



### Important Notice X

- ! [2025-12-10] [REMINDER] IT Maintenance Notice: Campus Wi-Fi Maintenance in December 2025 and January 2026 (Staff & Student)
- ! [2025-12-10] SERVICE SUSPENSION: Human Capital Management (HCM) System (Staff only)



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### How can we help?

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#### POPULAR SERVICES FOR STUDENTS

MFA

Follow-U-Print Printing Services

Wi-Fi & Network Access

HKBU Mobile

Microsoft 365

Email

Training



## HKBU GenAI Platform

Unlock the future of AI with HKBU GenAI Platform

- *Cross-Device Chat*
- *Multi-Model Chat*
- *Web Search Integration*
- *Chat Sharing*

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# DUO MULTI-FACTOR AUTHENTICATION (MFA)

Home / Our Services / IT Security / Multi-Factor Authentication (MFA)

## Overview

Empowering users to access University IT resources with ease and confidence has always been our priority. As endorsed by IT Committee in December 2016, users requesting for central IT services should be authenticated by Multi-Factor Authentication (MFA).

After elaborate technical evaluation and testing, an advanced MFA solution by Duo has been implemented since **4 January 2018** for **staff** being the first application with Duo MFA enabled. Starting on 11 February 2019, the following applications will also be protected by Duo MFA :

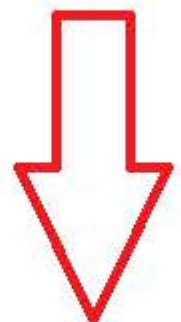
### Services

- BUniPort
- Webpages that are protected by Portal Login
- VPN (for General User and IT Administrator)

### Systems

- Microsoft Office 365 (such as Outlook and OneDrive) for staff

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- Adobe ID Login(starting 30 August 2019)
- MathWorks(starting 30 August 2019)
- VV Impact(starting 30 August 2019)
- iThenticate(starting 30 August 2019)
- IT Service Request / Incident Report Management(starting 30 August 2019)
- System (ITSM)

More central IT services will also be MFA enabled. Announcement will be made in due course.

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Service Requests

 Register Your First Mobile Device for MFA [View [Guideline](#) / Watch [Demo Video](#)]

 Register Your First Mobile Device Using Computer and Smartphone [View [Guideline](#) / Watch [Demo Video](#)]

 [Activate Duo Mobile App on a New Phone](#)

 [Authentication Methods \(Using Duo Push or Passcode\)](#)

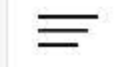
 Register / Manage your Device for MFA [Watch [Demo Video](#) / Go to [Portal](#)]

 Get Emergency Access Code without a Mobile Device [View [Guideline](#) / Watch [Demo Video](#)]

 [Add Multiple Mobile Devices for Common / Project Account](#)

 [Rename a Mobile Device](#)

 [Remove a Mobile Device](#)



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Add Multiple Mobile Devices for Common / Project Account

Rename a Mobile Device

Remove a Mobile Device







## Obtain Multi-factor Authentication (MFA) Bypass Code

This website will guide you to obtain a bypass code in case your registered device is not available for use.

For maximum protection, obtain bypass code using a trusted device.

For more information and guidance, please feel free to visit [ITO website](#).

\* For staff and student only

Should you need any assistance during the process, please contact our ITO Service Call Centre as follow:

ITO Service Call Centre

Tel: (852) 3411-7899

Email: [hotline@hkbu.edu.hk](mailto:hotline@hkbu.edu.hk)

[OBTAIN BYPASS CODE](#)

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## Obtain Multi-factor Authentication (MFA) Bypass Code

Please note that for identification purposes, you are required to provide some of your personal information.

This MFA Bypass Code generation is only available for staff and student personal account who has already registered the mobile device. For Departmental / Project / Society / SCE CIE Part-time Staff account, please contact ITO Service Call Centre at 3411-7899 or email to [hotline@hkbu.edu.hk](mailto:hotline@hkbu.edu.hk) for assistance.

HKBU Email Address **1**

 [Redacted]@hkbu.edu.hk

(please **INCLUDE** @hkbu.edu.hk / @life.hkbu.edu.hk)

Password **2**

 .....

Date of Birth (ddmmyyyy) **3**



HKID **4**

Identity No. (The first 5 characters)

HKID e.g.: A1234xx(x) -> A1234

2 b n 8 **5**

Verification Code

(4-Character, Case-insensitive)

**6** 



## Obtain Multi-factor Authentication (MFA) Bypass Code

### 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.

If you want to view the same code on screen, please click [Continue] button. Otherwise, click [Exit] button to sign out.

EXIT

CONTINUE

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## Obtain Multi-factor Authentication (MFA) Bypass Code

### Retrieve Duo Bypass Code online

Should you need to retrieve your Duo Bypass Code online, please answer the following [Security Question](#).

What is the mobile phone number of your mother / father / spouse?

Show your answer.

EXIT

VIEW MY BYPASS CODE ONLINE

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)

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## Obtain Multi-factor Authentication (MFA) Bypass Code

Your Bypass Code: 1 [REDACTED]

(Valid until 17 Dec 2025 12:26)

- When you are prompted to choose an authentication method during login, choose 'Enter a Passcode' and enter the above code.
- For security reasons, please DO NOT disclose this code to anyone.
- This code will be void immediately if a new bypass code is generated.
- Should you need further assistance, please contact ITO Service Call Centre at (852) 3411-7899 or email to [hotline@hkbu.edu.hk](mailto:hotline@hkbu.edu.hk).

EXIT

COPY TO CLIPBOARD

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

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## Multi-factor Authentication (MFA) Device Management Portal

### Welcome to the Device Management Portal for MFA

Multi-factor Authentication (MFA) is an enhancement to the security of your SSOid by adding a simple step to the sign in process to validate your identity when you access certain HKBU IT resources.

This website will guide you through the device registration process for MFA. Once your SSOid is activated with MFA, you may also manage your registered devices here. Registration is simple and takes only a few minutes to complete. To begin, click the sign in button on screen.

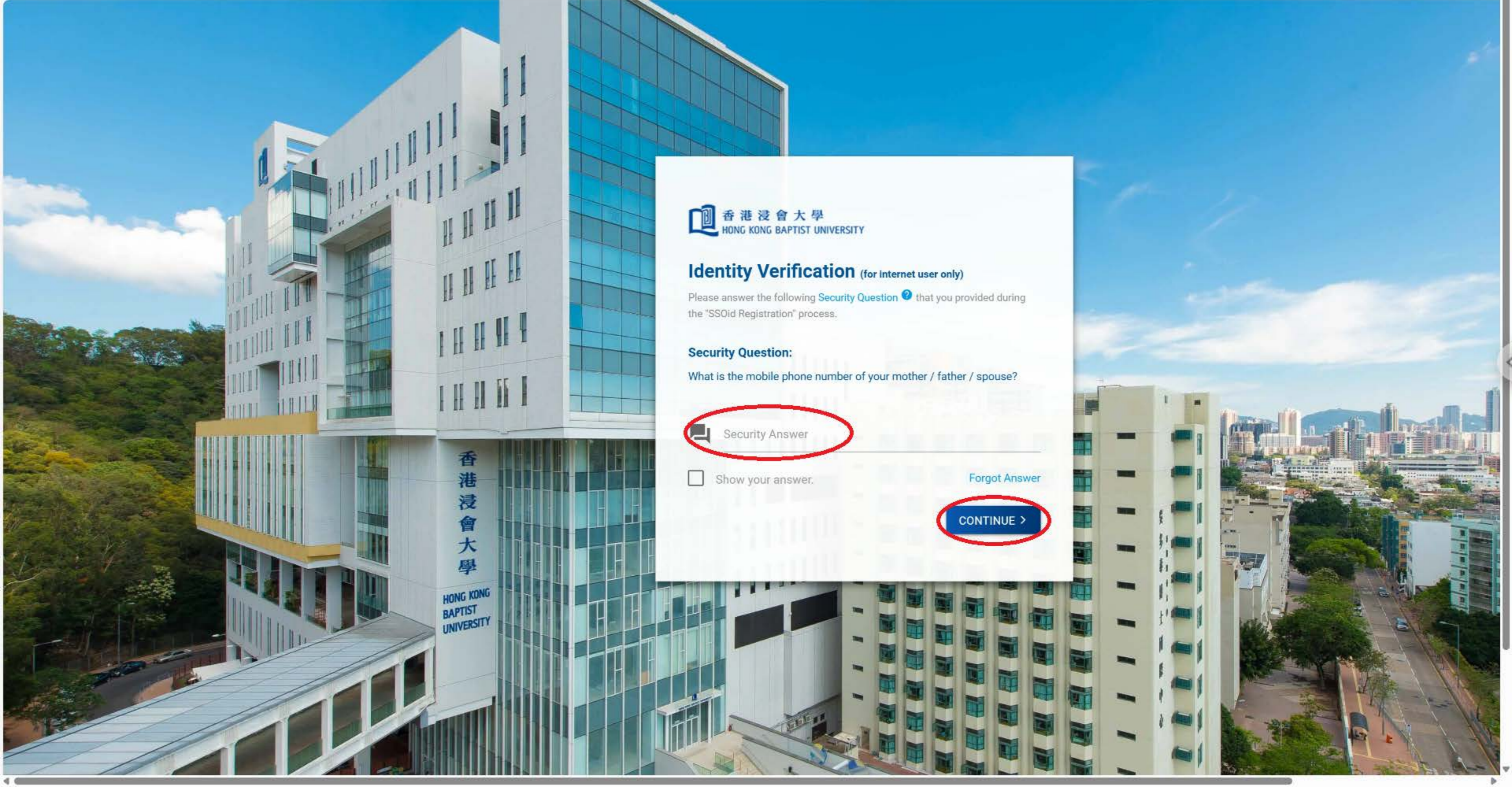
**Refer to the dedicated website for more details:**  
<https://ito.hkbu.edu.hk/2fa/>

Should you need any assistance during the process, please contact our ITO Service Call Centre as follow:

ITO Service Call Centre  
Tel: (852) 3411-7899  
Email: [hotline@hkbu.edu.hk](mailto:hotline@hkbu.edu.hk)

**Sign In to Start Now**





### Identity Verification (for internet user only)

Please answer the following [Security Question](#) that you provided during the "SSOid Registration" process.

#### Security Question:

What is the mobile phone number of your mother / father / spouse?

Show your answer.

[Forgot Answer](#)

**CONTINUE >**



## Multi-factor Authentication (MFA) Device Management Portal

- **Changed phone?** Please refer to the user guide: [Re-activate a Mobile Device](#)
- Please contact **the service counter of your learning centre** for inquiry if you are an **SCE** student.
- If you authenticate with "Passcode", click **Enter a Passcode** and then **Log In** to process.
- When adding a new device, please select "**Tablet**" even if you are using a smartphone.
- Should you have mistakenly selected 'Mobile phone', the inputted phone number will be removed immediately and will NOT be retained in the system.

Introduction **First Step: Set up / Manage device for MFA** Second Step: Confirm Registration

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Device:

What is this? Need help? Secured by Duo

Please choose an authentication method to confirm it's really you. Afterwards you may begin managing your registered device(s).

Passcode **Enter a Passcode**

Duo Push **Send Me a Push**

**Click once on the blank**

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Device:

Choose an authentication method

Passcode **Enter a Passcode**

Duo Push **Send Me a Push**

What is this? Need help? Secured by Duo



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**My Settings & Devices**

[What is this?](#) [Need help?](#)

Secured by Duo

iOS	Device Options
iPadPro	Device Options
Token #1008916600156	Device Options

**+ Add another device**

Default Device:

When I log in:


**Saved**



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What type of device are you adding?

Mobile phone RECOMMENDED

**Tablet** (iPad, Nexus 7, etc.)


Please select Tablet (not phone)



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[What is this?](#) [Need help?](#)  
Secured by Duo

### What type of tablet are you adding?

iOS (iPad, iPod Touch)  
 Android

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What is this? [Need help?](#)  
Secured by Duo

### Activate Duo Mobile for iOS



1. Open Duo Mobile.
2. Select Use QR code
3. Scan this barcode.

[Email me an activation link instead.](#)

**←**

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