

HKMU Duo Two-factor Authentication (2FA) Enroll First Mobile Device By HKMU Duo 2FA Website User Guide

Ver. 1.3

Date: 6 May 2025

Contents

1. Min. System Version Requirement on Mobile Device and Web Browser to Support Duo Two-factor Authentication (2FA)	3
2. Enroll First Mobile Device by HKMU Duo 2FA Website	4
3. Help and Assistance on 2FA	7

1. Min. System Version Requirement on Mobile Device and Web Browser to Support Duo Two-factor Authentication (2FA)

With reference to Duo's information on Feb 2025:

Mobile Device OS	Minimum Supported Version
iOS	16 (Effective 17 Feb, 2025)
Android	11 (Effective 8 Feb, 2024)

Web Browser	Minimum Supported Version (Updated on 7 May 2024)
Chrome	38
Safari	9
Firefox	47
Edge	17
Internet Explorer	11

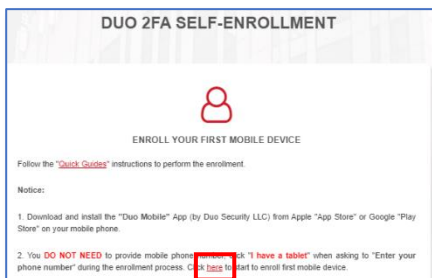
Users of [non-standard Android devices](#), the latest version of the Duo Mobile APK is available here: <https://dl.duosecurity.com/DuoMobile-latest.apk>

Which versions of iOS does Duo Mobile support?
https://help.duo.com/s/article/1871?language=en_US

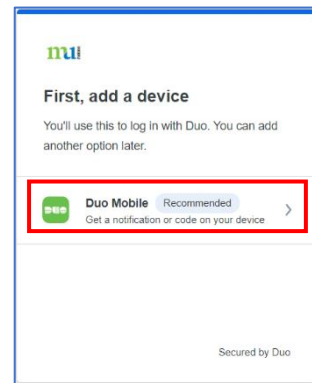
Which versions of Android does Duo Mobile support?
https://help.duo.com/s/article/1872?language=en_US

2. Enroll First Mobile Device by HKMU Duo 2FA Website

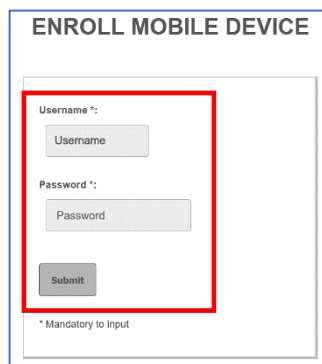
1. Access the HKMU Duo 2FA Website at <https://mfa.hkmu.edu.hk> in PC or notebook, go to the 'Duo 2FA Self-Enrollment' section in the home page.
2. Follow the instructions and click 'here' to start enrolment.



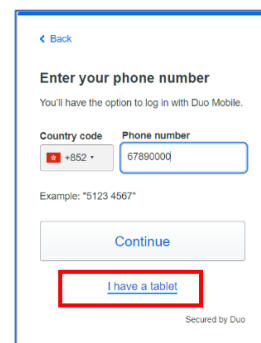
5. Click 'Duo Mobile'.



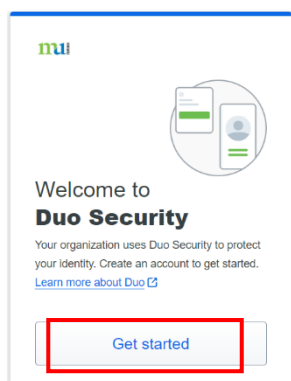
3. Login with your 'Username' and 'Password', click 'Submit' button.



6. **DO NOT NEED** to enter your phone number even you register a mobile phone, click the 'I have a tablet'.

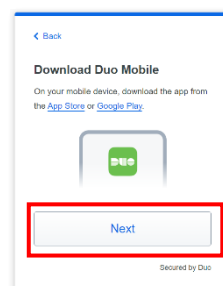


4. Click the 'Get started' button.



7. **In your mobile device, download and install the Duo Mobile app** from iOS App Store or Google Play Store.

In your PC/notebook, then click 'Next'.



[Duo Mobile App](#)
[iOS Apple Store](#)

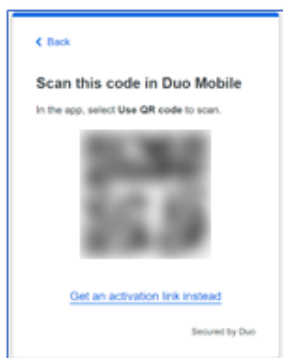


[Duo Mobile App](#)
[Android Google Play](#)

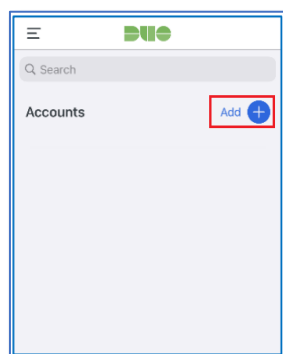
8. For those Android phone which cannot connect to the Google Play Store, user can download the [Duo Mobile APK*](#) directly from official Duo website (update information can be reference from Duo knowledge base website).

*User shall **Only download and install official APK** file from Duo (click [here](#) to the detail) into your mobile device since unofficial APK may be altered by hackers for malicious purposes.

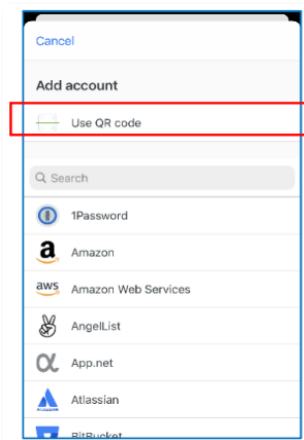
9. In your PC/notebook, a QR code is generated and shown in the web browser and it will be used after **Duo Mobile app** installed in your mobile device.



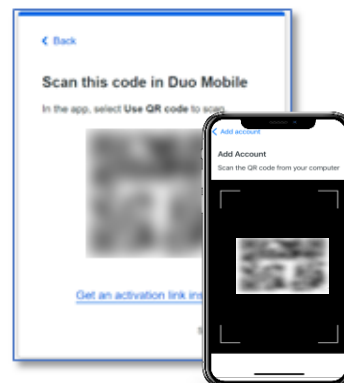
10. In your mobile phone, open the **Duo Mobile app** in your mobile phone/tablet, click 'Add'.



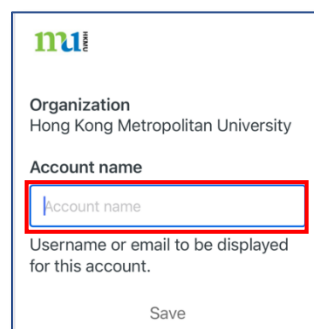
11. In your mobile phone, click 'Use QR code'.



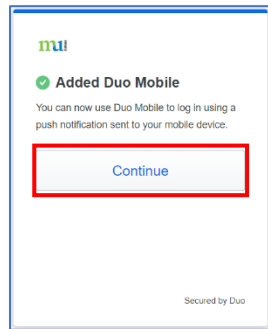
12. Use your mobile device camera (approve the **Duo Mobile app** to use the camera if asked) to scan the QR code in the web browser.



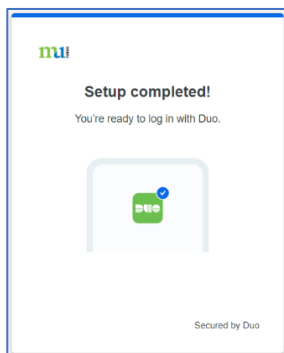
13. When successful, input your user name and click the save button in your mobile device screen.



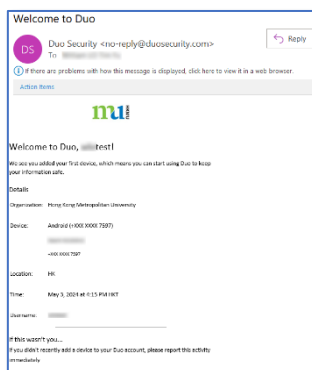
14. Then the follow screen will be shown in the web browser. Click '**Continue**' button.



15. In your PC/notebook, the '**Setup completed!**' will be shown.



16. An email will be sent to you when your device is enrolled successfully.



3. 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