

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, cannot install DUO apps ... etc), follow the steps below to get a Bypass Code from online system.

- ✓ 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: If you want to obtain a bypass code for 'Department' / 'Project' / 'Common' type account, please submit the [Request Form](#) to ITO.



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 view the bypass code online.

Upon successful verification, 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.