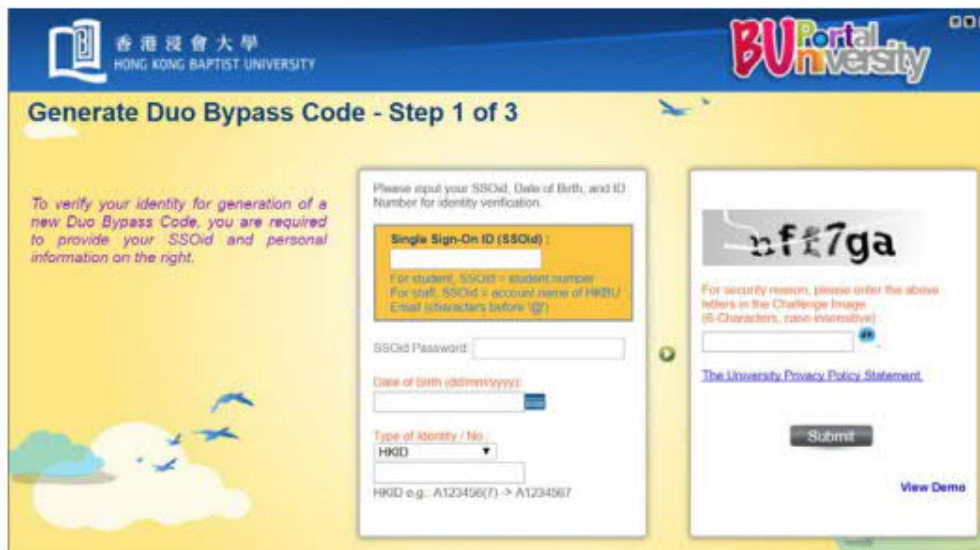


Activate Duo Mobile app on a new phone

Step 1: Get a bypass code from Bypass Code Portal

1. Log on the [Bypass Code Portal](#). Follow on-screen instructions to enter your information for verification.



The screenshot shows the 'Generate Duo Bypass Code - Step 1 of 3' page. It features a header with the Hong Kong Baptist University logo and 'BU Portal' branding. The main content area is yellow and contains a form for identity verification. The form includes a text box for 'Single Sign-On ID (SSOID)', a password field for 'SSOID Password', a date field for 'Date of birth (ddmm/yyyy)', and a dropdown menu for 'Type of Identity / No.' with 'HKID' selected. To the right of the form is a challenge image showing the characters 'bf17ga'. Below the challenge image is a 'Submit' button and a 'View Demo' link. A privacy policy link is also present.

2. Upon successful verification, a bypass code will be sent to you via email. If you want to see the same code on screen, click 'continue' button. Otherwise, click 'Exit' button to quit.



The screenshot shows the 'Obtain Two-factor Authentication (2FA) Bypass Code - Step 2 of 3' page. It features a header with the Hong Kong Baptist University logo and 'BU Portal' branding. The main content area is yellow and contains a white box with the following text: 'Check Your HKBU Email for Bypass Code', 'The bypass code has been sent to your HKBU email account. Please check your mailbox to obtain the code.', and 'If you want to view the same code on screen, please click [Continue] button. Otherwise, click [Exit] button to sign out.' Below the text are two buttons: a green 'Continue' button and a red 'Exit' button.

- 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.

Click “View My Bypass Code Online”



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HONG KONG BAPTIST UNIVERSITY

BU Portal
University

Obtain Two-factor Authentication (2FA) Bypass Code – Step 2 of 3

Retrieve Duo Bypass Code online

Should you need to retrieve your Duo Bypass Code online, please answer the following Security Question

What was the name of your first pet?

Show your answer.

[View My Bypass Code Online](#) [Exit](#)

Note: If you were unable to receive the “Bypass Code Email”, and have forgotten the answer to your Security Question, please complete and submit the “[Application for Duo Bypass Code form](#)” in person to ITO Service Centre for further processing.

Address: RRS303, 3/F, Sir Run Run Building, Ho Sin Hang Campus, HKBU
Should you have any questions, please contact the ITO Service Call Centre at 3411-7899 (hotline@hkbu.edu.hk)

- ✓ **Tips:** Close the browser windows upon exit and make sure the bypass code won't be seen by anyone else.



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Obtain Two-factor Authentication (2FA) Bypass Code – Step 3 of 3

Your Bypass Code: 825643283
(Valid until 16 Nov 2017 16:12)

- When prompted to choose an authentication method, choose “Enter a Passcode” and enter the above code.
- For security reasons, please DO NOT disclose this code to anyone.
- This code will become void immediately if a new bypass code is generated.
- Should you need further assistance, please contact ITO Service Call Centre at (852) 3411-7899 / hotline@hkbu.edu.hk.

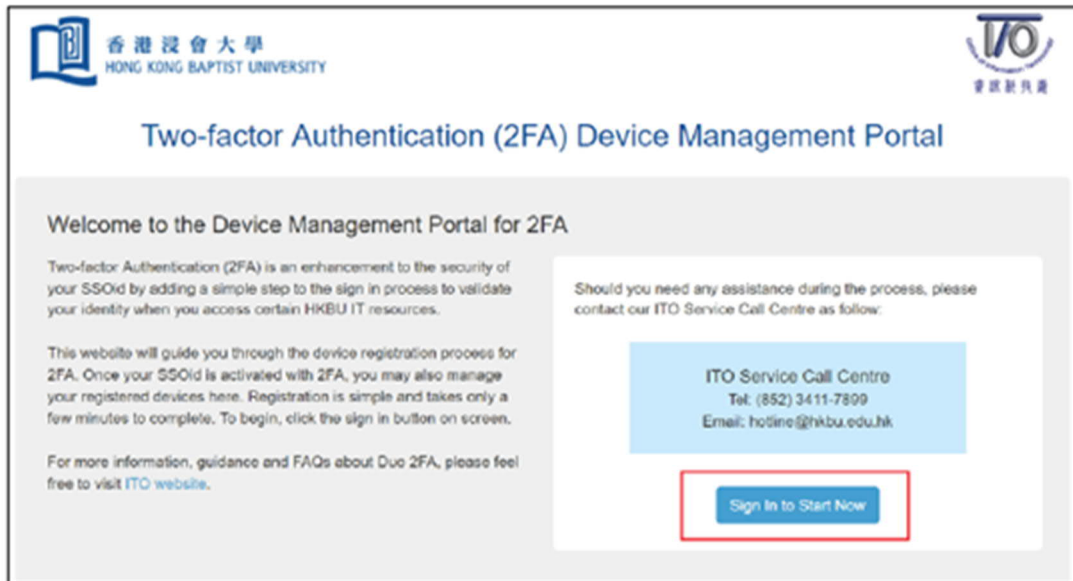
[Copy To Clipboard](#) [Exit](#)

Note: Please Close this browser window upon exit and make sure that the bypass code will not be seen by anyone else.

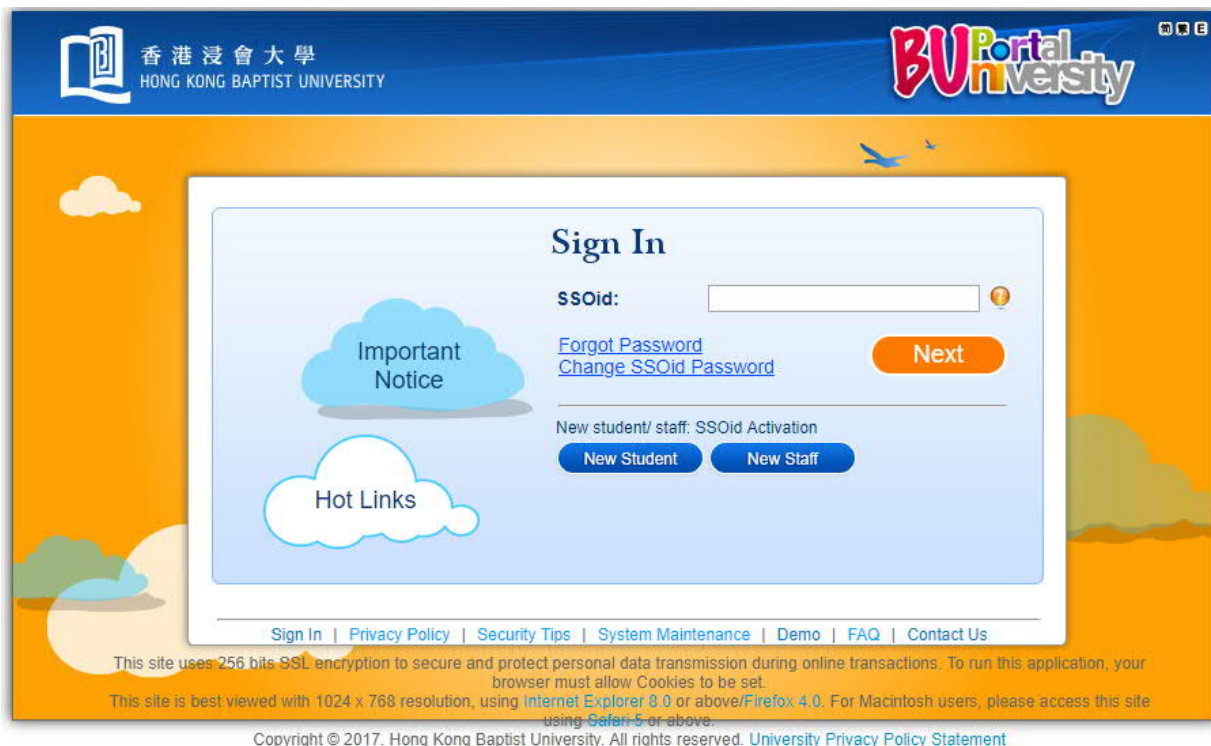
Step 2: Register your new phone

Please sign in Device Management Portal (<https://iss.hkbu.edu.hk/buam/DuoReg>).

2.1.



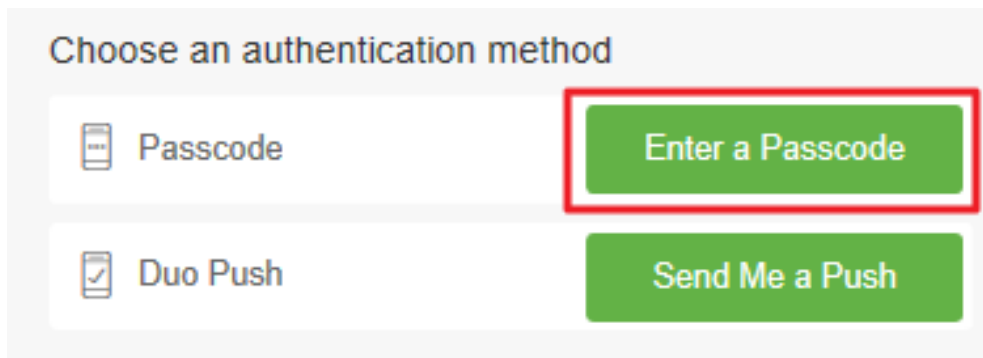
Due to security reasons, please sign in again using your SSOid and password.



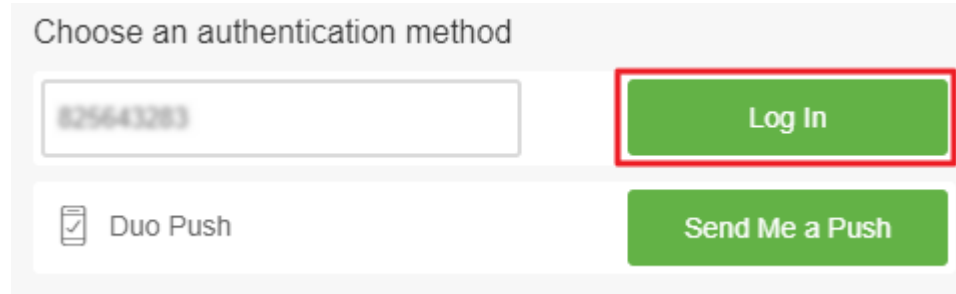


2.2.

When prompted to confirm your identity via 2FA, choose 'Enter a passcode'.

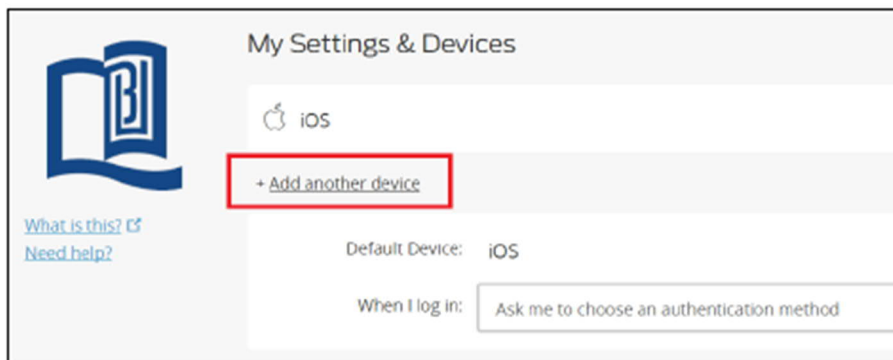


Enter the code obtained in step 1. Then, click “Log in”



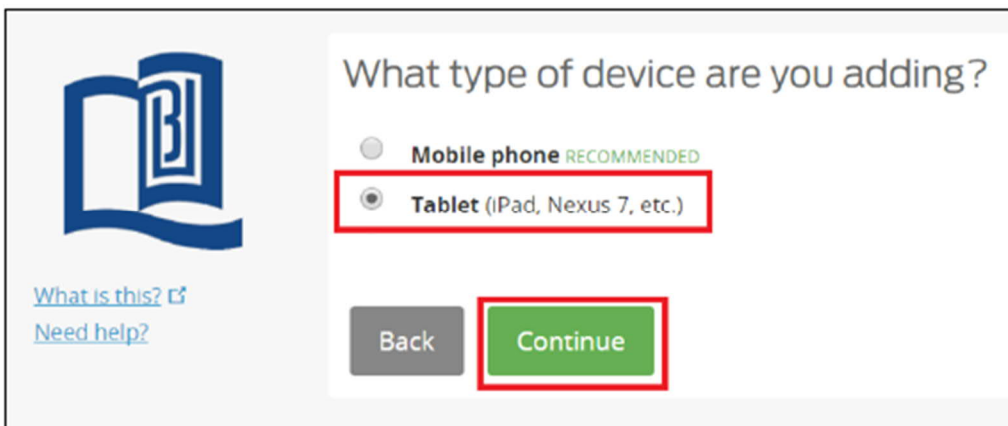
2.3.

Upon successful verification, you will see a list of registered devices under ‘My Settings & Devices’. Click ‘+ Add another device’ link.



2.4.

Select ‘Tablet’ (even you’re using a smartphone) and click ‘Continue’ button



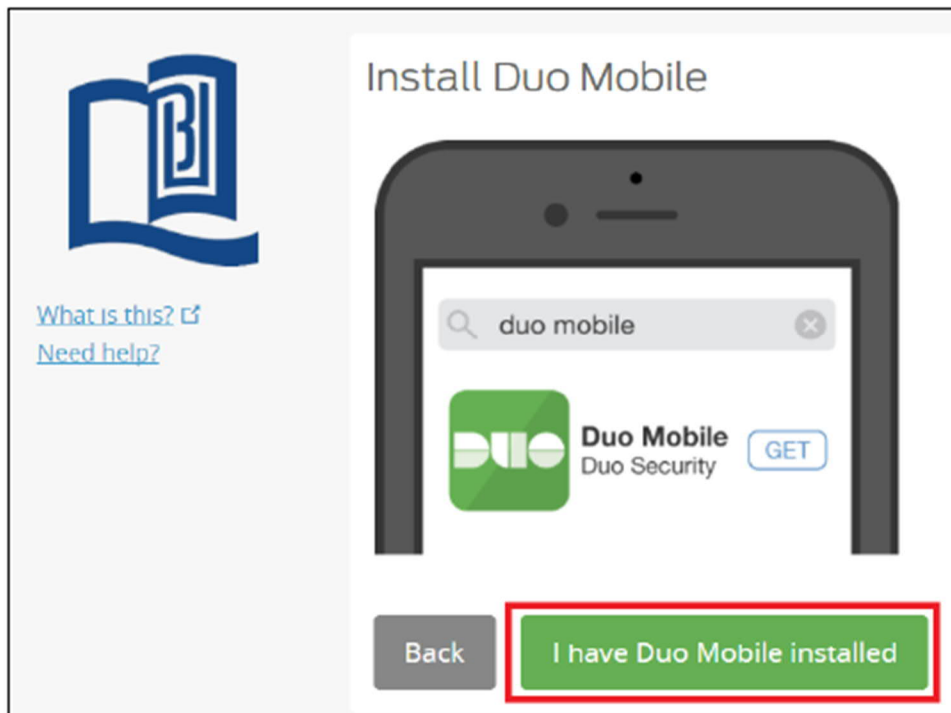
2.5.

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





2.6.

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



2.7.

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.



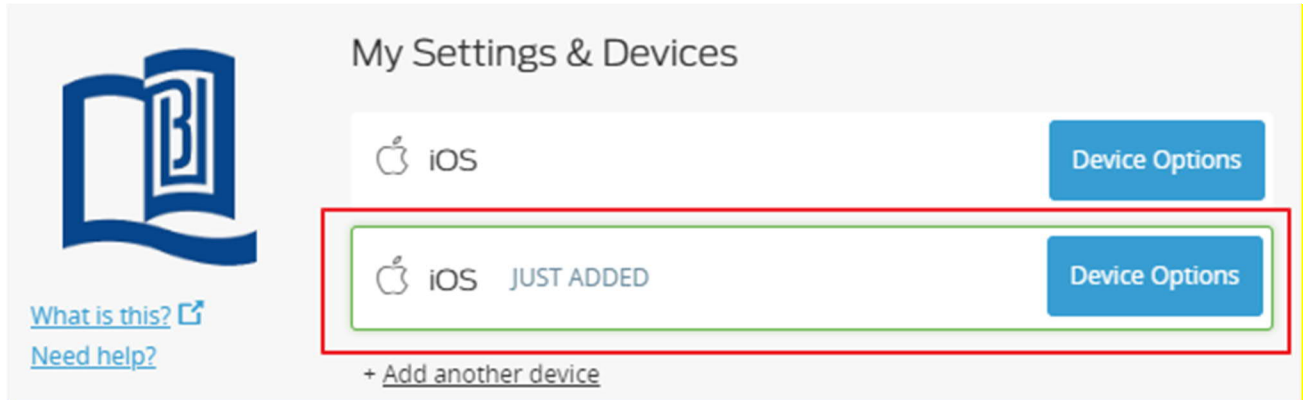
2.8.

Once the QR code is accepted, the 'Continue' button will be enabled. **Click it to continue.**



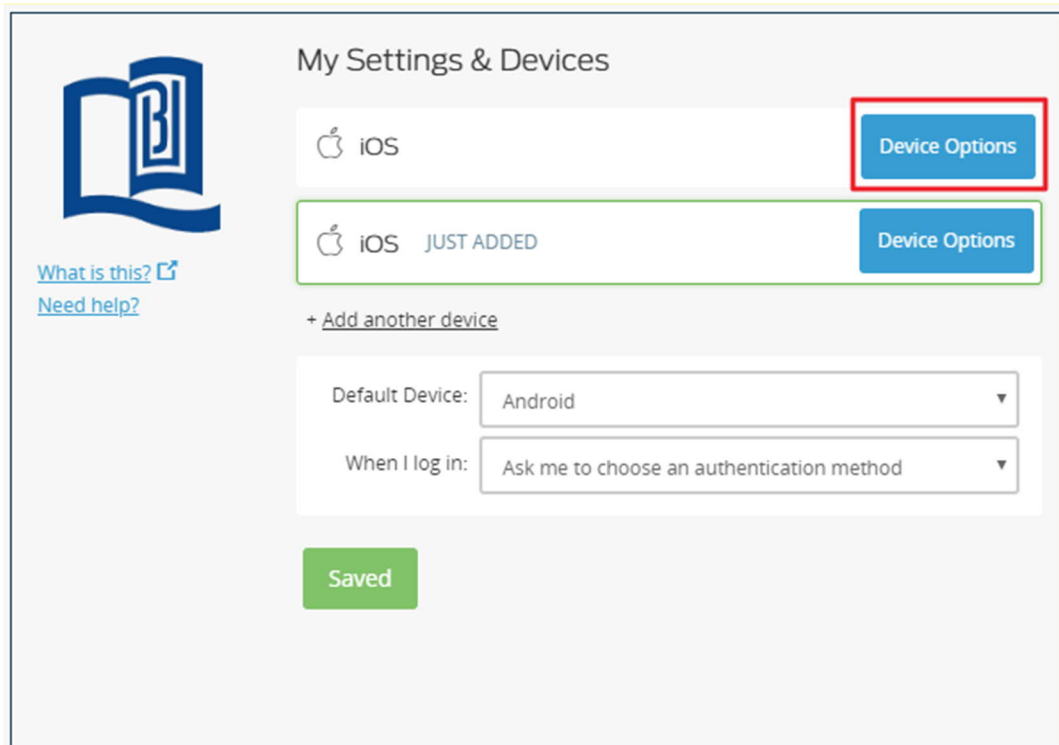
2.9.

An additional device will be added under “My Settings & Devices”.



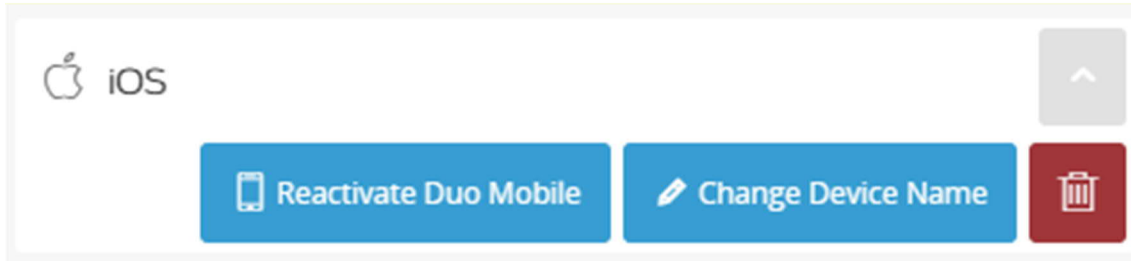
Step 3: Remove your old phone

3.1. Click 'Device Options' next to your old device





3.2. Then click the bin button to remove it.



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