

HKMU Duo Two-factor Authentication Mobile Device Management User Guide

Ver. 1.1

Date: 13 Sep 2024

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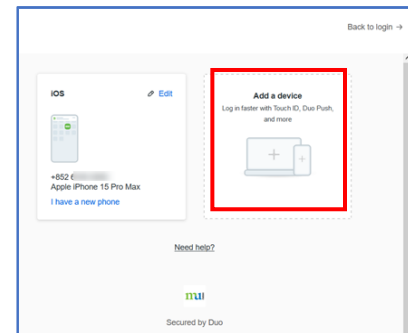
1. Add a New Mobile Device/Remove Enrolled Mobile Device

1.1 Add a New Mobile Device

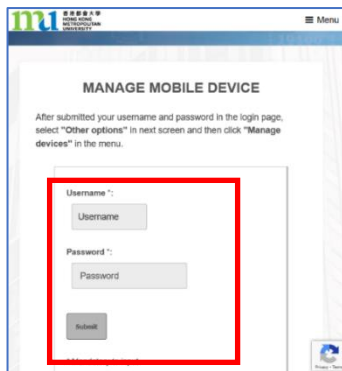
1. Assume you have one of your enrolled mobile device or '**Bypass Code**' on hand.

Access [HKMU Duo Two-factor Authentication Website](https://mfa.hkmu.edu.hk/index.php?act=manage) and go to '**Manage Enrolled Mobile Device**' section or click this URL link <https://mfa.hkmu.edu.hk/index.php?act=manage> directly.

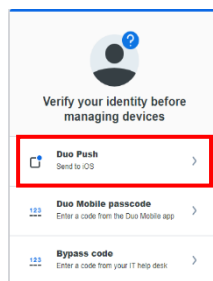
4. After verification, click '**Add a device**' and follow the '**Duo 2FA Enrollment User Guide**' to add a device.



2. Input your '**Username**' and '**Password**', click '**Submit**' button.

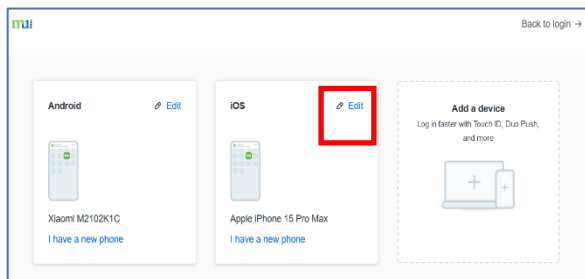


3. If you are entitled to use the Duo Two-factor Authentication (2FA) service, select 2FA authentication method to verify your identity e.g. '**Duo Push**' in the next prompt screen.

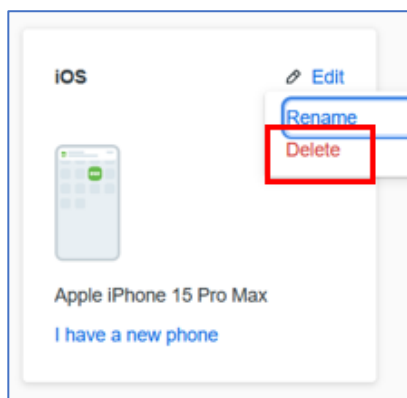


1.2 Remove Mobile Device

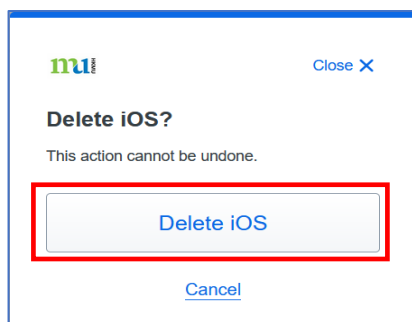
1. After login in the above section 1.1, delete the unused mobile device (***do not delete all devices, require to keep at least 1 device**), Select the device which you want to delete, click 'Edit'.



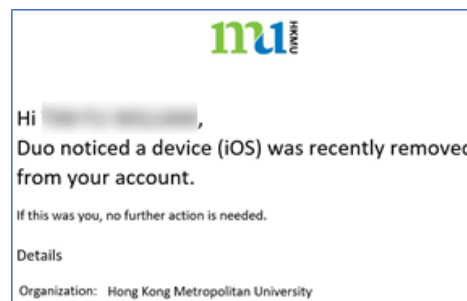
2. Click 'Delete'.



3. If the device's OS is IOS, click 'Delete IOS' button.



4. Email with subject 'Device IOS removed' will be sent to you.



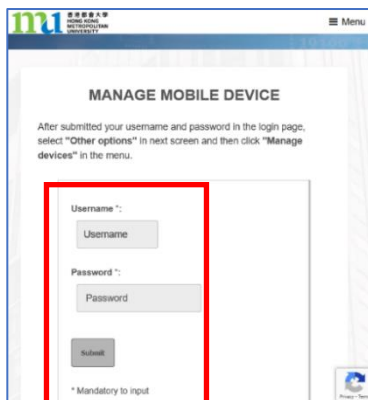
2. Replace a New Mobile Device

2.1 The Enrolled Mobile Device was Disposed/Damaged/Lost

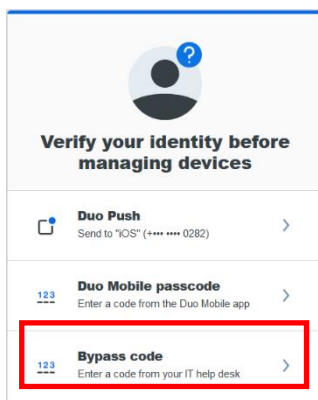
1. Under the '**Generate Bypass Code**' section in the [HKMU Duo Two-factor Authentication \(2FA\) Website](https://mfa.hkmu.edu.hk) (<https://mfa.hkmu.edu.hk>) to obtain the '**Bypass Code**'.

2. After the 'Bypass Code' was obtained, go to the '**Manage Enrolled Mobile Device**' section in the [HKMU Duo 2FA Website](https://mfa.hkmu.edu.hk) or click this URL link (<https://mfa.hkmu.edu.hk/index.php?act=manage>) directly to add a mobile device.

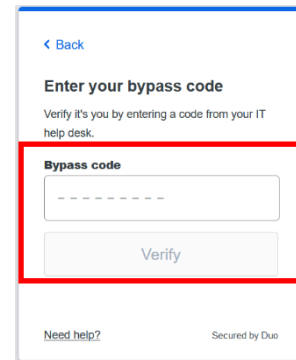
3. Input your '**Username**' and '**Password**', click '**Submit**' button.



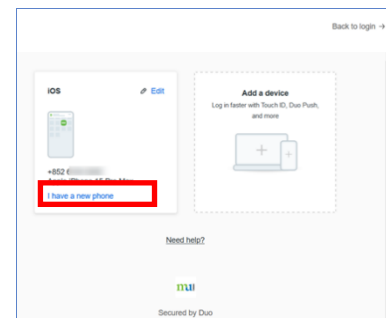
4. Click '**Bypass code**'.



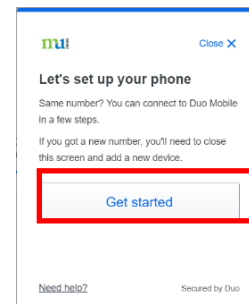
5. Input the '**Bypass code**', click '**Verify**' button.



6. After verification, will be redirected to a page to manage mobile device, **download and install the Duo Mobile app** in your new phone and then click '**I have a new phone**'.



7. If the new phone uses the **same phone no.**, click '**Get started**' button, install the Duo Mobile app and scan the QR code in the new phone. Otherwise, close this screen and click '**Add a device**' in the previous screen.



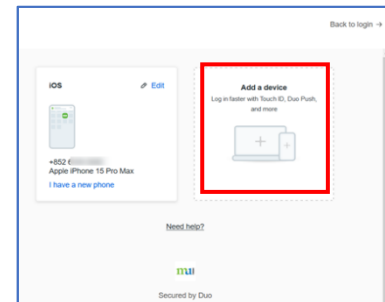
2.2 The Enrolled Mobile Device was NOT Disposed/Damaged/Lost

2.2.1 Method 1: Add a new mobile device

1. Assume you have one of your enrolled mobile device or **'Bypass Code'** (in step 2.1 Point 1) on hand.

Access [HKMU Duo Two-factor Authentication \(2FA\) Website](https://mfa.hkmu.edu.hk/index.php?act=manage) – **'Manage Enrolled Mobile Device'** or click this URL link <https://mfa.hkmu.edu.hk/index.php?act=manage> directly.

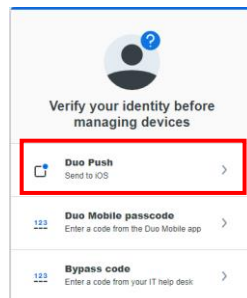
4. After verification, click **'Add a device'** and follow the mobile device enrollment user guide to add a device.



2. Input your **'Username'** and **'Password'**, click the **'Submit'** button.



3. If you are entitled to use the Duo 2FA service, select 2FA authentication method to verify your identity e.g. **'Duo Push'** in the next prompt screen.



2.2.2 Method 2: Transfer your Duo account to a new phone

For iOS device:

- a) Due to how apps are automatically backed up in iOS, the backup functionality of Duo Restore is always on for iOS users who have iCloud enabled.
- b) Make sure you are running the latest version of the Duo Mobile App on your current iOS device.
- c) Back up your device to iCloud, with iCloud Keychain enabled to use Instant Restore.
- d) Sign in to iCloud on your iOS device and restore from an iCloud, iTunes, or Finder backup. If using iCloud, enable iCloud Keychain. This could be the same device as before, or a brand-new one.
- e) Download the Duo Mobile app on your new device.
- f) Open Duo Mobile and tap Continue on the welcome screen. Duo will locate your backed-up Duo-protected account(s) and restore them to your new device. When complete, you're taken to the accounts list in the app.
- g) An activation notification will be sent to your old device. Tap 'Yes' to deactivate the accounts on your old device and continue using your Duo account(s) on the new device instead.

For Android Device:

- a) Open Duo Mobile and tap the menu icon in the top corner and tap Settings
- b) Tap Duo Restore in the "General" settings.
- c) On the "Duo Restore Settings" screen, tap the "Backup accounts with Google Drive" slider to turn it on.
- d) Select the Google account to use for Duo Restore and grant Duo Mobile permission to store the backup in your Google Drive.
- e) From your new Android device, download the latest Duo Mobile App from the Google Play Store.
- f) Open the Duo Mobile app on your new device.
- g) Tap I have existing accounts from the welcome screen.
- h) Select the Google account you used to set up Duo Restore.
- i) You'll be asked if you have your old phone. Tap Yes, continue setup.
- j) Open Duo Mobile on your old phone.
- k) Tap the menu icon in the top corner, then tap Settings.
- l) Locate the "Connect a new phone" settings item and tap View QR code to display a QR barcode on the screen.
- m) Return to your new phone.

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- n) Tap the menu icon in the top corner, then tap Settings.
- o) Locate the “Connect a new phone” settings item and tap Scan QR code.
- p) Scan the QR code shown on your old phone to complete account restoration.
- q) Duo Mobile locates your backed-up Duo-protected accounts and restores them to your device.

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