will be prompted to answer a security question if you decide to view the bypass code online. Upon successful validation you will see your bypass code displayed on screen.
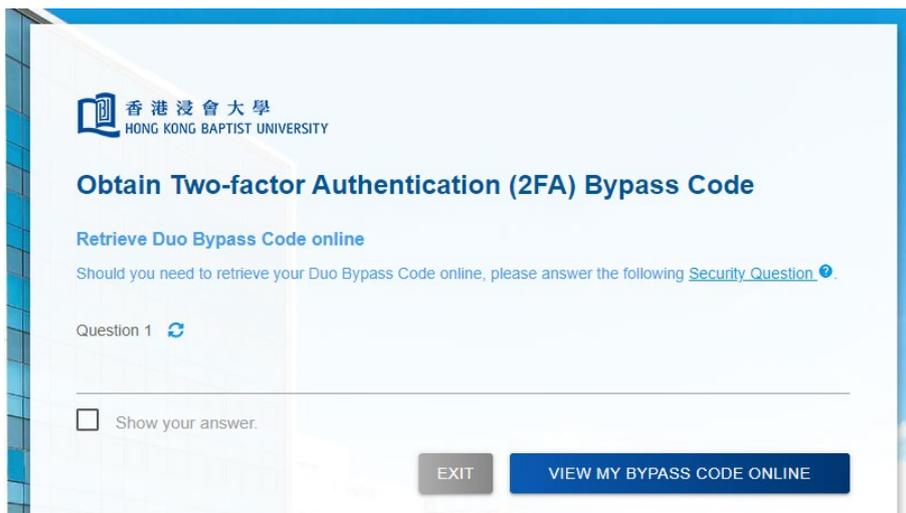
✅ Tips: Close the browser windows upon exit and make sure the bypass code won't be seen by anyone else.