

HKMU Duo Two-factor Authentication (2FA)

Authentication Method

User Guide

Ver. 1.1

Date: 13 Sep 2024

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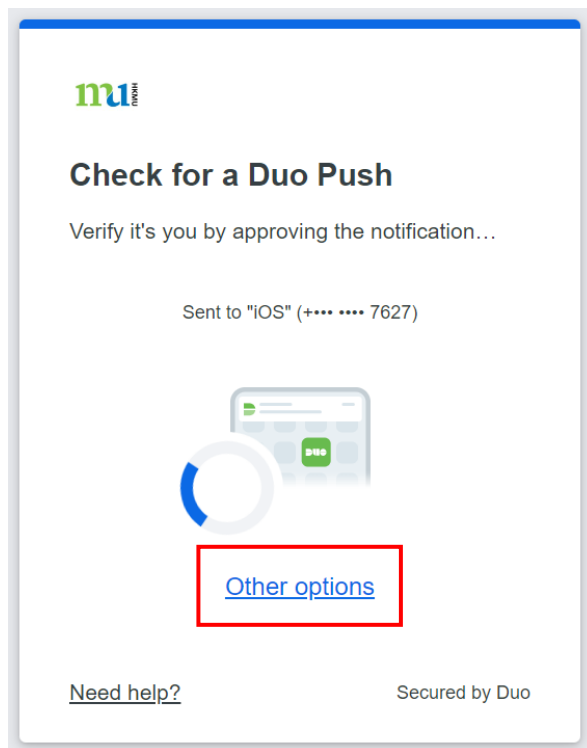
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1. Duo Two-factor Authentication (2FA) Methods

When login the applications or systems with the Duo 2FA enabled, you are required to proceed the 2FA process after submitted your username and password.

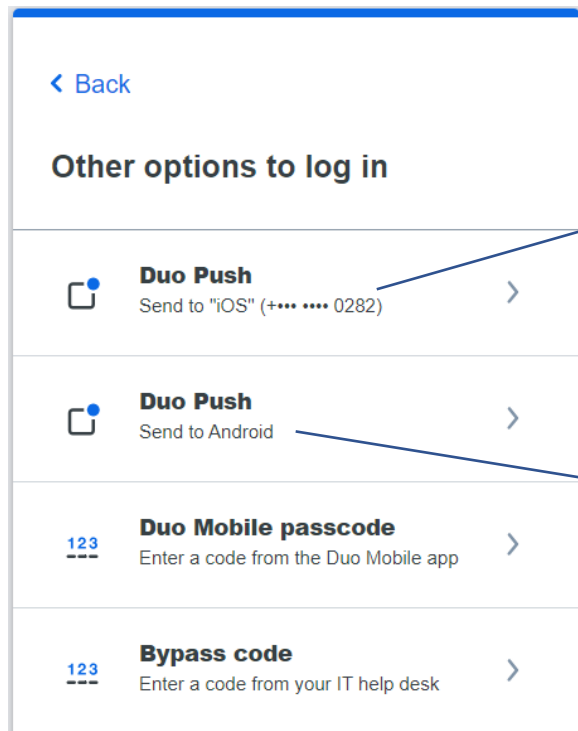
By default, the Duo will auto choose your last successfully authenticated method. (e.g. most likely the Duo Push).

If you want to choose other methods to authenticate (e.g. **'Mobile passcode'** or **'Bypass code'**), Click **'Other options'**.



Information Technology Office

Choose the 2nd factor authentication method in this 'Duo Universal Prompt'.



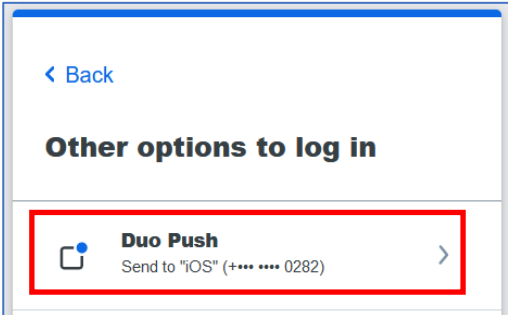
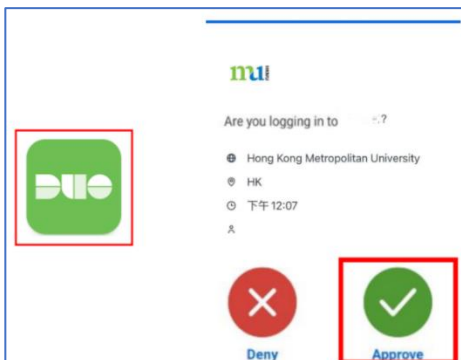
The screenshot shows a mobile interface for Duo authentication. At the top, there is a blue header with a back arrow and the text "< Back". Below this is the title "Other options to log in". The interface lists four options, each with a right-pointing chevron icon:

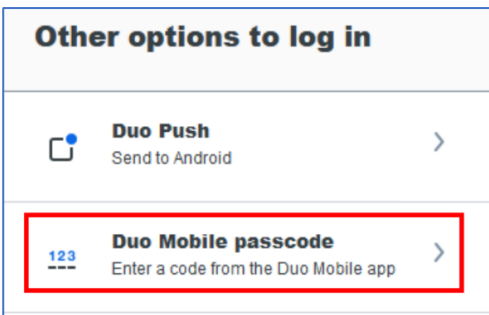
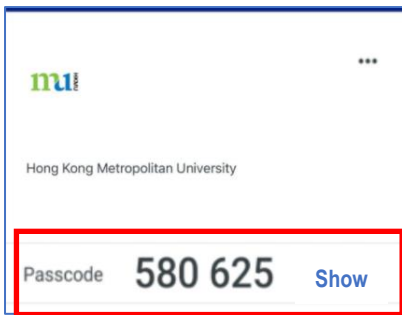
- Duo Push**: Send to "iOS" (+... 0282)
- Duo Push**: Send to Android
- Duo Mobile passcode**: Enter a code from the Duo Mobile app
- Bypass code**: Enter a code from your IT help desk

Each option has a small icon to its left: a smartphone for Duo Push, a passcode icon for Duo Mobile passcode, and a key icon for Bypass code. The passcode icon shows the digits "123" and "----".

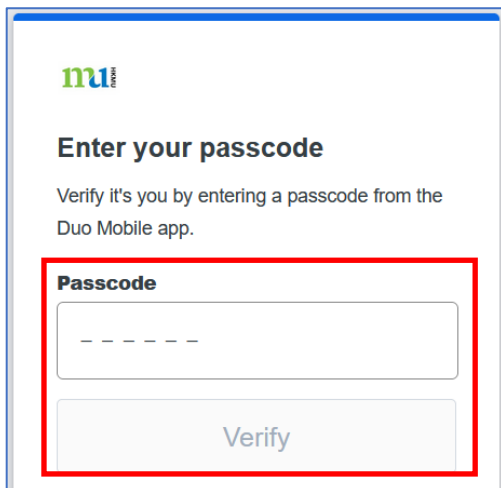
If provided the phone no. in the enrollment process, the last 4 digit of your phone no. will be shown.

If clicked 'I have tablet' in the enrollment process, only the OS of mobile device will be shown.

Authentication Method	Web Browser	Mobile Phone/Tablet
Duo Push	1. Click 'Duo Push' if your mobile device has the Internet Access. 	2. Open your Duo Mobile App. 3. Click 'Approve' to confirm the access.  (* Duo Push attempts to send to your mobile device and this push authentication will be expired after 60 seconds if you don't respond.)

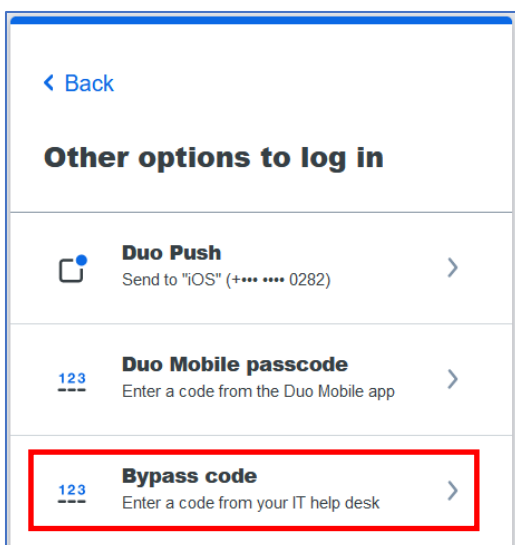
Duo Mobile passcode	1. Click 'Duo Mobile passcode' when your mobile device without Internet Access. 	2. Open your Duo Mobile App in your mobile device. *The date and time on your mobile device must be same as the local time. 3. Click 'Show'. 
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4. Input the passcode in the 'Passcode' field and click the 'Verify' button (the passcode will be valid within 30s and a new passcode will be generated automatically).

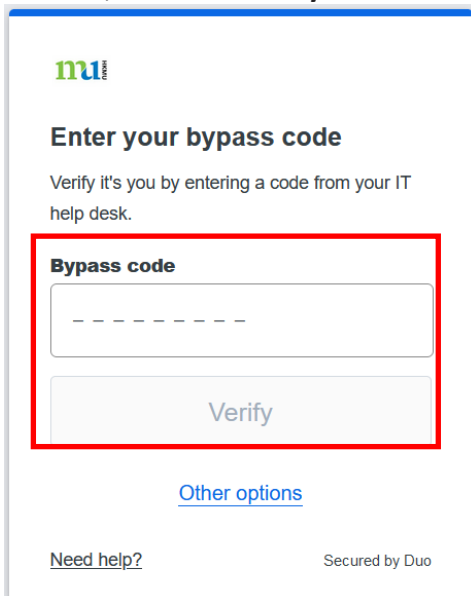


Bypass code

1. The Bypass code can be generated in the HKMU Duo 2FA Website (<https://mfa.hkmu.edu.hk>) (the 'Bypass code' will be valid for 60 mins and use for 1 time).
2. Click 'Bypass code' when you lose your mobile phone or forget to bring your mobile phone.



3. Input the Bypass code in the '**Bypass code**' field, click the '**Verify**' button to login.



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Enter your bypass code

Verify it's you by entering a code from your IT help desk.

Bypass code

Verify

[Other options](#)

[Need help?](#) Secured by Duo

*For the Duo Mobile Passcode authentication method, it is a time-based One Time Code and it is a time sensitive when submitted. The reason of this issue may be due to the time discrepancy between your mobile device and local time. Please check the date and time in your mobile device are same as the local time.

2. Help and Assistance on 2FA

1. HKMU Duo 2FA Website (<https://mfa.hkmu.edu.hk>)
2. Email: itohelp@hkmu.edu.hk
3. IT Hotlines: 2768 6523 (Office Hours),
2768 6524 (Non-office Hours)



HKMU Duo 2FA Website