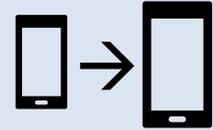


## Switched to a **New Phone?**

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'
-  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.



## 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.



### 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/>

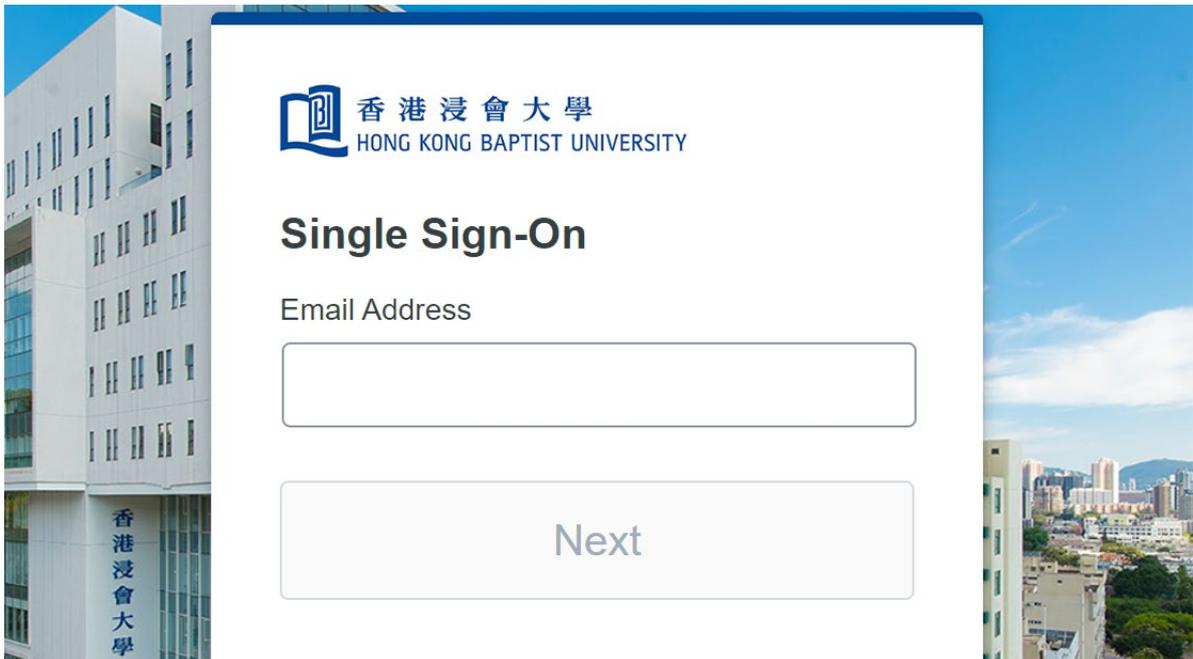
Should you need any assistance during the process, please contact our ITO Service Call Centre as follow:

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



## Guidelines on using Two-Factor Authentication (2FA)

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

The screenshot shows a web interface with three navigation tabs at the top: 'Introduction' (active), 'First Step: Set up / Manage device for 2FA', and 'Second Step: Confirm Registration'. The main content area is titled 'Welcome to the Device Management Portal for 2FA'. It contains two paragraphs of text explaining 2FA and the purpose of the portal. A callout box on the right provides contact information for the ITO Service Call Centre. At the bottom right, there are 'Previous' and 'Next' buttons.

Introduction First Step: Set up / Manage device for 2FA Second Step: Confirm Registration

### 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](mailto:hotline@hkbu.edu.hk)

Previous Next

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

The screenshot shows a web page titled 'Protect Your Hong Kong Baptist University (UAT) Account'. It features the HKBU logo and navigation links like 'What is this?' and 'Need help?'. The main text explains that two-factor authentication enhances account security. A prominent green 'Start setup' button is visible. At the bottom right, there are 'Previous' and 'Next' buttons.

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### Protect Your Hong Kong Baptist University (UAT) Account

Two-factor authentication enhances the security of your account by using a secondary device to verify your identity. This prevents anyone but you from accessing your account, even if they know your password.

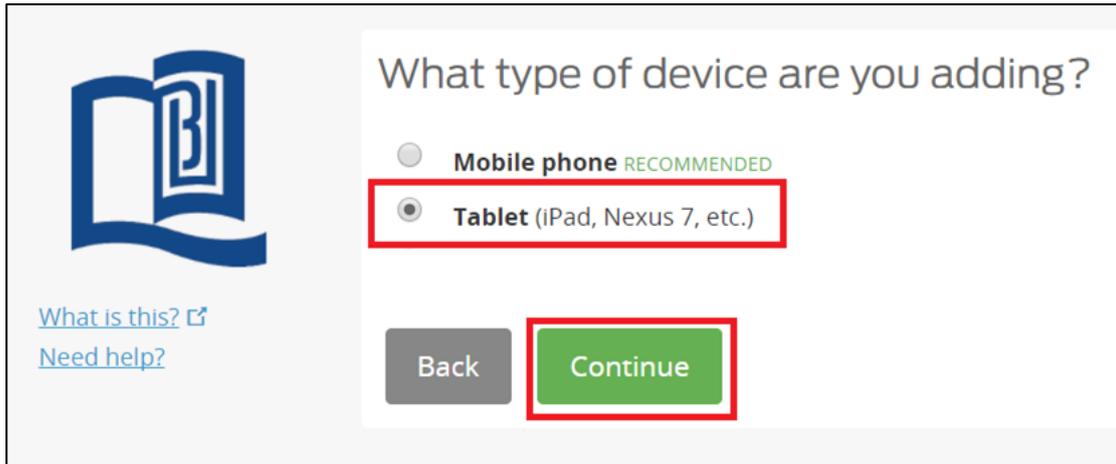
This process will help you set up your account with this added layer of security.

**Start setup**

Previous Next

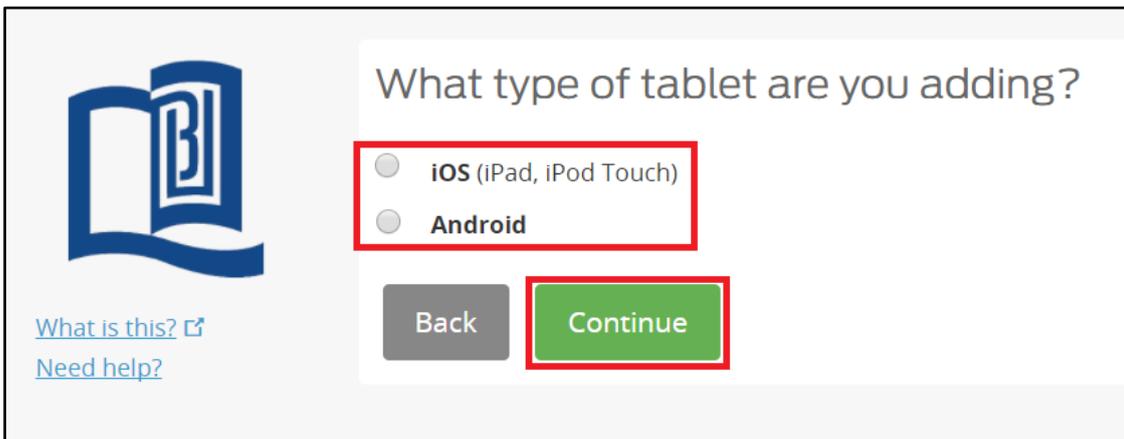
Guidelines on using Two-Factor Authentication (2FA)

5. Select 'Tablet' (**even you're using a smartphone**) and click 'Continue' button



The screenshot shows a web interface for adding a device. On the left is the Hong Kong Baptist University logo and two links: 'What is this?' and 'Need help?'. The main content area has the heading 'What type of device are you adding?'. There are two radio button options: 'Mobile phone RECOMMENDED' and 'Tablet (iPad, Nexus 7, etc.)'. The 'Tablet' option is selected and highlighted with a red box. Below the options are two buttons: 'Back' and 'Continue'. The 'Continue' button is highlighted with a red box.

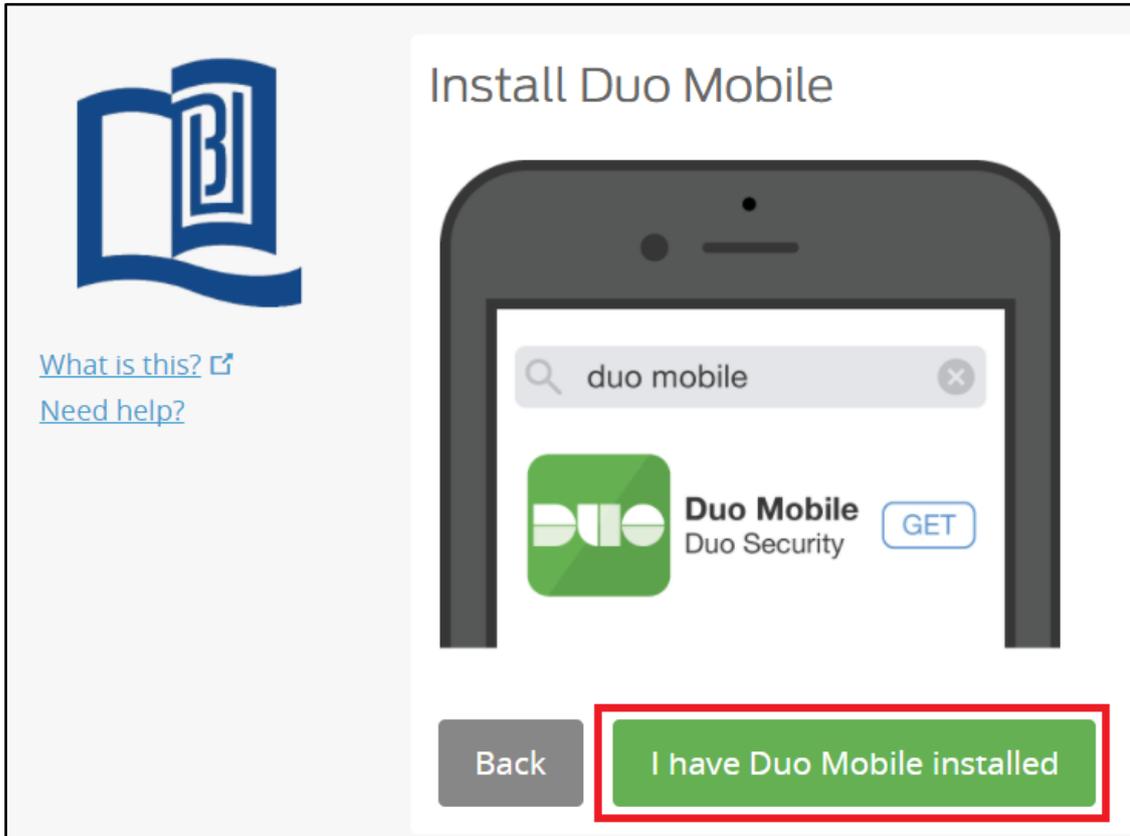
6. Select the operating system of your mobile device and click 'Continue' button.



The screenshot shows a web interface for selecting the operating system of a tablet. On the left is the Hong Kong Baptist University logo and two links: 'What is this?' and 'Need help?'. The main content area has the heading 'What type of tablet are you adding?'. There are two radio button options: 'iOS (iPad, iPod Touch)' and 'Android'. The 'iOS' option is selected and highlighted with a red box. Below the options are two buttons: 'Back' and 'Continue'. The 'Continue' button is highlighted with a red box.

Guidelines on using Two-Factor Authentication (2FA)

7. Follow on-screen instructions to install Duo Mobile app on your device. Afterwards, click 'I have Duo Mobile Installed' button.



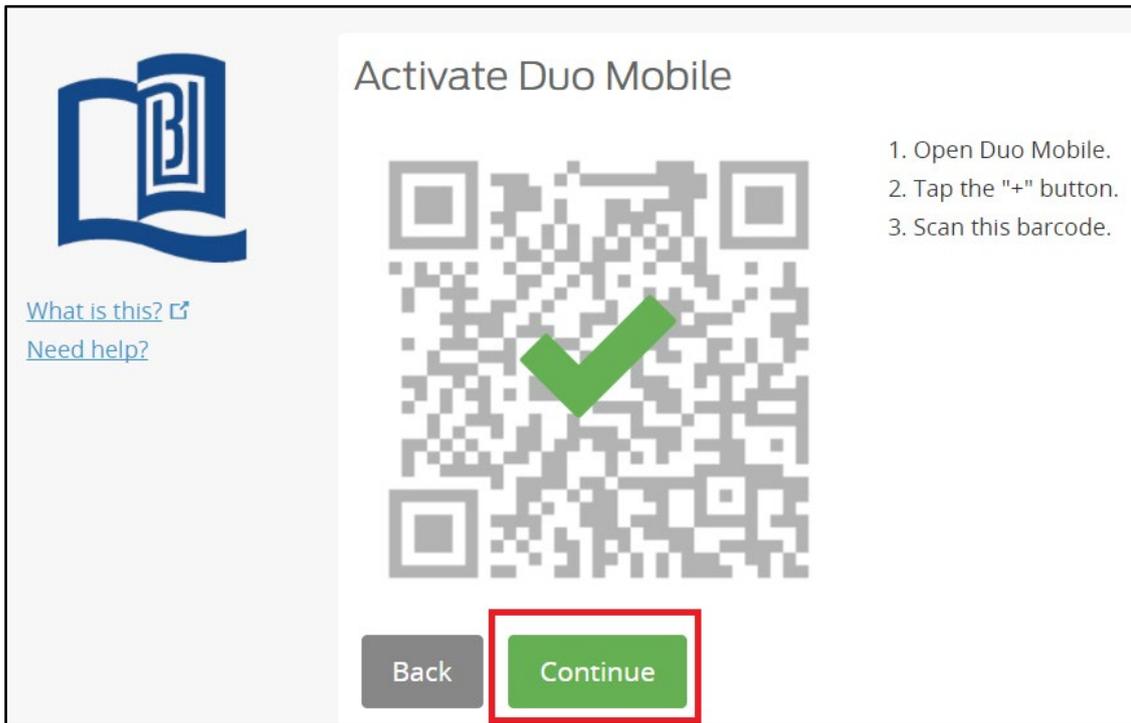
8. Open your Duo Mobile app on your mobile device, then click  button (iOS) /  button (Android) on the top right hand corner and scan the QR code.

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



Guidelines on using Two-Factor Authentication (2FA)

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.

My Settings & Devices

What is this? Need help?

+ Add another device

Default Device: iOS

When I log in: Ask me to choose an authentication method

Saved

Previous Next

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

Please verify that the registration details listed below are correct.  
Click [Previous] button to make changes or click [Confirm] button when done.

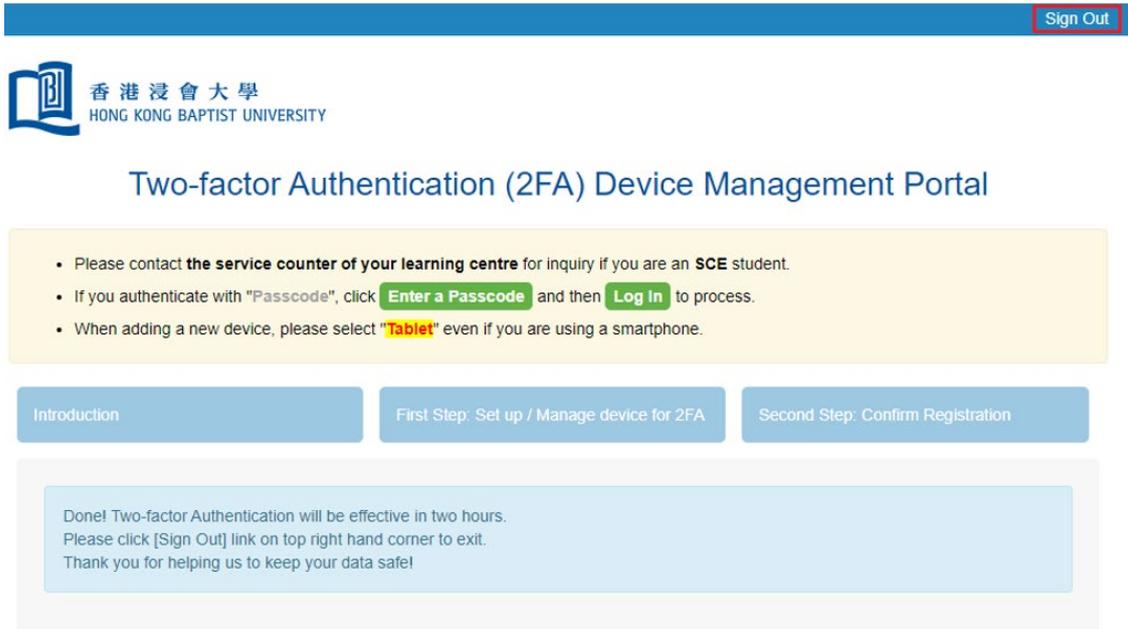
Registration Details:

SSOid	[Redacted]
Registered 2FA Device(s)	Phone Number (Status) N/A (Activated)
	Platform Apple iOS

Previous Confirm

## Guidelines on using Two-Factor Authentication (2FA)

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



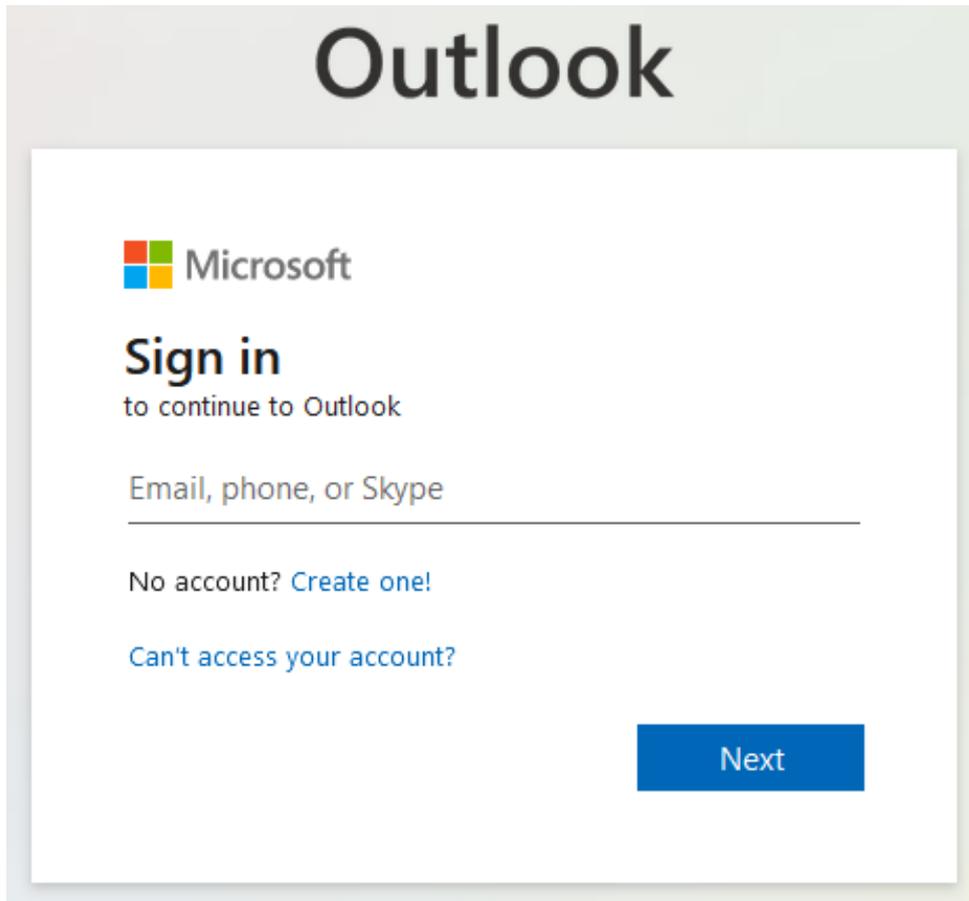
The screenshot shows the 'Two-factor Authentication (2FA) Device Management Portal' interface. At the top right, there is a blue bar with a 'Sign Out' button. Below this is the HKBU logo and name. The main heading is 'Two-factor Authentication (2FA) Device Management Portal'. A yellow box contains instructions: 'Please contact the service counter of your learning centre for inquiry if you are an SCE student.', 'If you authenticate with "Passcode", click Enter a Passcode and then Log In to process.', and 'When adding a new device, please select Tablet even if you are using a smartphone.' Below this are three blue buttons: 'Introduction', 'First Step: Set up / Manage device for 2FA', and 'Second Step: Confirm Registration'. At the bottom, a light blue box contains a confirmation message: 'Done! Two-factor Authentication will be effective in two hours. Please click [Sign Out] link on top right hand corner to exit. Thank you for helping us to keep your data safe!'

14. Try login to HKBU email. Refer to section [Login HKBU email on the web](#) for detailed steps.

Login HKBU email on the web



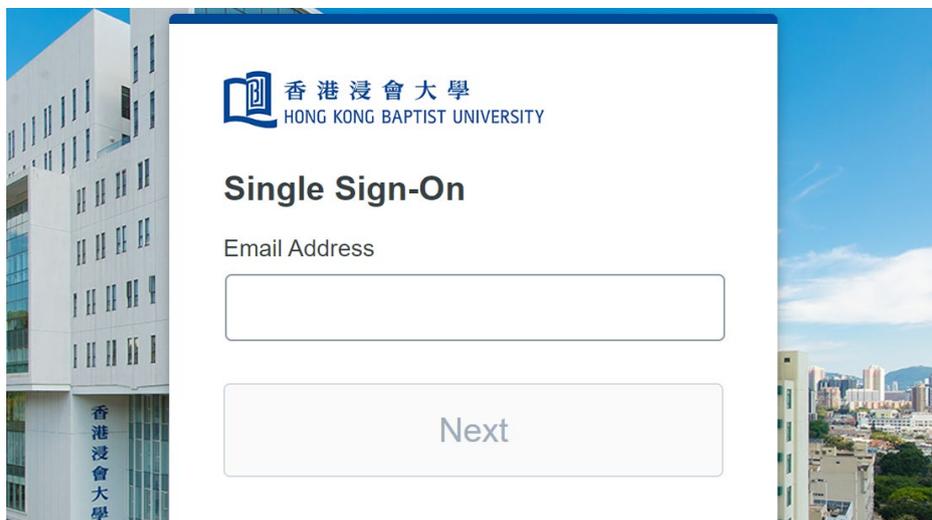
1. Visit <https://outlook.office.com> and enter 'HKBU Email Address' and click 'Next'.



2. You will be redirected to a dedicated HKBU login page.

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

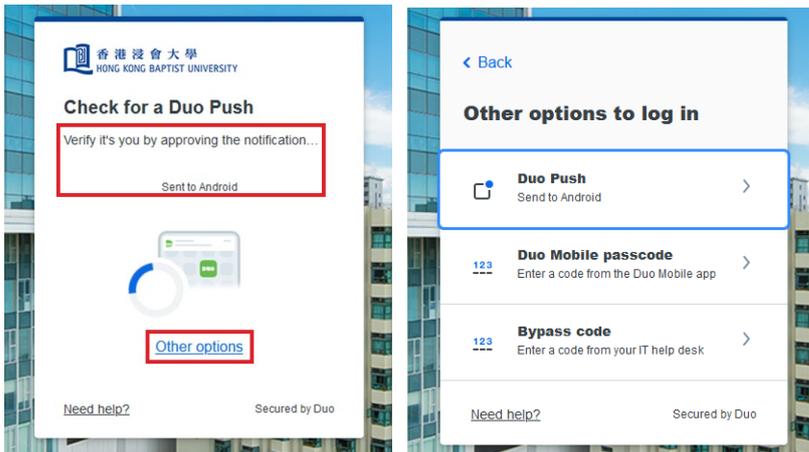
- ✓ Tips: 'Email Address' is the full HKBU email address instead of SSOid.



Guidelines on using Two-Factor Authentication (2FA)

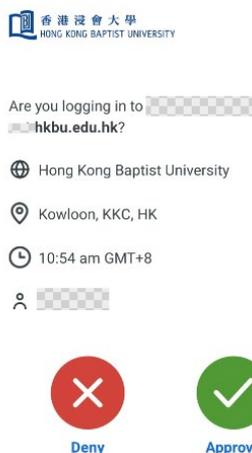
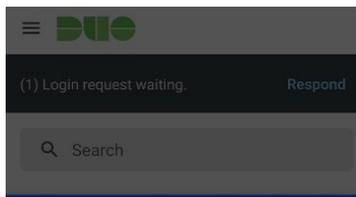
3. After inputting your login information, **you will be asked to respond to a push message at your mobile devices** or choose other options to confirm your identity.

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,

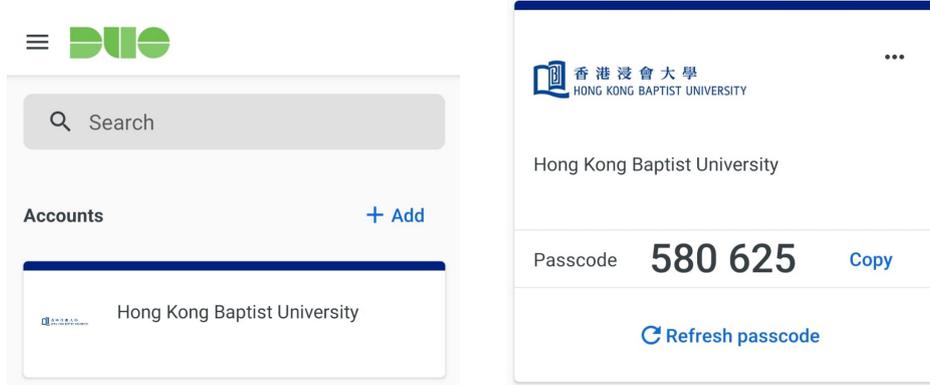
- a. Open your Duo Mobile app.
- b. The 'Login Request' screen appears. Tap 'Approve' to grant access.



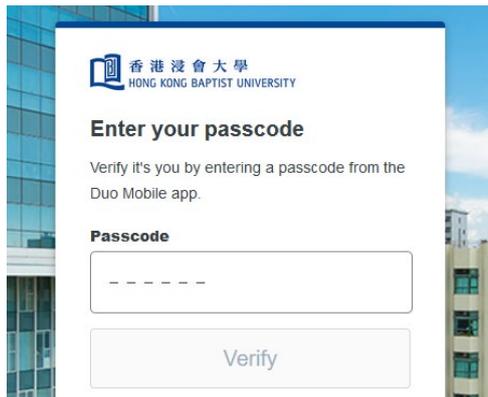
## Guidelines on using Two-Factor Authentication (2FA)

If your mobile device does not have Internet access, you can still have your identity verified by entering a passcode. To do so,

- Click 'Duo Mobile Password' option. You will be prompted to enter a passcode.
- Open your Duo Mobile app. Tap on the account name. You will see a passcode generated.



- Enter the passcode as shown and click the 'Verify' button to complete the verification.



- You are now securely logged in.

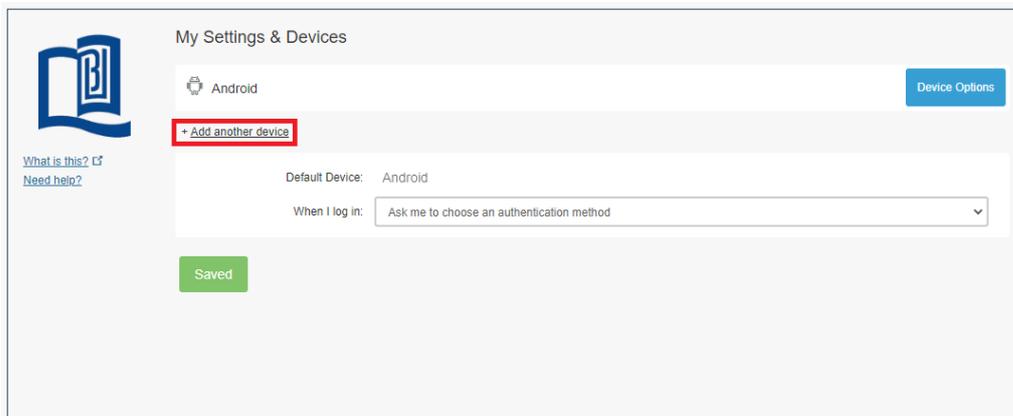
## Add Additional Mobile Device(s)



You may add additional devices for verification for your convenience.

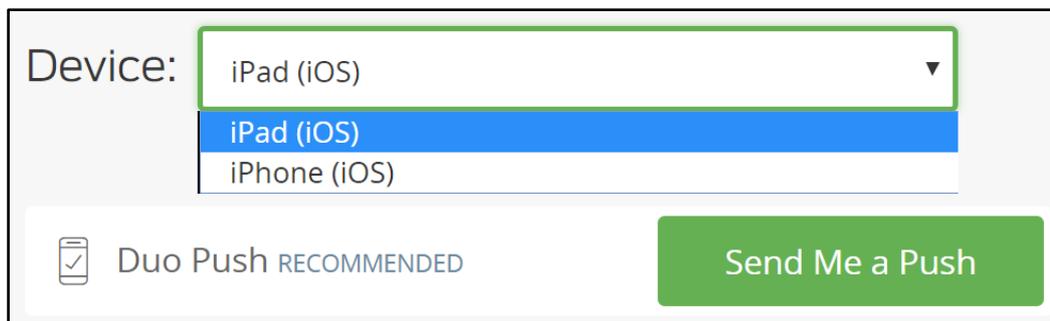
✔ Tips: only ONE device of your choice can receive Duo Push at a time.

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.



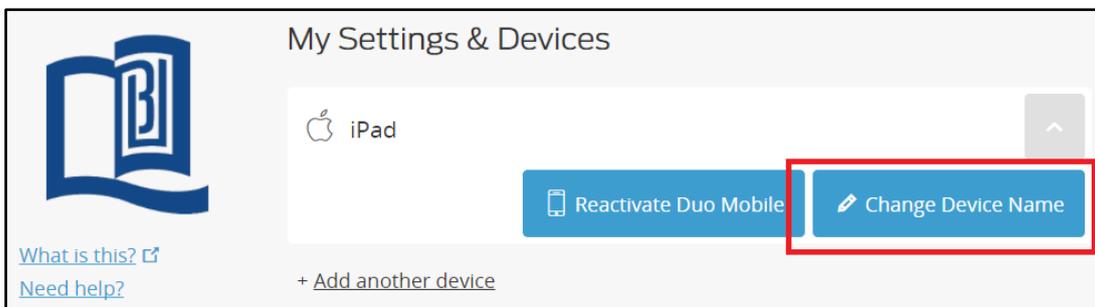
4. Follow steps (6) - (12) as shown in [Register Your First Mobile Device](#)

## 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.

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### Obtain Two-factor Authentication (2FA) Bypass Code

Please note that for identification purposes, you are required to provide some of your personal information.  
This 2FA Bypass Code generation is only available for staff and student personal account who has already registered the mobile device. For Departmental / Project / Society / SCE CIE Part-time Staff account, please contact ITO Service Call Centre at 3411-7899 or email to [hotline@hkbu.edu.hk](mailto:hotline@hkbu.edu.hk) for assistance.

✉ HKBU Email Address  
(please INCLUDE @hkbu.edu.hk / @hk.hkbu.edu.hk)

🔒 Password

📅 Date of Birth (ddmm/yyyy)

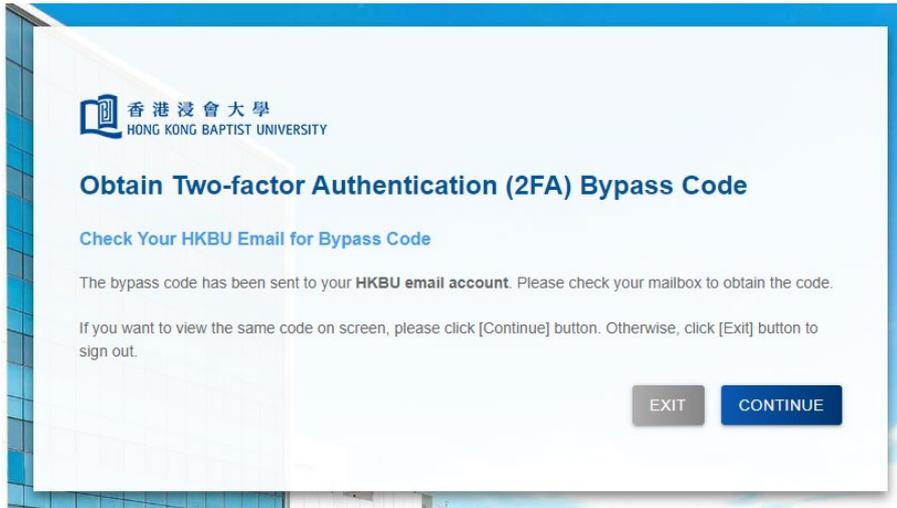
🆔 HKID Identity No. (The first 5 characters)  
HKID e.g.: A12340(x) -> A1234

kr yn Verification Code  
(4-Character, Case-insensitive)

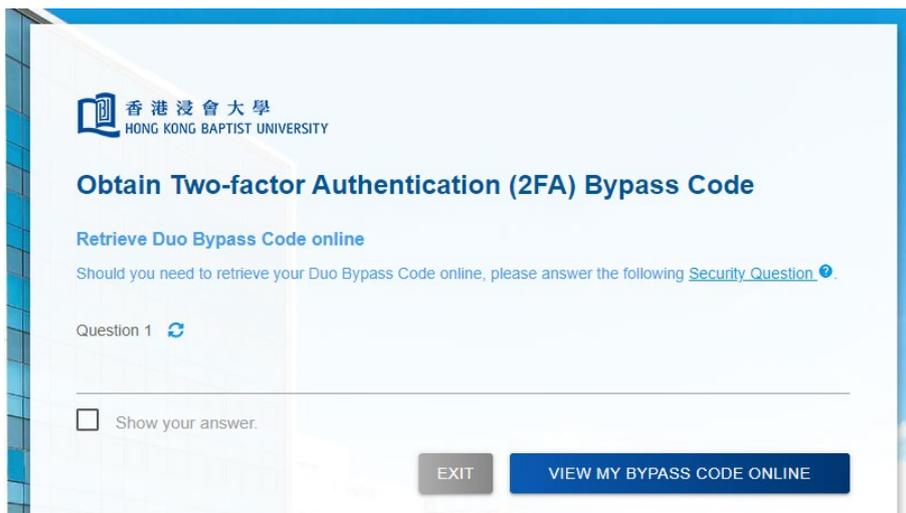
NEXT

## Guidelines on using Two-Factor Authentication (2FA)

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.