Office of Information Technology

https://ito.hkbu.edu.hk

Important Notice

- [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*

How can we help?

Multi-Factor Authentication | Offic

https://ito.hkbu.edu.hk/services/it-security/mfa.html

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DUO 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：

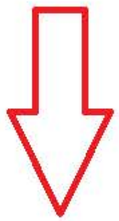
Services

- 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 staffRevise to new content

scroll down



- 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.

User Guides | FAQs | Downloads | Quick Links | 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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明天
Search

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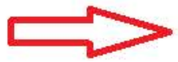



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Emergency Account Access without a Mobile Device

If you cannot receive Duo Push message and do not have any passcode on hand (say, you forget to bring your phone, phone out of battery, cannot install DUO apps ... etc), follow the steps below to get a Bypass Code from online system.

Tips: For better protection, obtain a bypass code only using a trusted device.

Tips: The bypass code is **valid for up to 24 hours** after generation. Once a new bypass code is generated, any bypass code(s) generated previously will become void immediately.

Tips: If you want to obtain a bypass code for 'Department' / 'Project' / 'Common' type account, please submit the Request Form to ITO.



1 Log on the Bypass Code Portal (https://iss.hkbu.edu.hk/buam/buam2/duo_bypass_code/index.seam). Follow on-screen instructions to enter your information for verification.



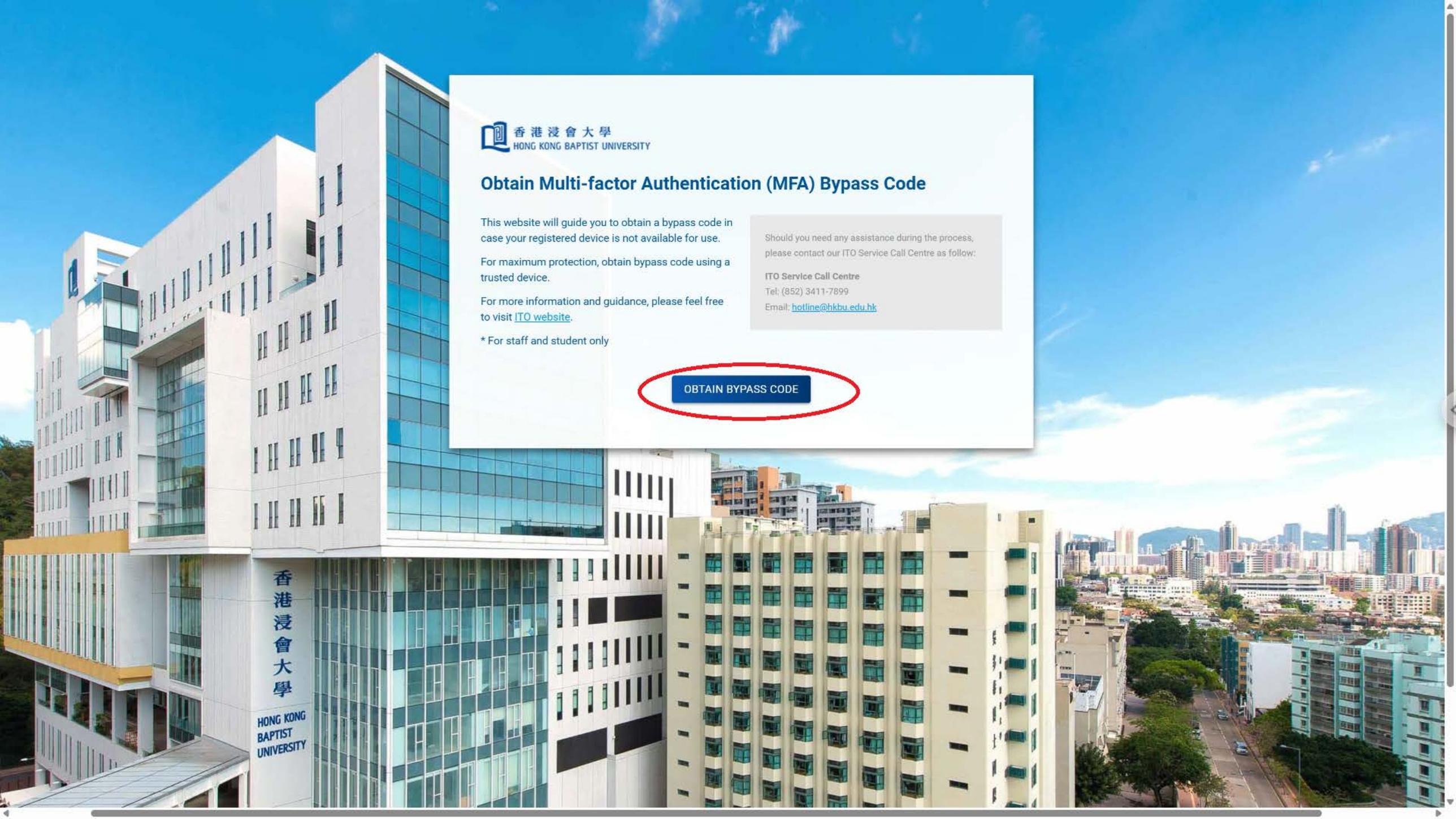
2 Upon successful verification, click 'Continue' button.



3 You will be prompted to answer a security question if view the bypass code online.



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 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.

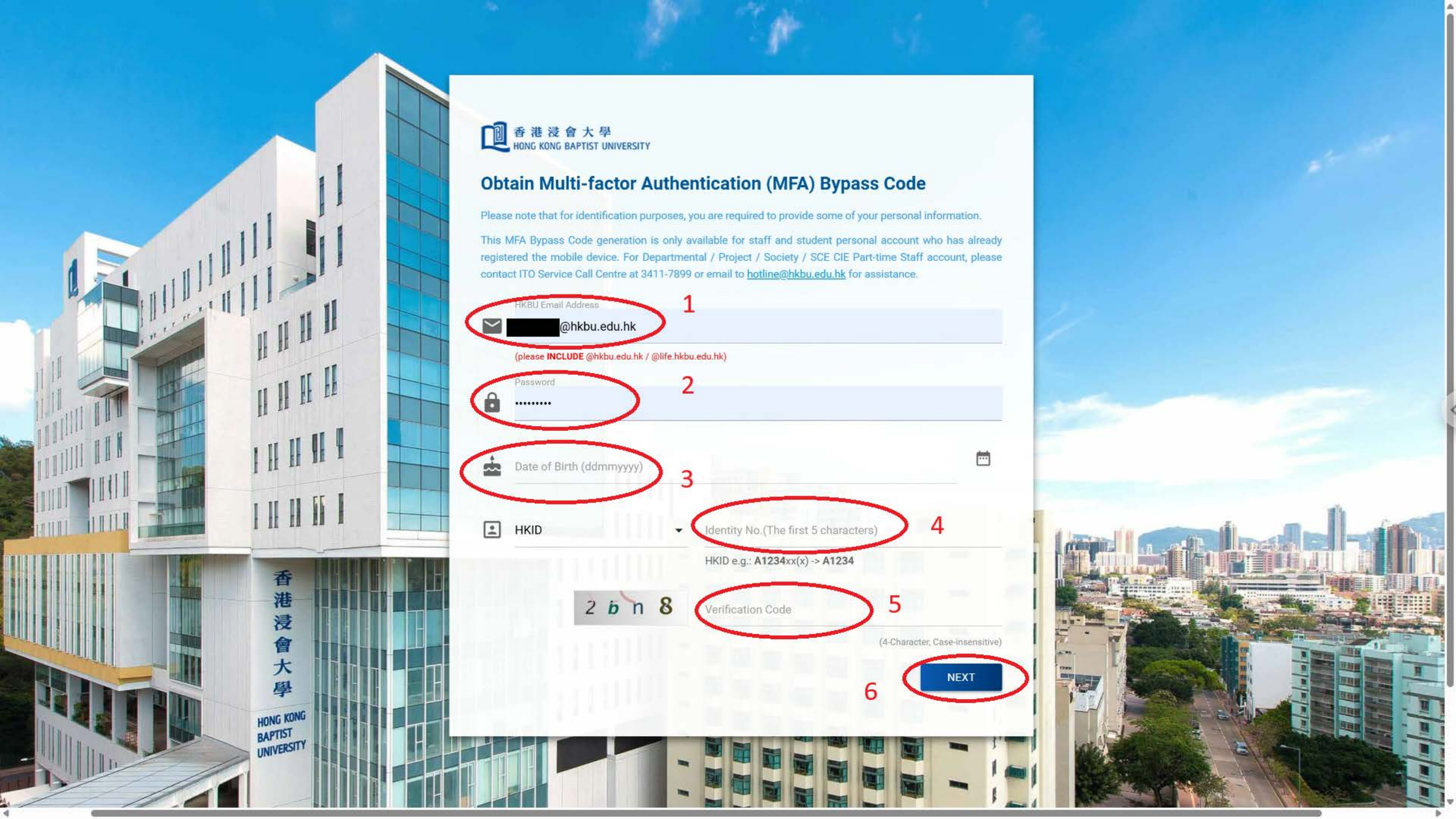
For more information and guidance, please feel free to visit ITO website.

* 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

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 for assistance.
HKBU Email Address
[redacted]@hkbu.edu.hk
1
(please INCLUDE @hkbu.edu.hk / @life.hkbu.edu.hk)
Password
2
Date of Birth (ddmmyyyy)
3
HKID
Identity No.(The first 5 characters)
4
HKID e.g.: A1234xx(x) -> A1234
Verification Code
5
(4-Character, Case-insensitive)
NEXT
6
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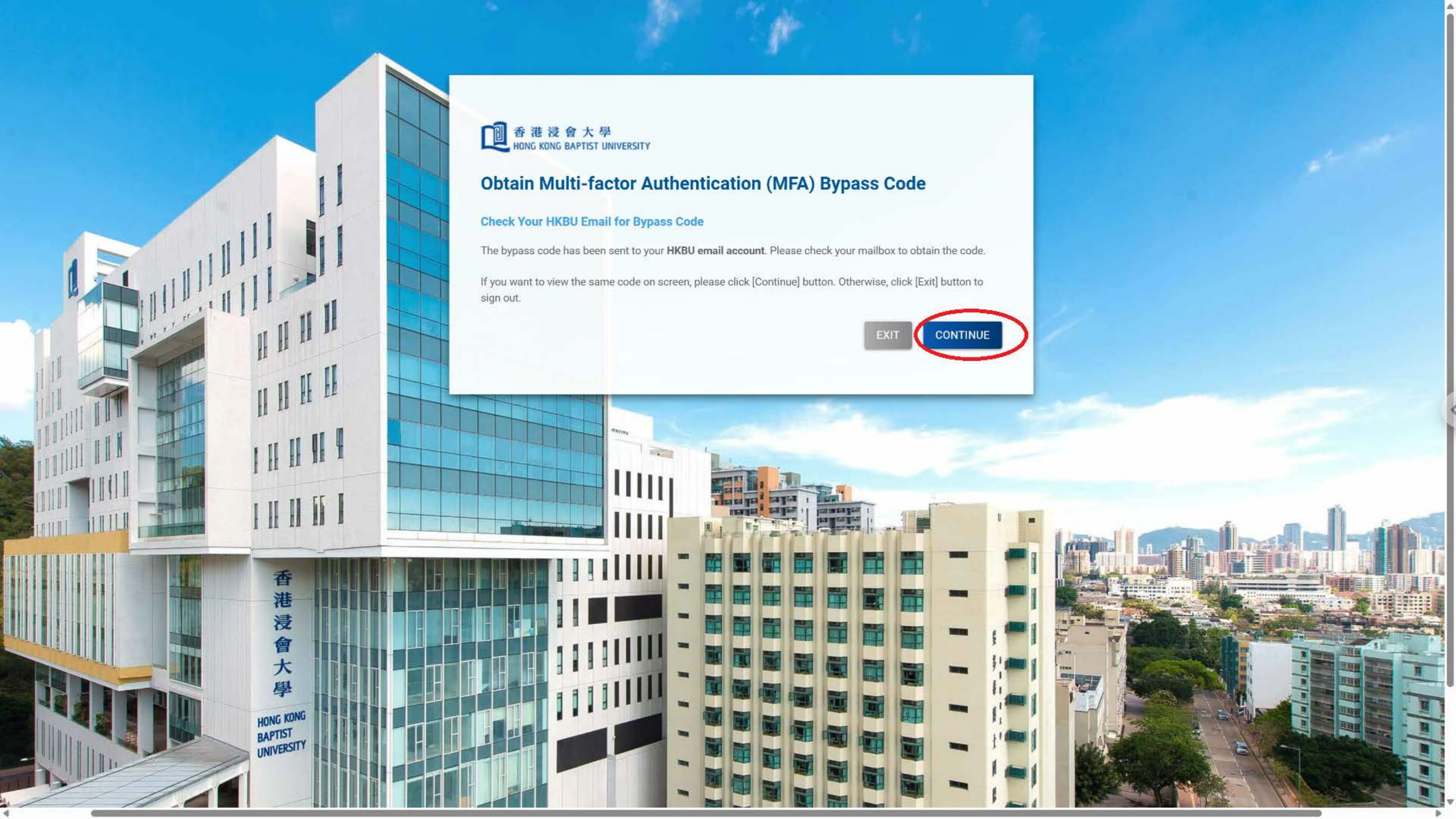
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Obtain Multi-factor Authentication (MFA) Bypass Code
Check Your HKBU Email for Bypass Code
The bypass code has been sent to your HKBU email account. Please check your mailbox to obtain the code.
If you want to view the same code on screen, please click [Continue] button. Otherwise, click [Exit] button to sign out.
EXIT
CONTINUE
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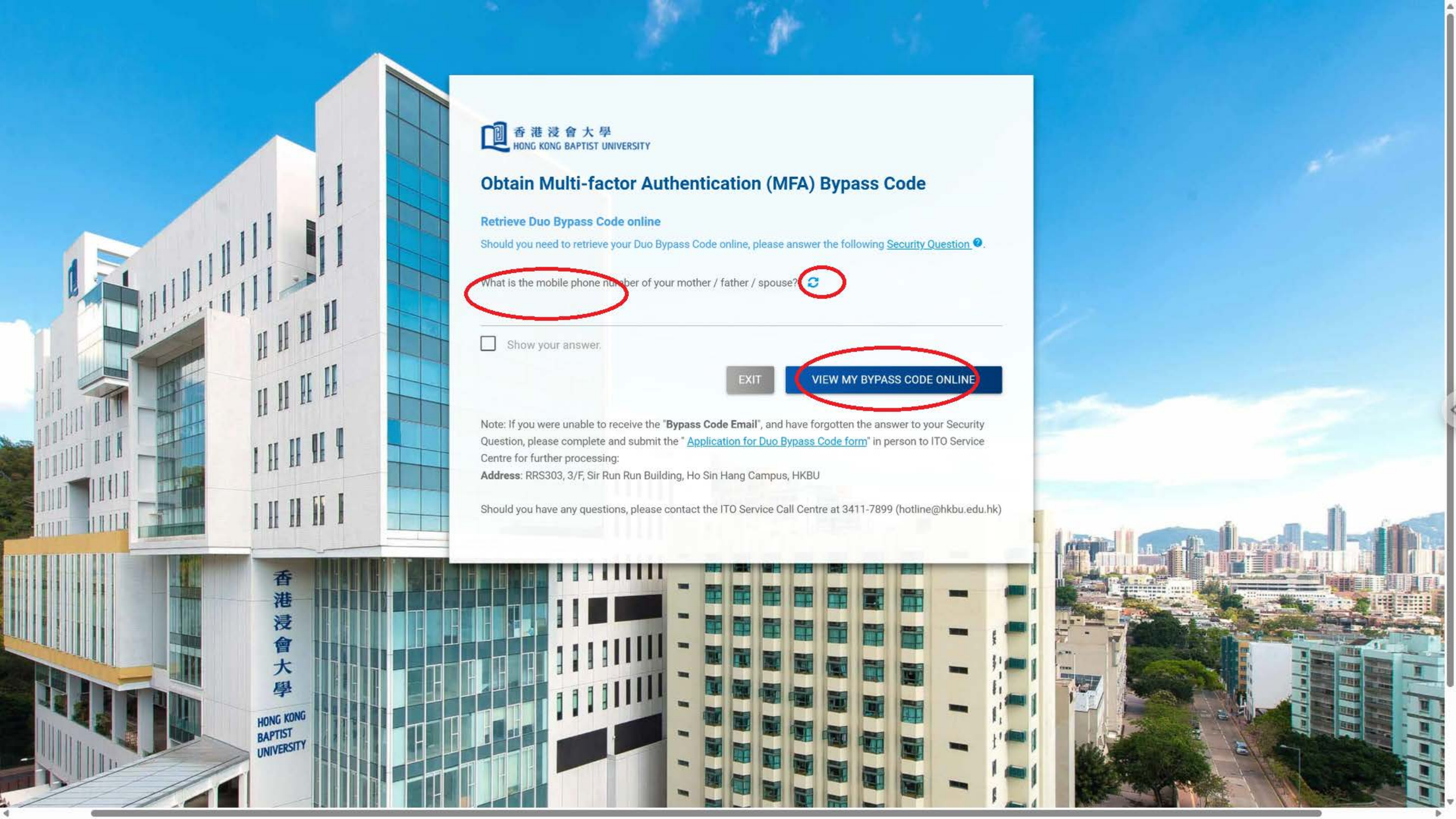
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Obtain Multi-factor Authentication (MFA) Bypass Code
Retrieve Duo Bypass Code online
Should you need to retrieve your Duo Bypass Code online, please answer the following Security Question.
What is the mobile phone number of your mother / father / spouse?
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
(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.
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

Sign In to Start Now


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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?
Security Answer
Show your answer.
Forgot Answer
CONTINUE >
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https://uw2.devicemanagement.duosecurity.com/frame/device-management/portal

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Log out

iCloud Keychain Edit

Face ID / Touch ID

iOS Edit

Apple iPhone 17

I have a new phone

iPadPro Edit

Apple iPad Pro 6 12.9"

I have a new phone

Hardware Token Edit

HOTP 6-digit
Serial #: 1008916600156

Add a device

Log in faster with Touch ID, Duo Push, and more

https://uw2.devicemanagement.duosecurity.com/frame/device-management/portal

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Close

Add a device

You'll use this to verify your identity with Duo.
You can add another option later.

Windows Hello Recommended
Use Windows Hello on this device

Duo Mobile
Get a notification or code on your device

Security key
Use a security key

Need help?

Secured by Duo

https://uw2.devicemanagement.duosecurity.com/frame/device-management/portal

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I have a new phone

Hardware Token Edit

HOTP 6-digi
Serial #: 100

Add a device

Log in faster with Touch ID, Duo Push, and more

Back Close

Enter your phone number

You'll have the option to log in with Duo Mobile.

Country code **Phone number**

+1

Example: "201-555-5555"

*I agree to receive messages related to authentication from Duo. Reply STOP to opt-out. Message and data rates may apply. Message frequency varies. View Terms and Conditions and Privacy Statement.

Continue

I have a tablet

Need help? Secured by Duo

https://uw2.devicemanagement.duosecurity.com/frame/device-management/portal

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Serial #: 1008916600156

Add a device

Log in faster with Touch ID, Duo Push, and more

Back Close

Download Duo Mobile

On your mobile device, download the app from the App Store or Google Play.

Next

Need help? Secured by Duo

https://uw2.devicemanagement.duosecurity.com/frame/device-management/portal

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Add a device

Log in faster with Touch ID, Duo Push, and more

Back Close

Scan this QR code to activate Duo Mobile

Use your camera app or select **Use QR code** in the Duo Mobile app to scan.

Get an activation link instead

Need help? Secured by Duo

Multi-Factor Authentication | Offic | HKBU Multi-factor Authentication | Login

https://iss.hkbu.edu.hk/buam/DuoDmp/index.seam

Sign Out

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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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What is this?

Need help?

Secured by Duo

Install Duo Mobile for iOS



1. Launch the App Store app and search for "Duo Mobile".
2. Tap "Get" and then "Install" to download the app.

Back | I have Duo Mobile installed

Previous | Next