

How to transfer HKBU MFA to your new smartphone

This setup guide provides the information for transferring HKBU MFA to your new smartphone. With this setup manual, you can

- do it anywhere and anytime, and not need to return campus.
- do the whole setup by using your new smartphone only.
- simply follow the steps below and get it done easily.

For the setup, it involves the following steps

- A. Install Duo Mobile
- B. Get Emergency Access Code for MFA
- C. Register your new smartphone to MFA

A. Install Duo Mobile

Please make sure the Duo Mobile app is installed before setup of HKBU MFA



iOS: <https://apps.apple.com/us/app/duo-mobile/id422663827>



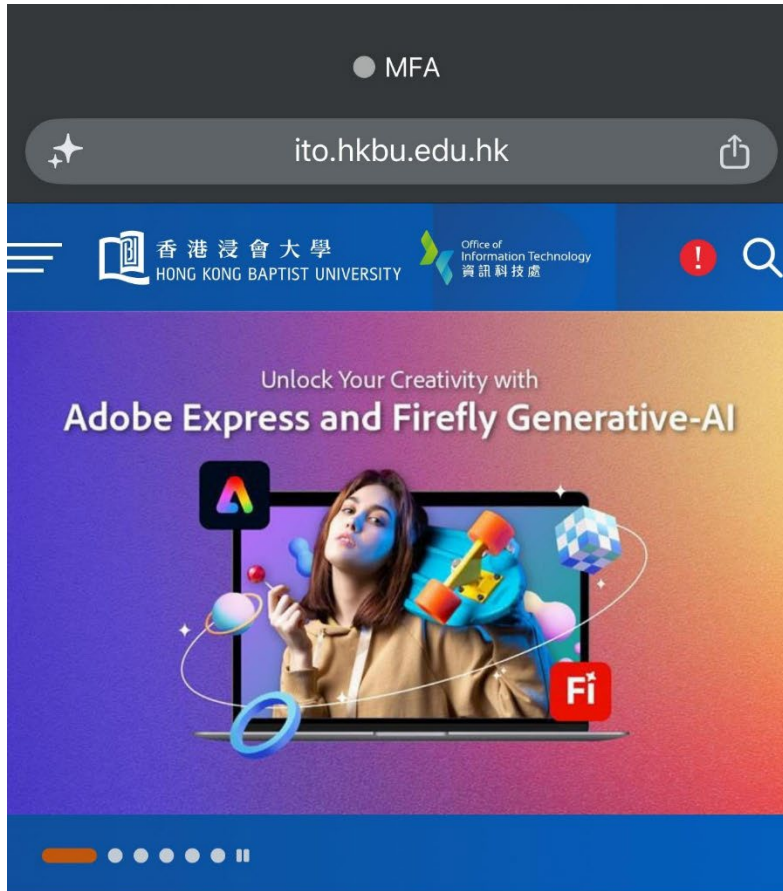
Android: <https://play.google.com/store/apps/details?id=com.duosecurity.duomobile&hl=en&gl=US>



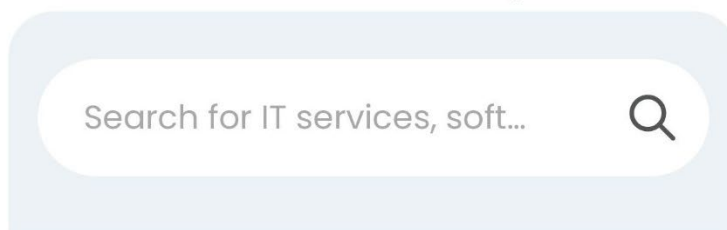
Download APK: <https://dl.duosecurity.com/DuoMobile-latest.apk>

B. Get Emergency Access Code for MFA

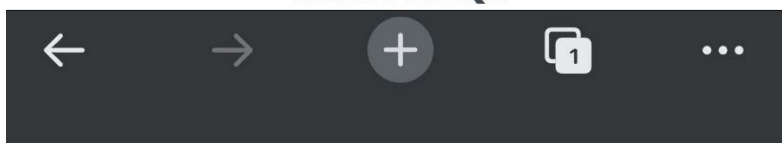
1. Visit HKBU ITO website, by click following picture or enter the URL



How can we help?



Most FAQs



URL of HKBU ITO website: <https://ito.hkbu.edu.hk>

2. Scroll down and select “Multi-Factor Authentication (MFA)”

ito.hkbu.edu.hk



Call
3411 7899



Helpdesk
Sir Run Run Shaw
Building RRS303

Popular Services

Multi-Factor Authentication (MFA)

Account & Password

Wi-Fi & Network Access

HKBU Mobile

Microsoft 365

3. Scroll down, press ">>", and select "Quick Links"

ito.hkbu.edu.hk

- VPN (for General User and IT Administrator)
(starting 11 February 2019)
- New Financial Information System (New FIS)
(starting 30 August 2019)
- My Library System (starting 30 August 2019)
- 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.

QS Downloads **Quick Links** Service >>

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](#)

4. Select “Get Emergency Access Code for MFA”

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QS

Downloads

Quick Links

Service >>



Register Your First Mobile Device
for MFA



Register / Manage your Device
for MFA



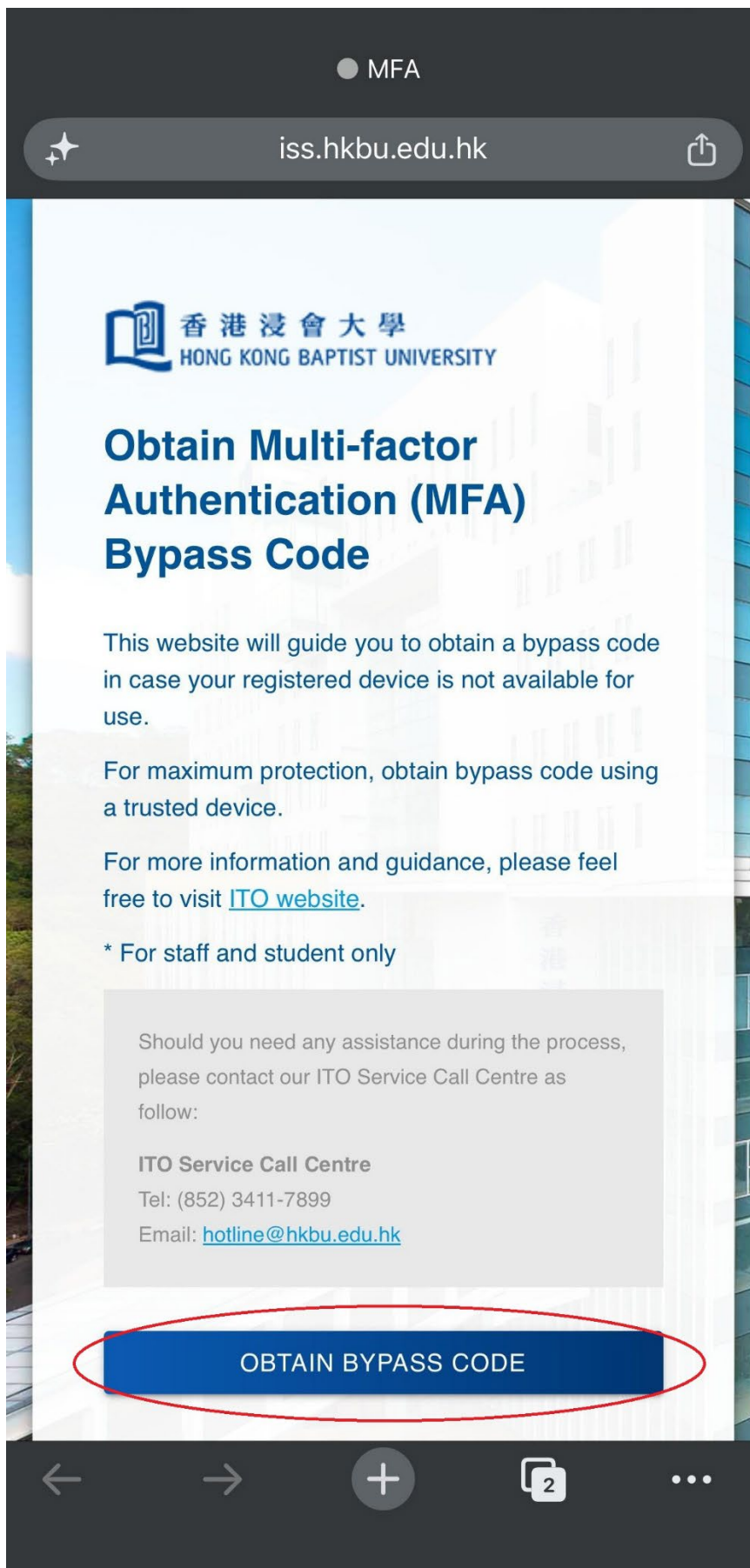
Get Emergency Access Code for
MFA

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

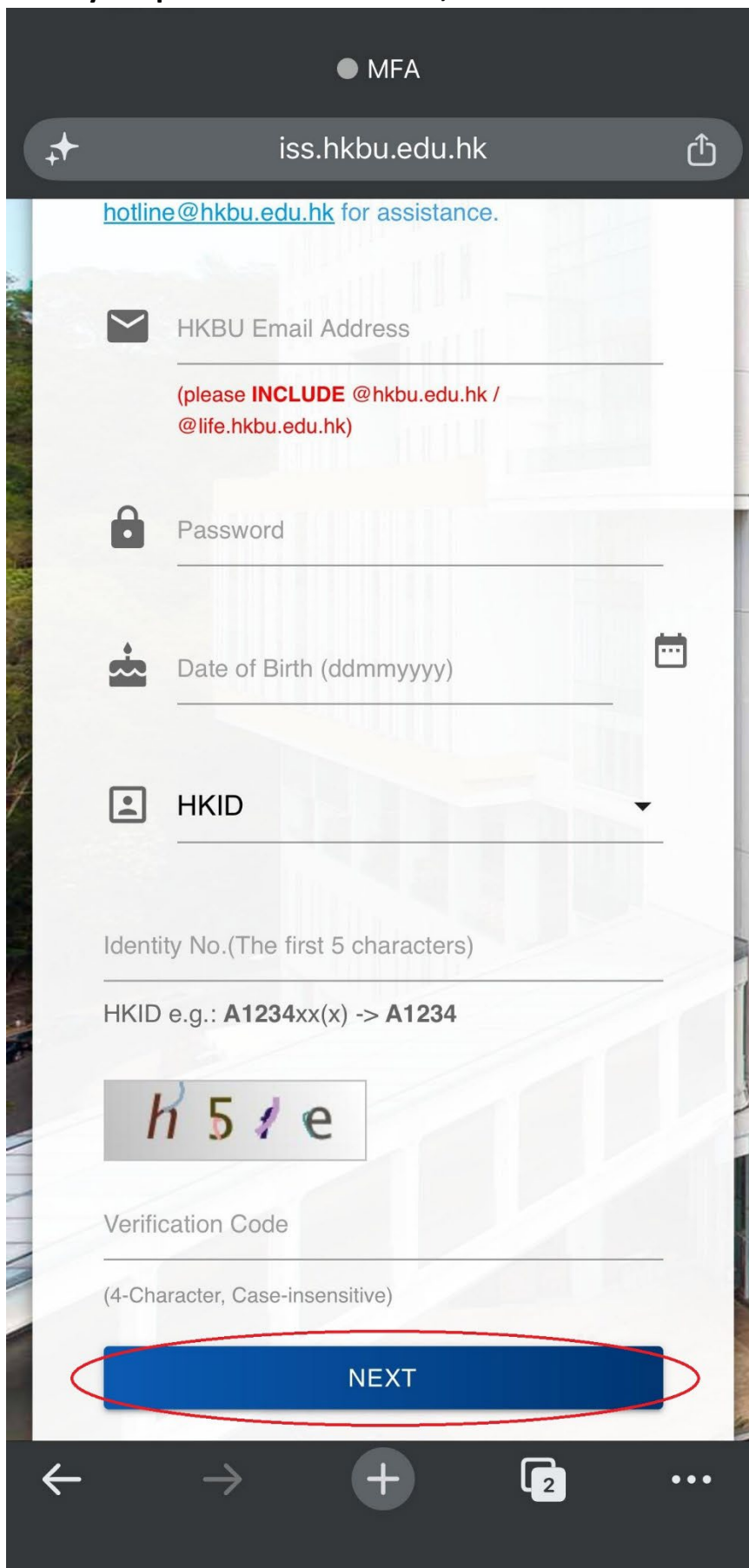


Useful Links

5. Select “OBTAIN BYPASS CODE”



6. Enter your personal information, then select “NEXT”



The image shows a mobile application interface for logging in to iss.hkbu.edu.hk. At the top, there is a dark header with a radio button labeled "MFA". Below this is a browser-like address bar showing "iss.hkbu.edu.hk" with a star icon on the left and a share icon on the right. A link "[hotline@hkbu.edu.hk](\"mailto:hotline@hkbu.edu.hk\") for assistance." is displayed. The main form area has a background image of a building. It contains several input fields: "HKBU Email Address" with a hint "(please **INCLUDE** @hkbu.edu.hk / @life.hkbu.edu.hk)", "Password", "Date of Birth (ddmmyyyy)" with a calendar icon, and "HKID" with a dropdown arrow. Below these is a section for "Identity No.(The first 5 characters)" with an example "HKID e.g.: A1234xx(x) -> A1234". A CAPTCHA box shows the characters "h 5 7 e". Below that is a "Verification Code" field with a hint "(4-Character, Case-insensitive)". At the bottom of the form is a blue button labeled "NEXT", which is circled in red. The bottom of the screen shows a mobile navigation bar with back, forward, home, tabs (2), and more options icons.

● MFA

iss.hkbu.edu.hk

hotline@hkbu.edu.hk for assistance.

✉ HKBU Email Address

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

🔒 Password

🎂 Date of Birth (ddmmyyyy) 📅

👤 HKID ▼

Identity No.(The first 5 characters)

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

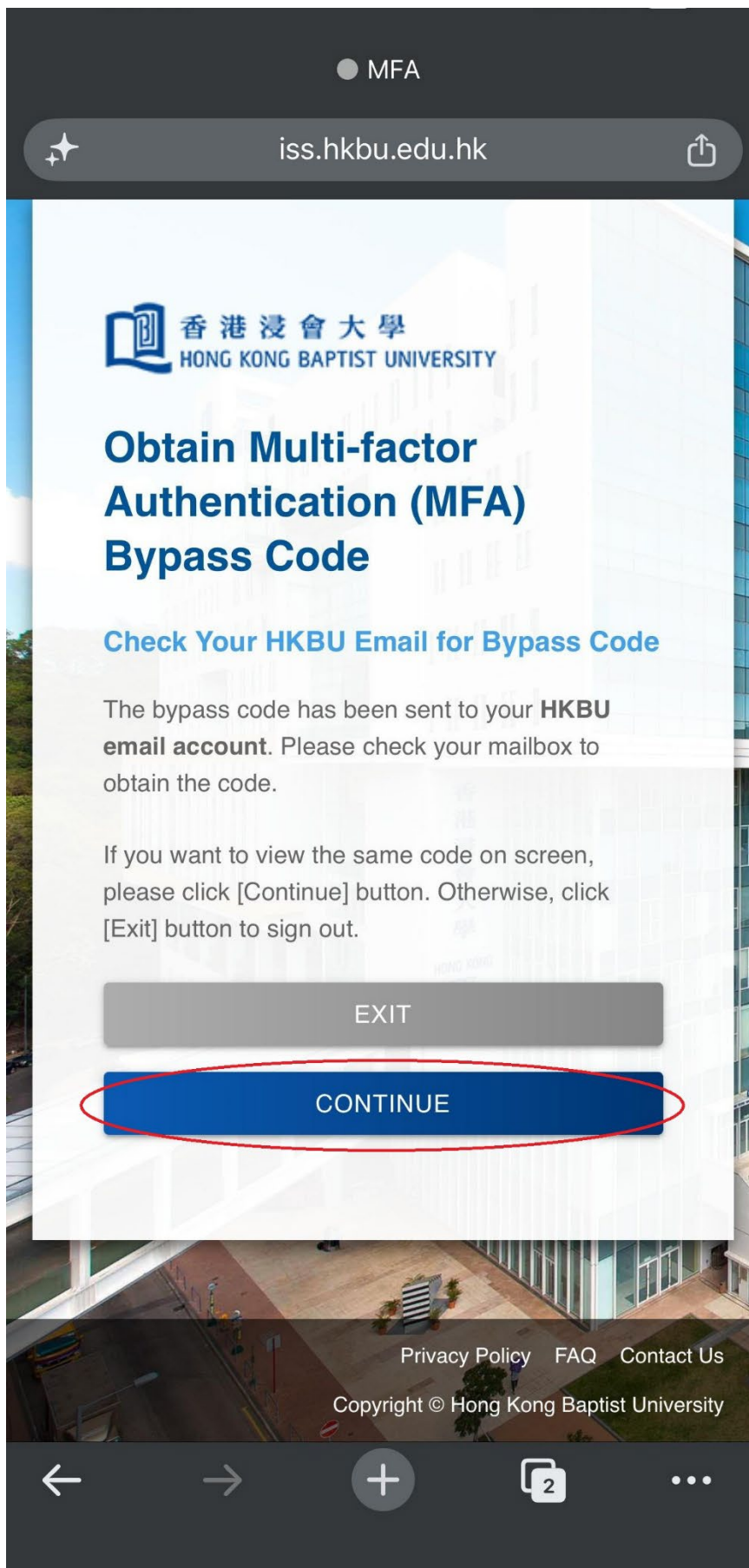
h 5 7 e

Verification Code

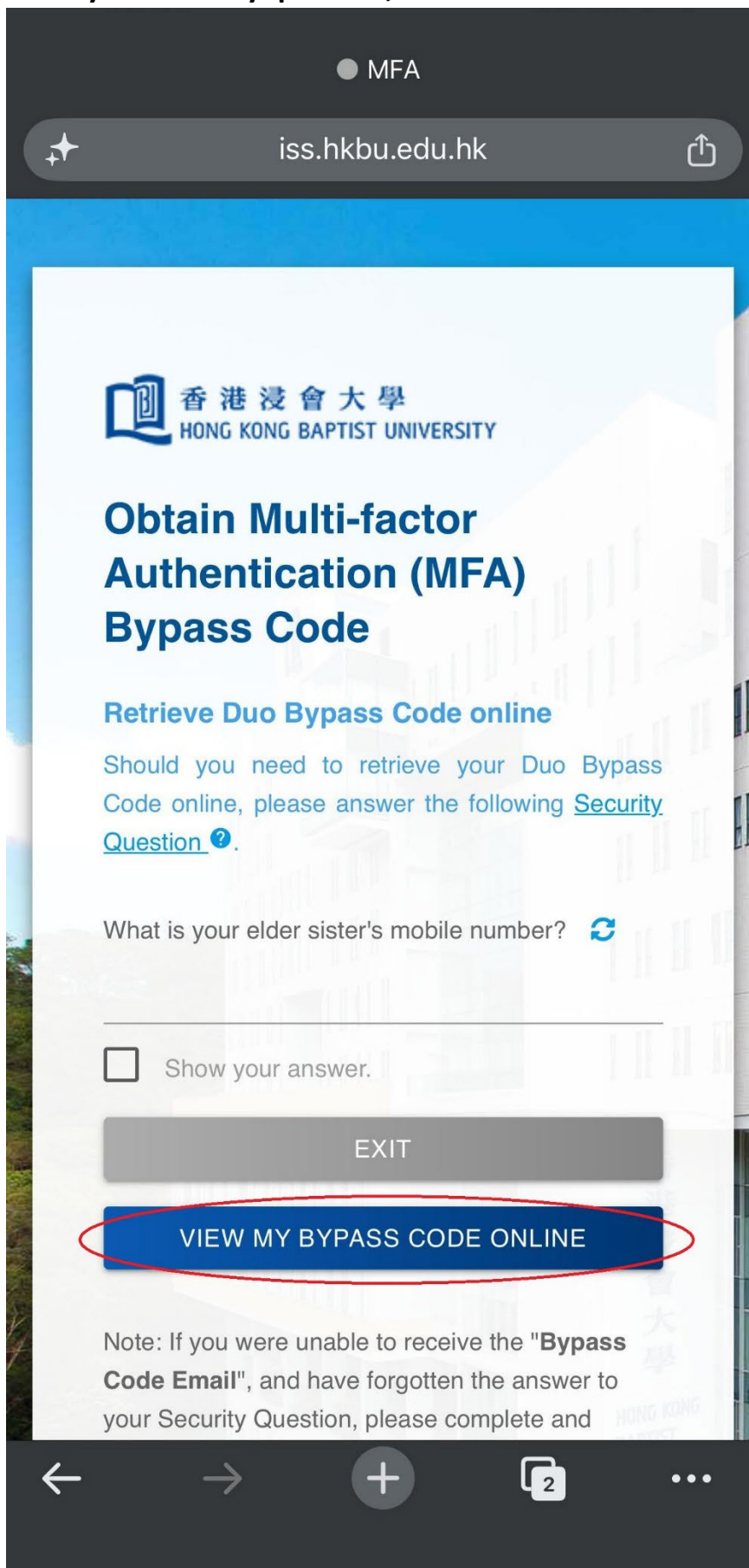
(4-Character, Case-insensitive)

NEXT

7. Select “CONTINUE”



8. Enter your security question, then select “VIEW MY PASS CODE ONLINE”



The screenshot shows a mobile browser interface. At the top, a dark header bar contains a grey circle and the text "MFA". Below this is a browser address bar with a star icon on the left, the URL "iss.hkbu.edu.hk" in the center, and a share icon on the right. The main content area has a blue header with the Hong Kong Baptist University logo and name. The title "Obtain Multi-factor Authentication (MFA) Bypass Code" is displayed in large blue font. Below the title, a blue link "Retrieve Duo Bypass Code online" is shown. A paragraph of text explains that users should answer a security question to retrieve their Duo Bypass Code online. The security question is "What is your elder sister's mobile number?", followed by a refresh icon. A text input field is provided for the answer. Below the input field is a checkbox labeled "Show your answer." A grey "EXIT" button is located below the checkbox. A blue button labeled "VIEW MY BYPASS CODE ONLINE" is highlighted with a red oval. At the bottom, a note states: "Note: If you were unable to receive the 'Bypass Code Email', and have forgotten the answer to your Security Question, please complete and". The bottom of the screen shows a mobile navigation bar with back, forward, home, and tabs icons.

● MFA

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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 your elder sister's mobile number? 

☐ Show your answer.

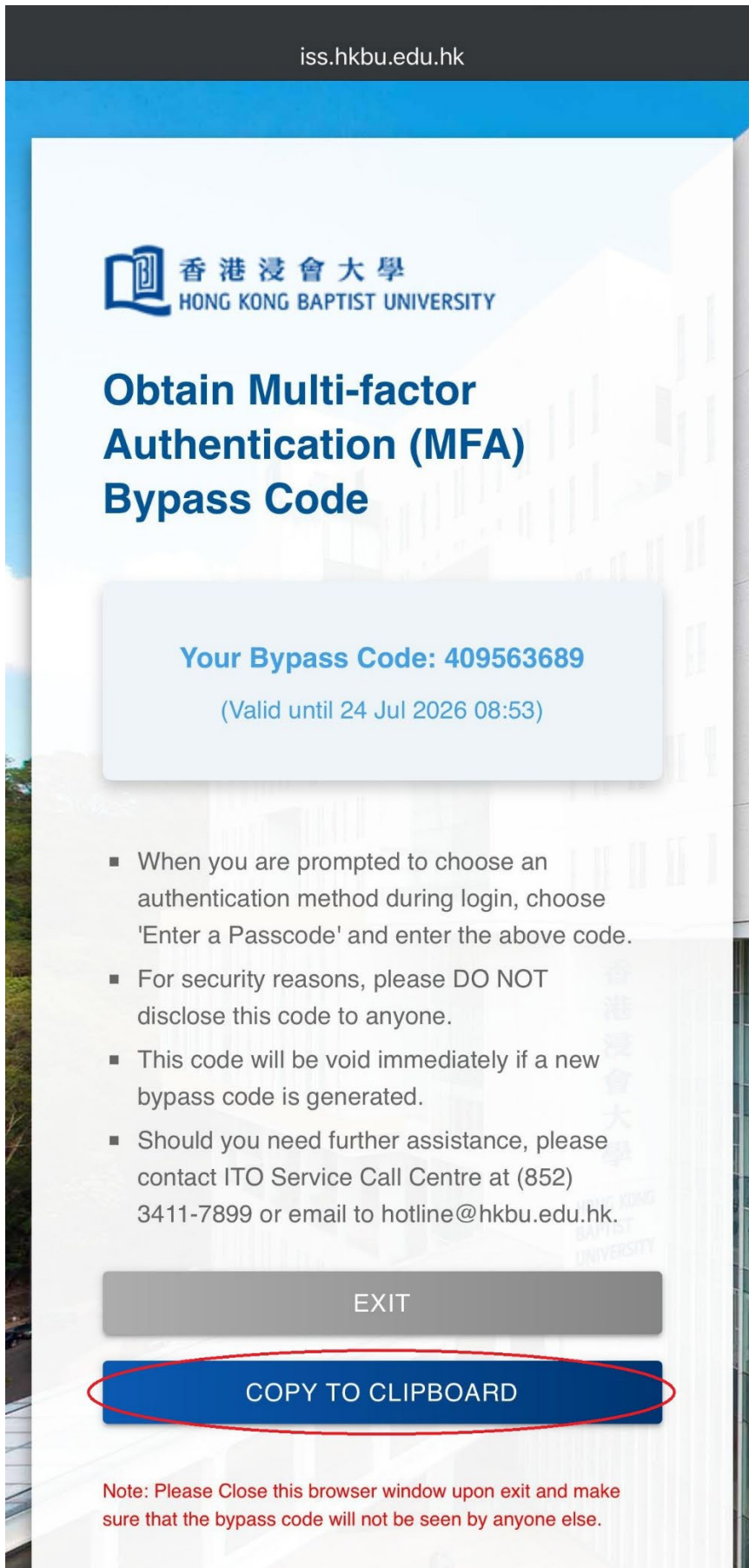
EXIT

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

9. Write down the Bypass code or select “COPY TO CLIPBOARD”

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Obtain Multi-factor Authentication (MFA) Bypass Code

Your Bypass Code: 409563689
(Valid until 24 Jul 2026 08:53)

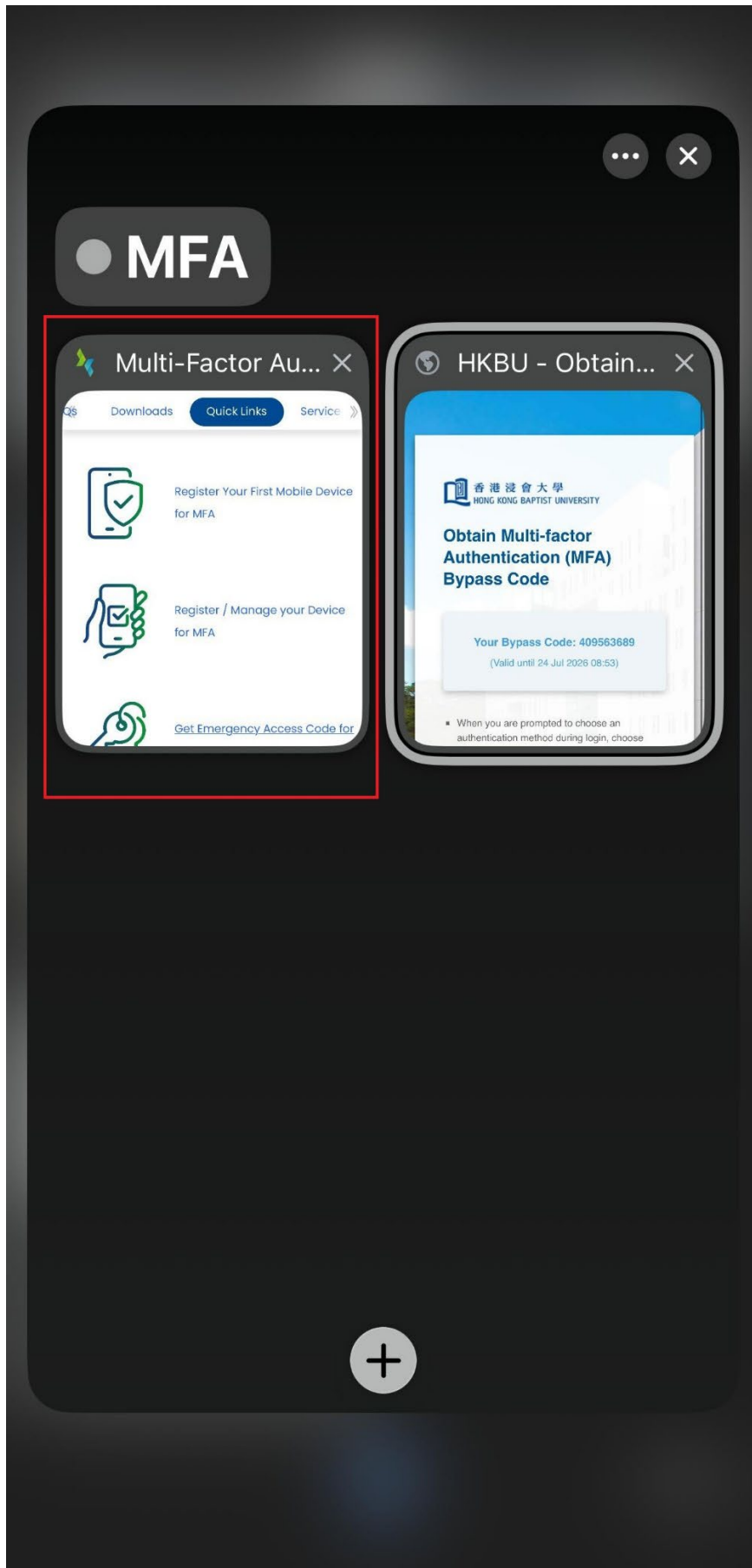
- When you are prompted to choose an authentication method during login, choose 'Enter a Passcode' and enter the above code.
- For security reasons, please DO NOT disclose this code to anyone.
- This code will be void immediately if a new bypass code is generated.
- Should you need further assistance, 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.

10. Select and return to the first page



C. Register your new smartphone to MFA

1. Select “Register / Manage your Device for MFA”

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QS Downloads **Quick Links** Service >>

[Register Your First Mobile Device
for MFA](#)

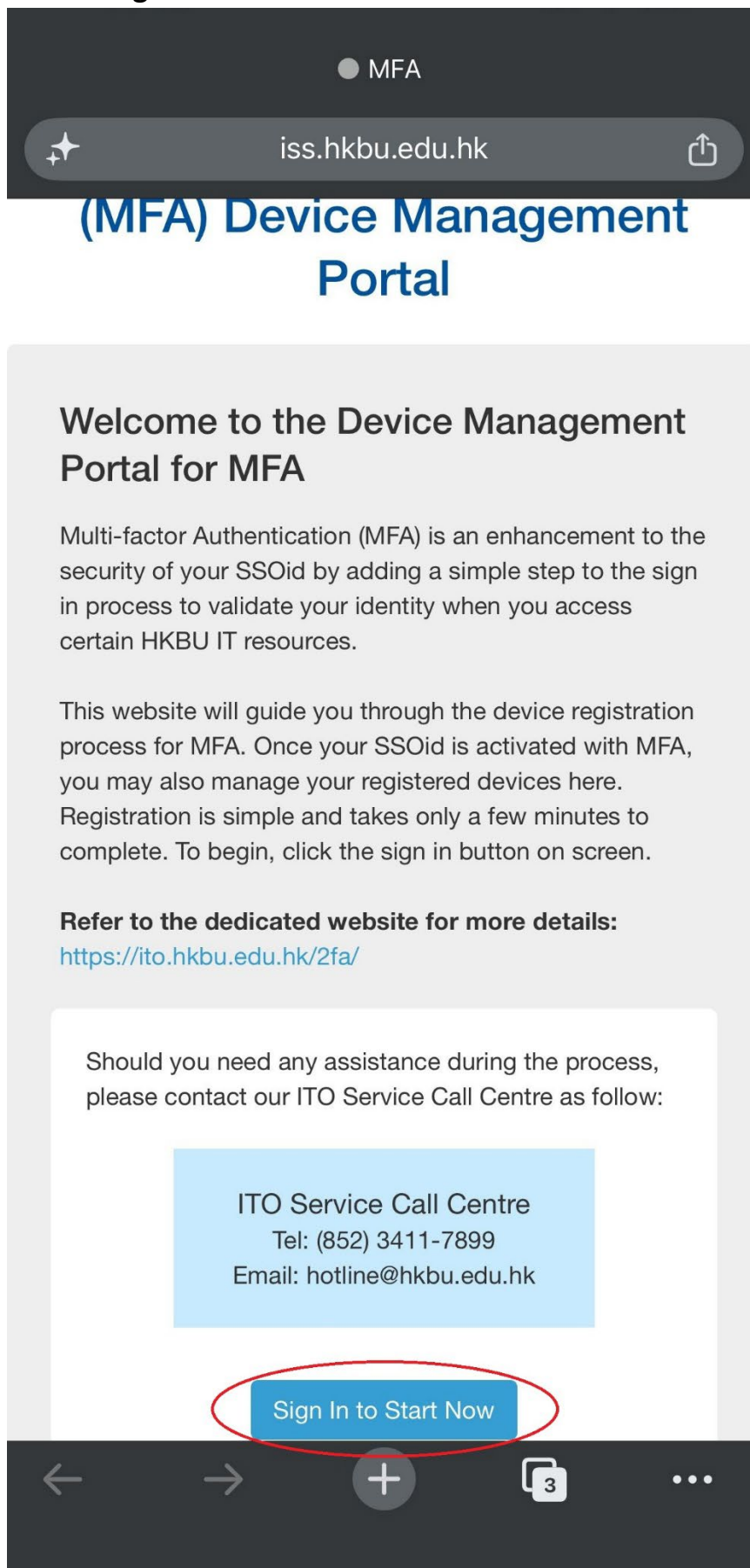
[Register / Manage your Device
for MFA](#)

[Get Emergency Access Code for
MFA](#)

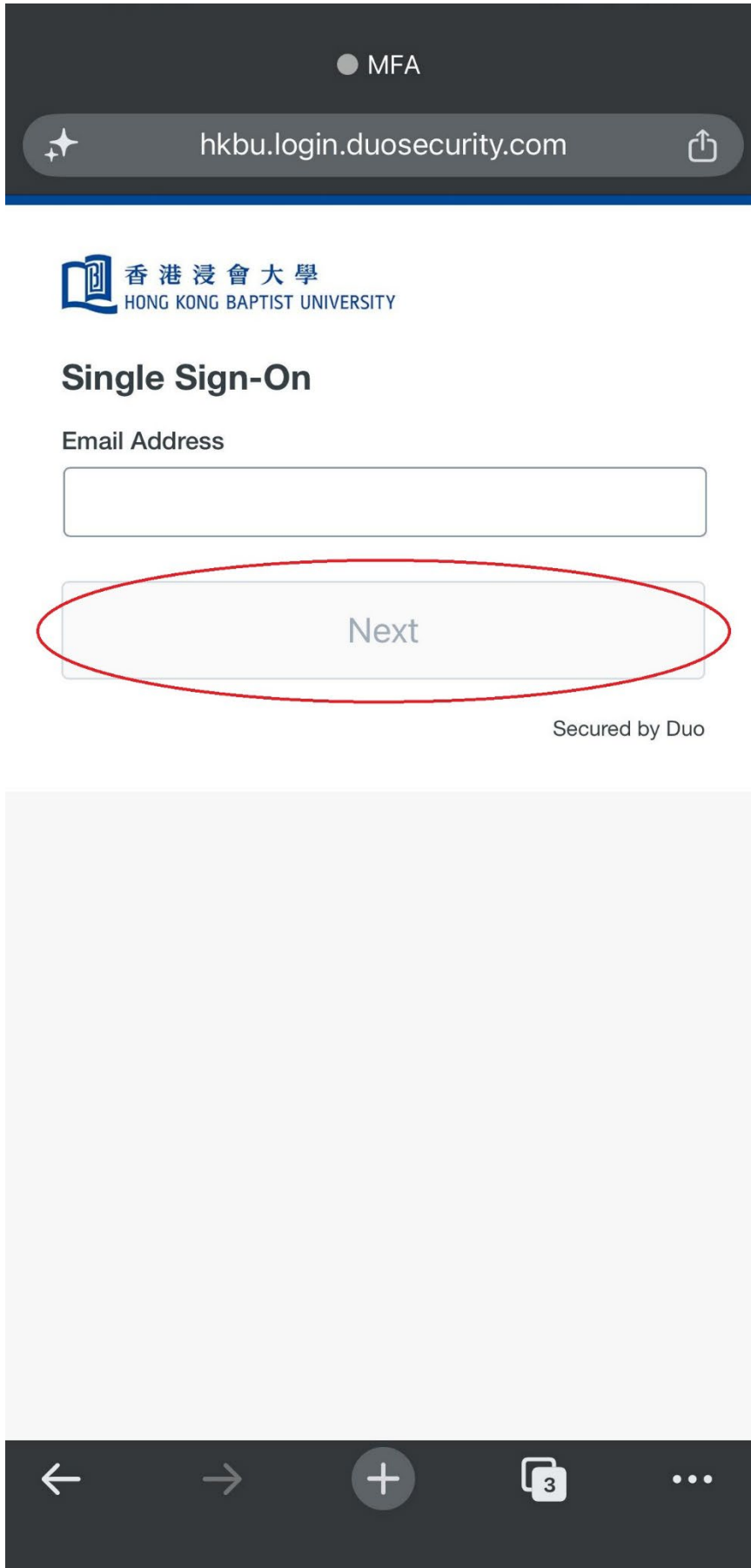
Home / Our Services / IT Security
/ [Multi-Factor Authentication \(MFA\)](#)

Useful Links

2. Select “Sign in to Start Now”



3. Enter your Email Address, then select “NEXT”



MFA

hkbu.login.duosecurity.com

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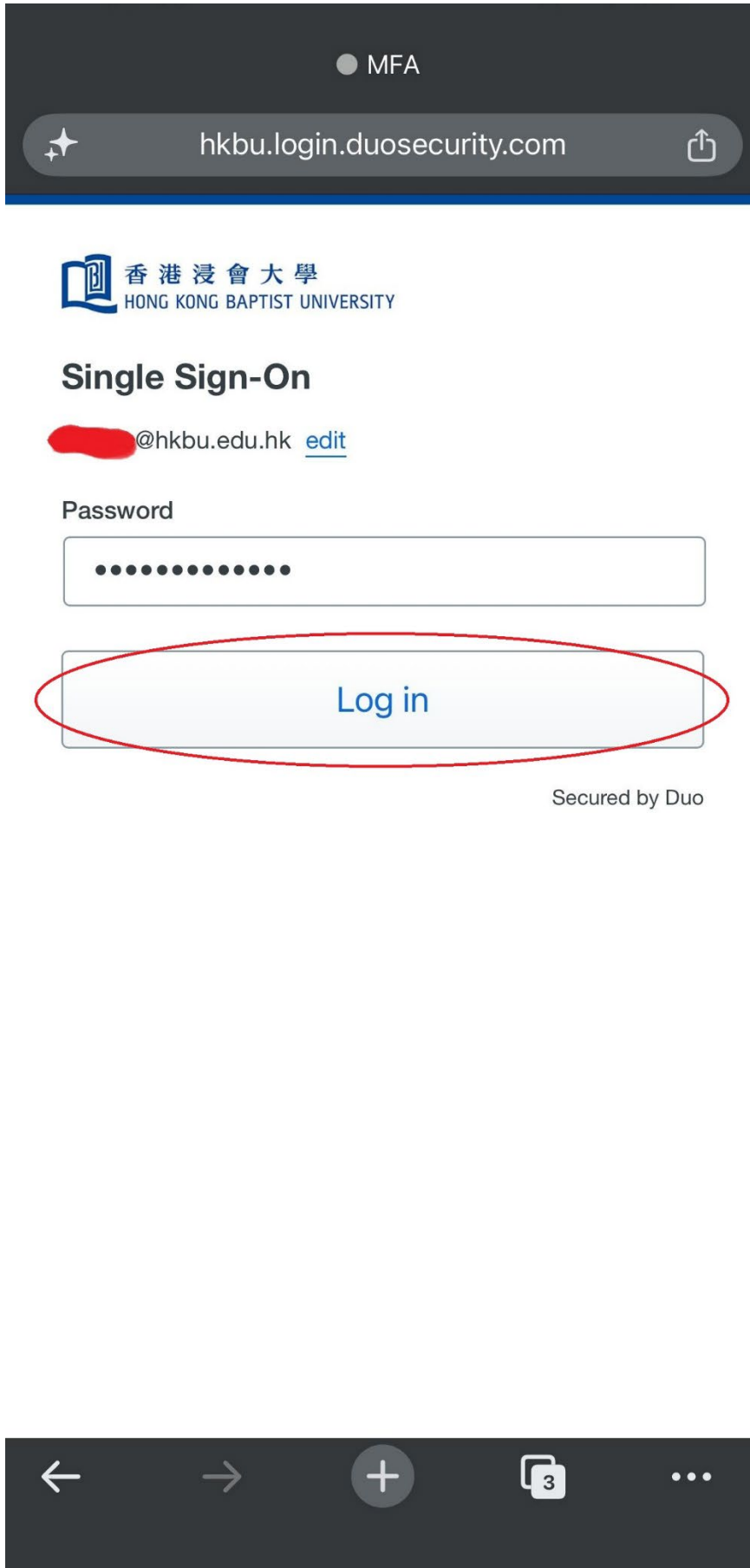
Single Sign-On

Email Address

Next

Secured by Duo

4. Enter your password, then select “Log in”



MFA

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Single Sign-On

@hkbu.edu.hk [edit](#)

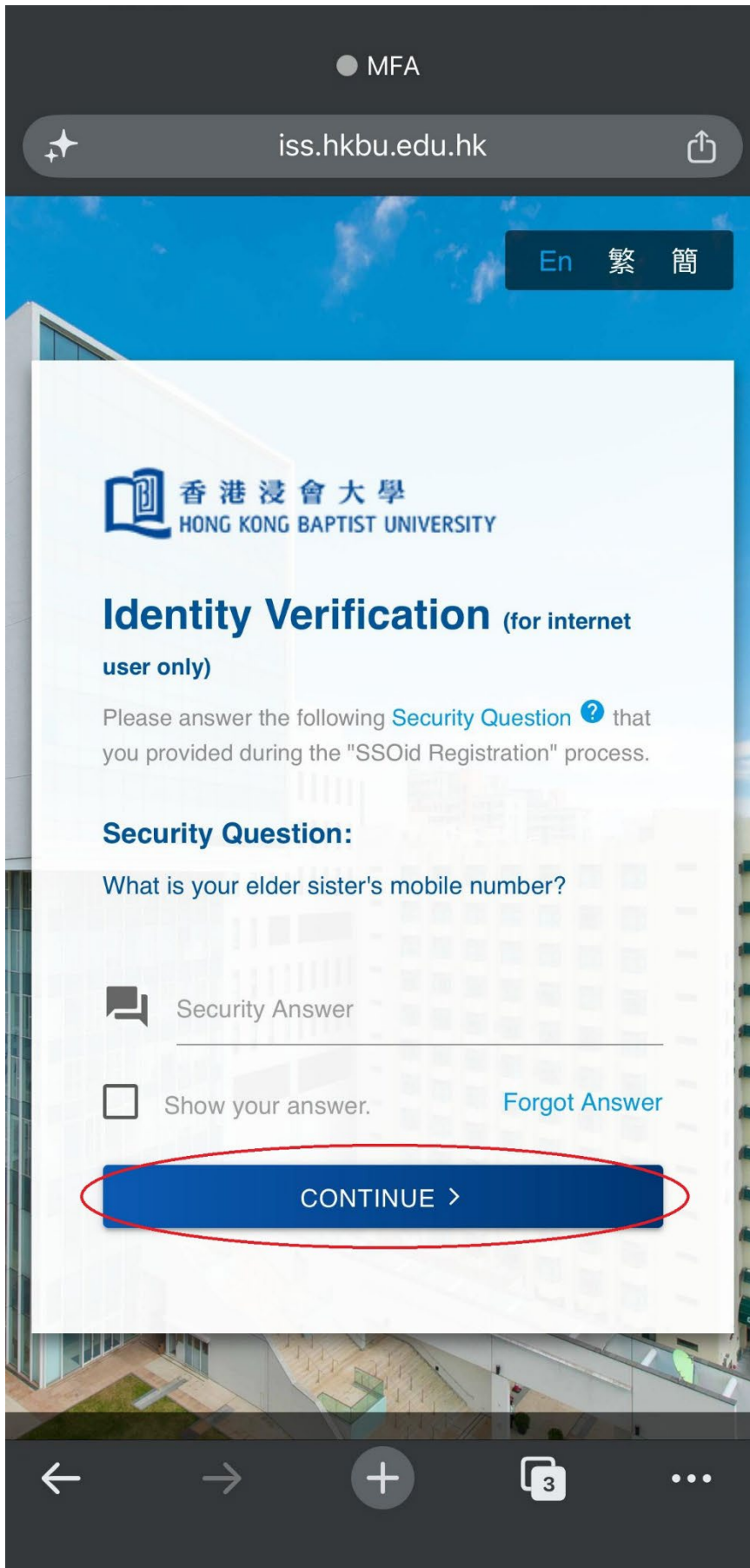
Password

.....

Log in

Secured by Duo

5. Enter your security question, then select “CONTINUE”



The screenshot shows a mobile browser interface. At the top, the address bar displays 'iss.hkbu.edu.hk'. Below it, a language selector shows 'En', '繁', and '簡'. The main content area features the Hong Kong Baptist University logo and the title 'Identity Verification (for internet user only)'. A paragraph instructs the user to answer a security question from their 'SSOid Registration' process. The security question is 'What is your elder sister's mobile number?'. Below this is a text input field labeled 'Security Answer'. To the left of the input field is a checkbox labeled 'Show your answer.' and to the right is a link 'Forgot Answer'. At the bottom of the form is a large blue button labeled 'CONTINUE >', which is circled in red. The bottom of the screen shows a mobile navigation bar with back, forward, home, and tabs icons.

MFA

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En 繁 簡

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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 your elder sister's mobile number?

 Security Answer

☐ Show your answer. [Forgot Answer](#)

CONTINUE >

6. Scroll down and select “Enter a Passcode”

Introduction

First Step: Set up / Manage device for MFA

Second Step: Confirm Registration

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≡ Settings

Device:

iOS

Enter a Passcode

Send Me a Push

Previous

Next

7. Paste from clipboard / enter the passcode, then select “Log In”

Introduction

First Step: Set up / Manage device for MFA

Second Step: Confirm Registration

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≡ Settings

Device:

Log In

Send Me a Push

Enter a passcode from Duo Mobile.

Dismiss

Previous

Next

8. Select “+ Add another device”

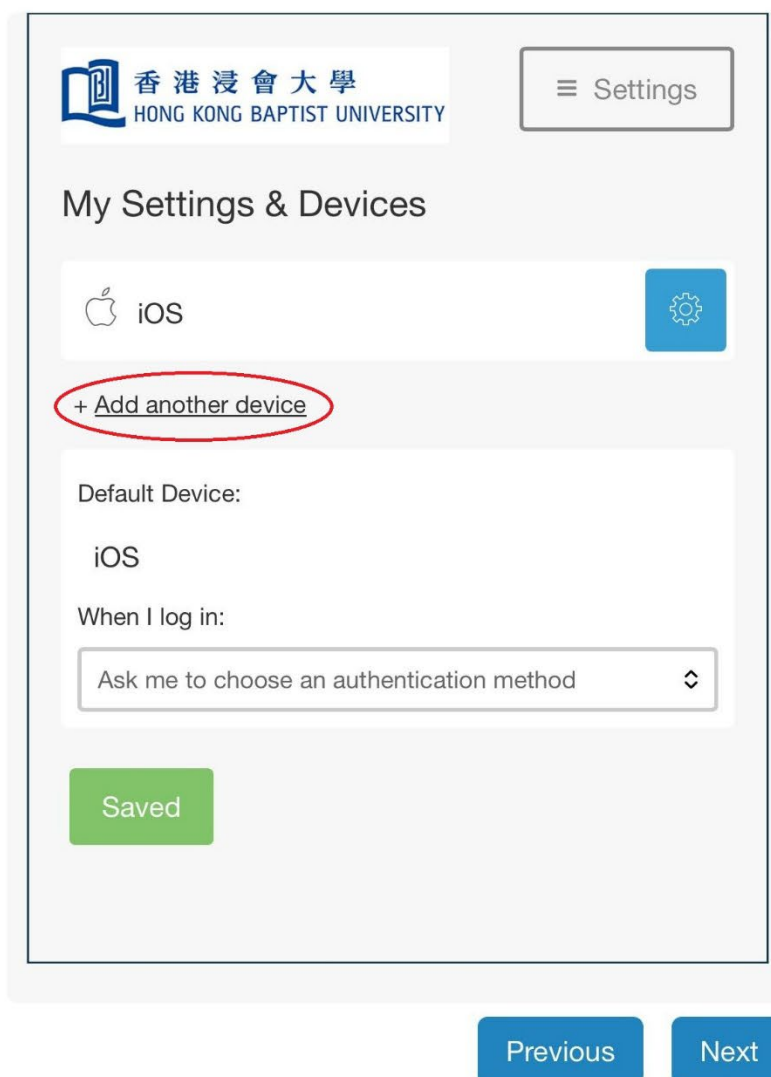
iss.hkbu.edu.hk

- 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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Settings

My Settings & Devices

🍏 iOS 

+ Add another device

Default Device:

iOS

When I log in:

Ask me to choose an authentication method 

Saved

Previous Next

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9. Select “Tablet”, then select “Continue”

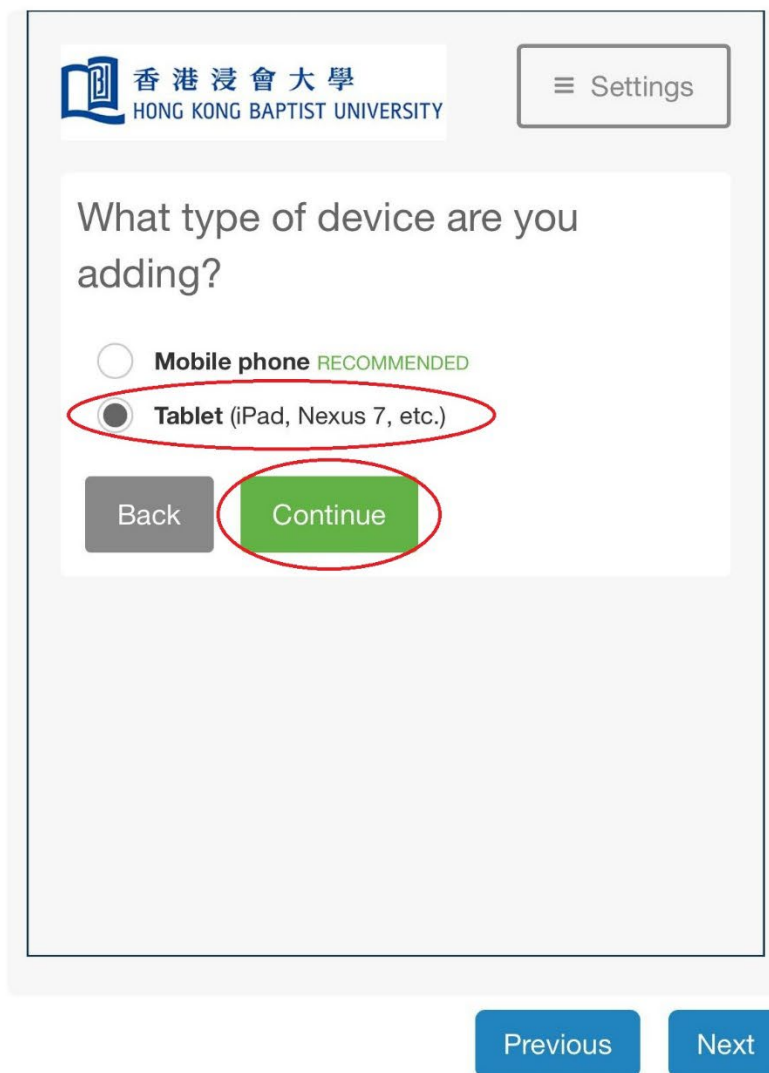
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- Should you have mistakenly selected 'Mobile phone', the inputted phone number will be removed immediately and will NOT be retained in the system.

Introduction

First Step: Set up / Manage device for MFA

Second Step: Confirm Registration



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Settings

What type of device are you adding?

☐ Mobile phone RECOMMENDED

☒ Tablet (iPad, Nexus 7, etc.)

Back Continue

Previous Next

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10. Select "I have Duo Mobile"

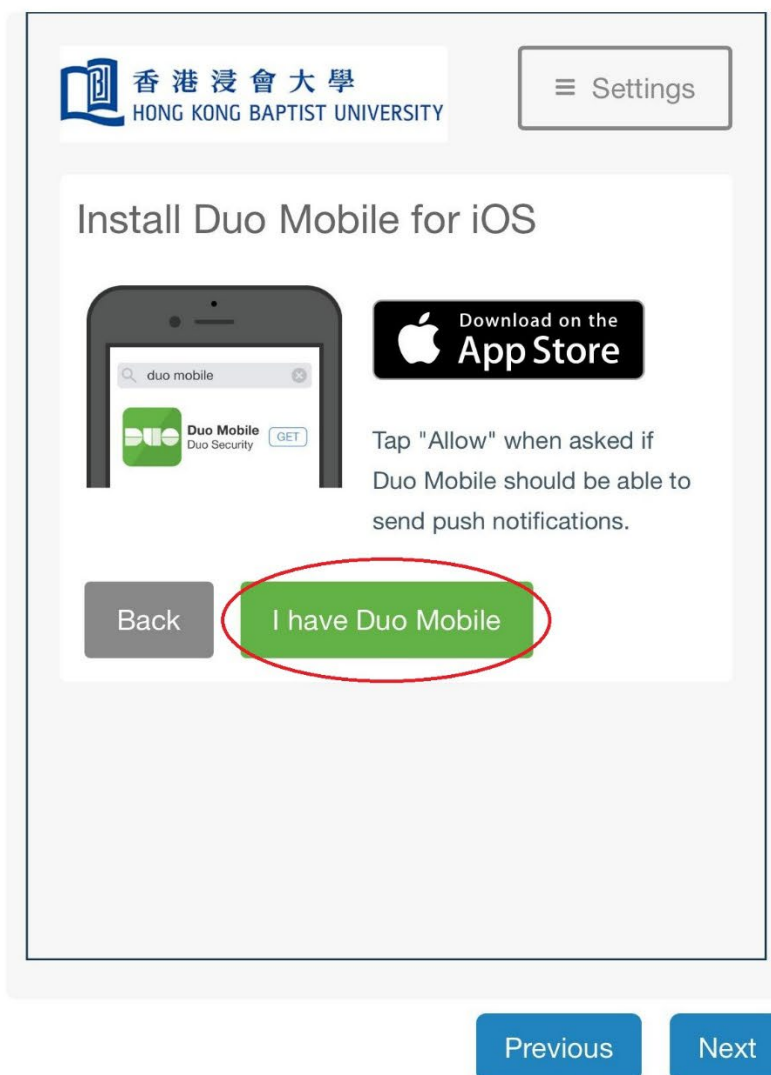
iss.hkbu.edu.hk

- 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



The screenshot shows the Duo Mobile installation page for iOS. At the top left is the Hong Kong Baptist University logo and name. At the top right is a 'Settings' button. The main heading is 'Install Duo Mobile for iOS'. Below this is a graphic of a smartphone displaying the Duo Mobile app interface. To the right of the phone is a 'Download on the App Store' button. Below the phone graphic, there is a 'Back' button and a green button labeled 'I have Duo Mobile', which is circled in red. To the right of the phone graphic, there is a note: 'Tap "Allow" when asked if Duo Mobile should be able to send push notifications.' At the bottom of the page are 'Previous' and 'Next' buttons.

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11. Select “Take me to Duo Mobile”

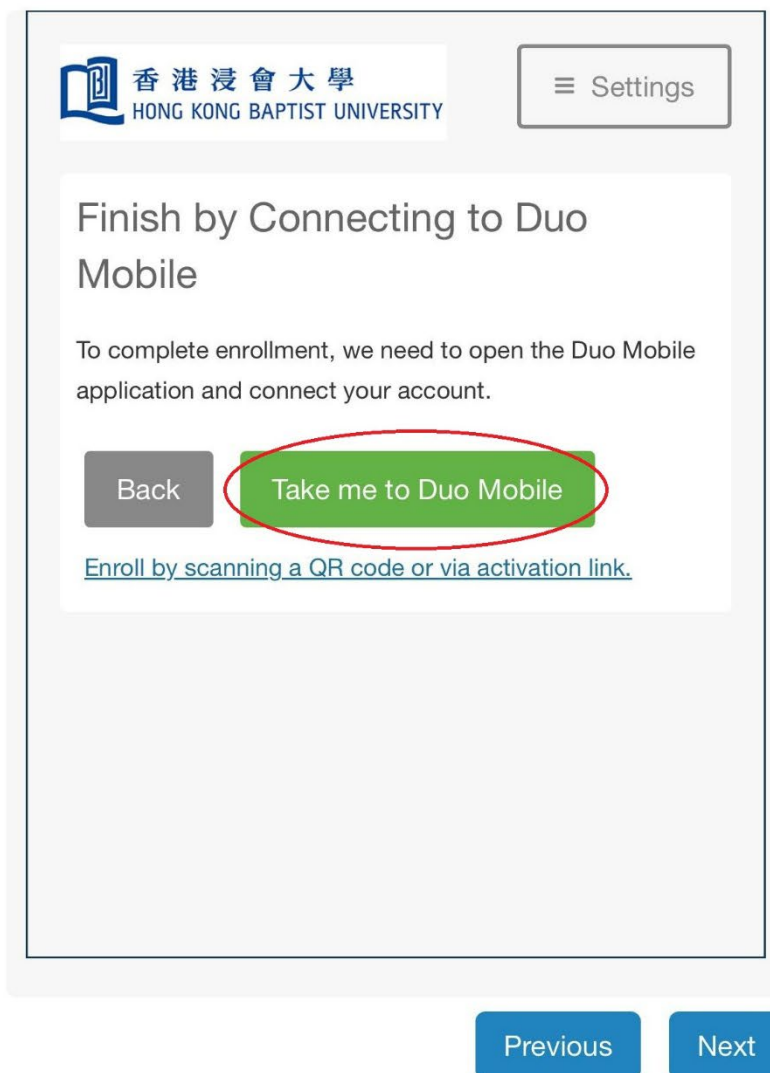
iss.hkbu.edu.hk

- 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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Settings

Finish by Connecting to Duo Mobile

To complete enrollment, we need to open the Duo Mobile application and connect your account.

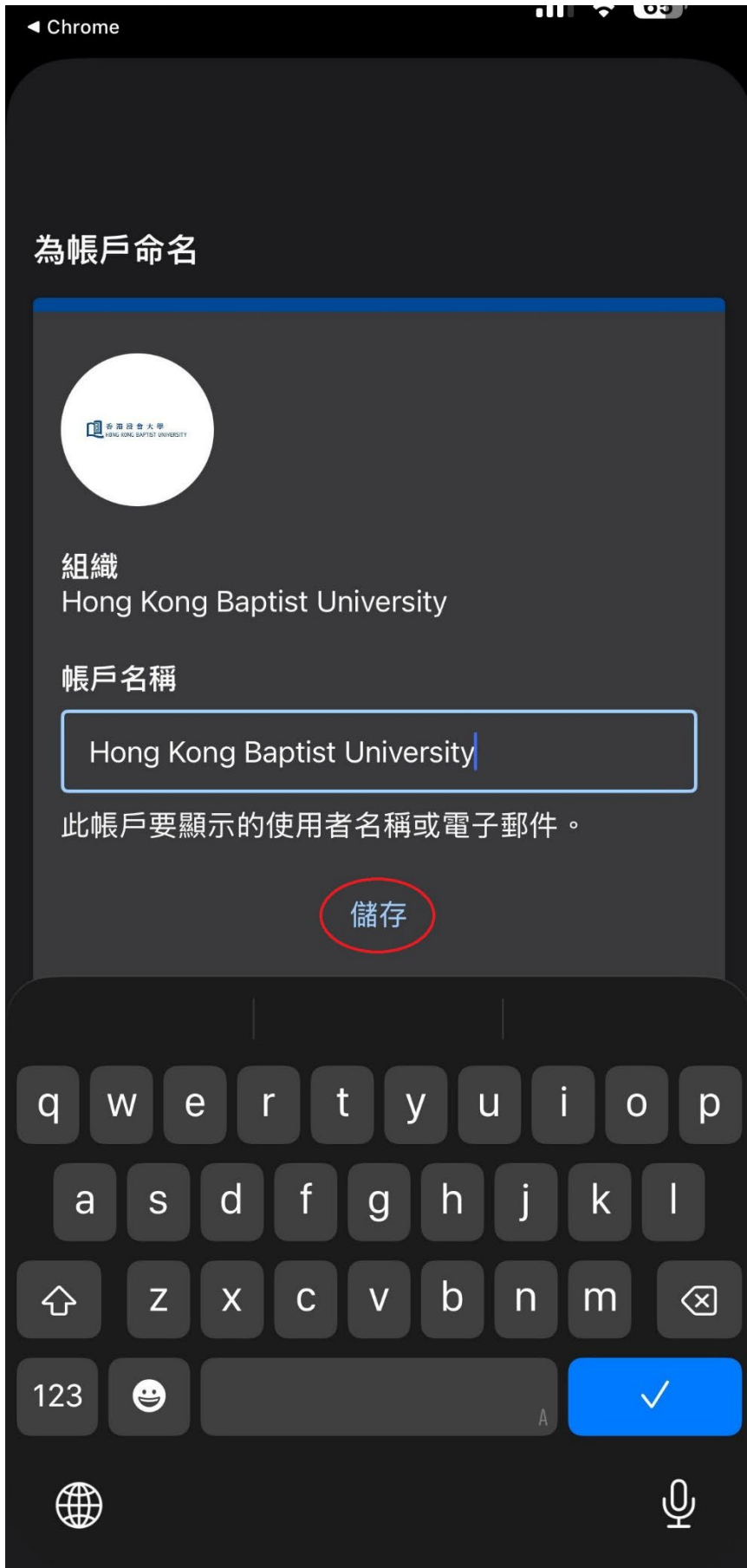
[Back](#) [Take me to Duo Mobile](#)

[Enroll by scanning a QR code or via activation link.](#)

Previous Next

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12. Click “SAVE”, and return to the browser



◀ Chrome

為帳戶命名



組織
Hong Kong Baptist University

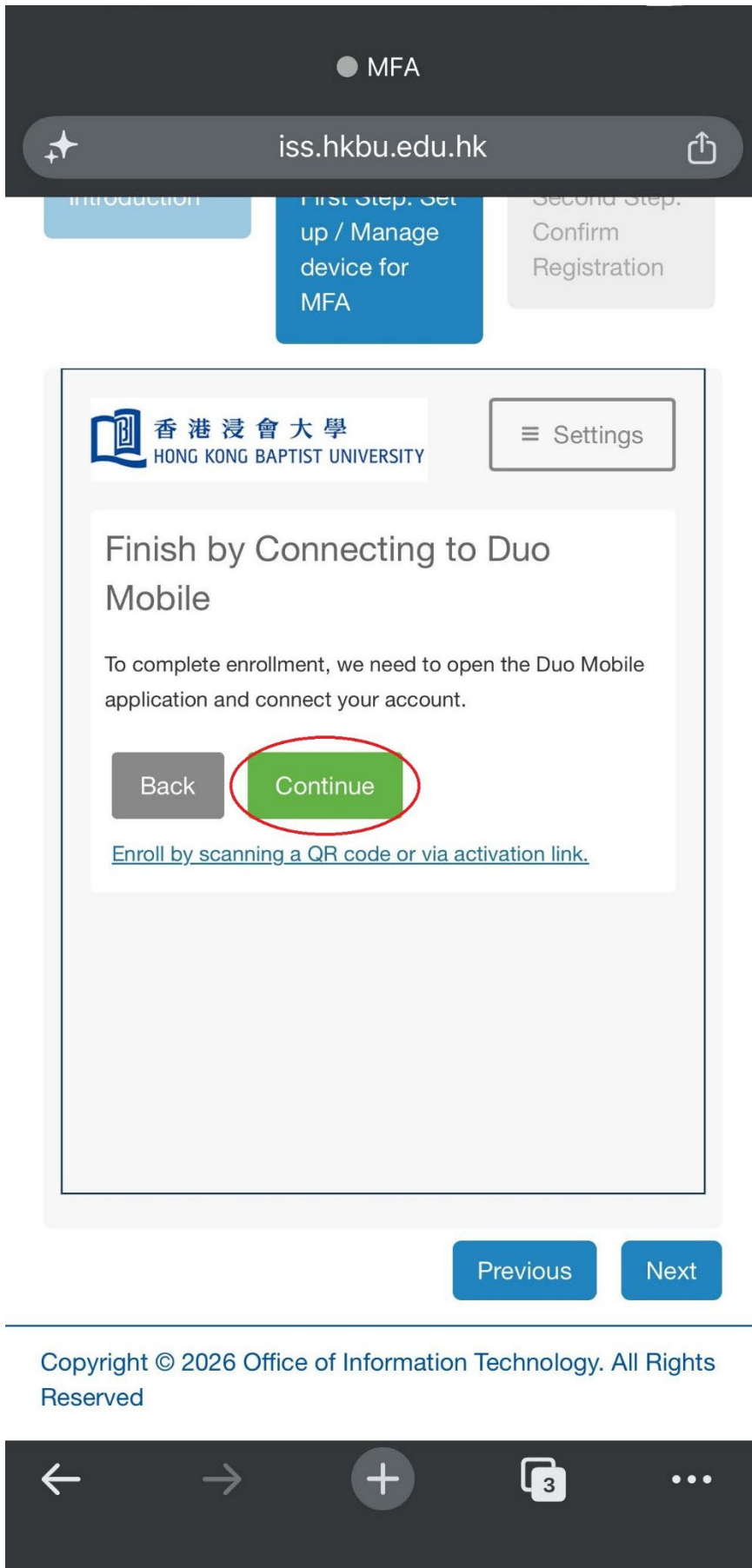
帳戶名稱

Hong Kong Baptist University

此帳戶要顯示的使用者名稱或電子郵件。

儲存

13. Select "Continue"



● MFA

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

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Settings

Finish by Connecting to Duo Mobile

To complete enrollment, we need to open the Duo Mobile application and connect your account.

Back Continue

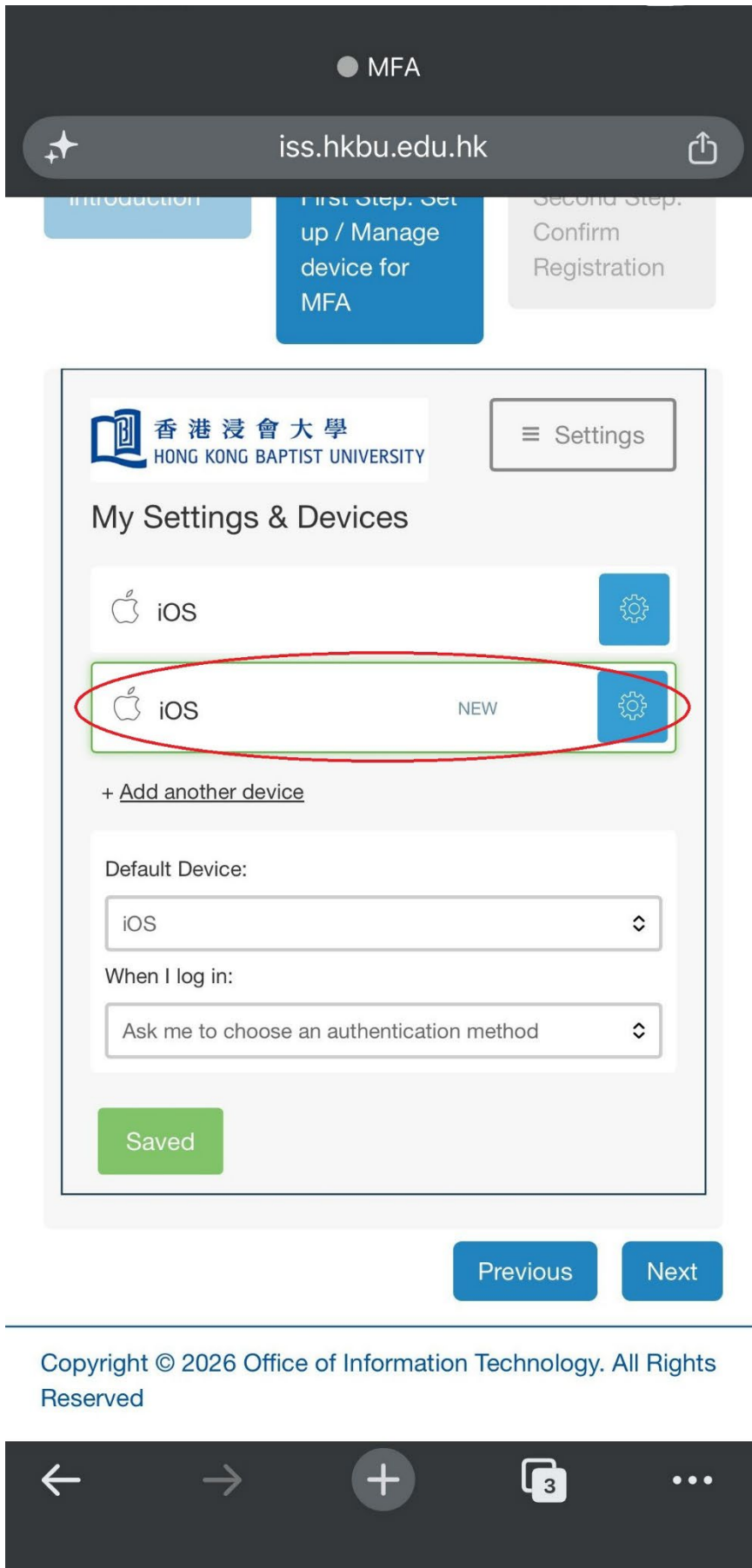
[Enroll by scanning a QR code or via activation link.](#)

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← → + 3 ...

14. New smartphone is added, and indicate as “NEW”



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Settings

My Settings & Devices

iOS

iOS NEW

+ Add another device

Default Device:

iOS

When I log in:

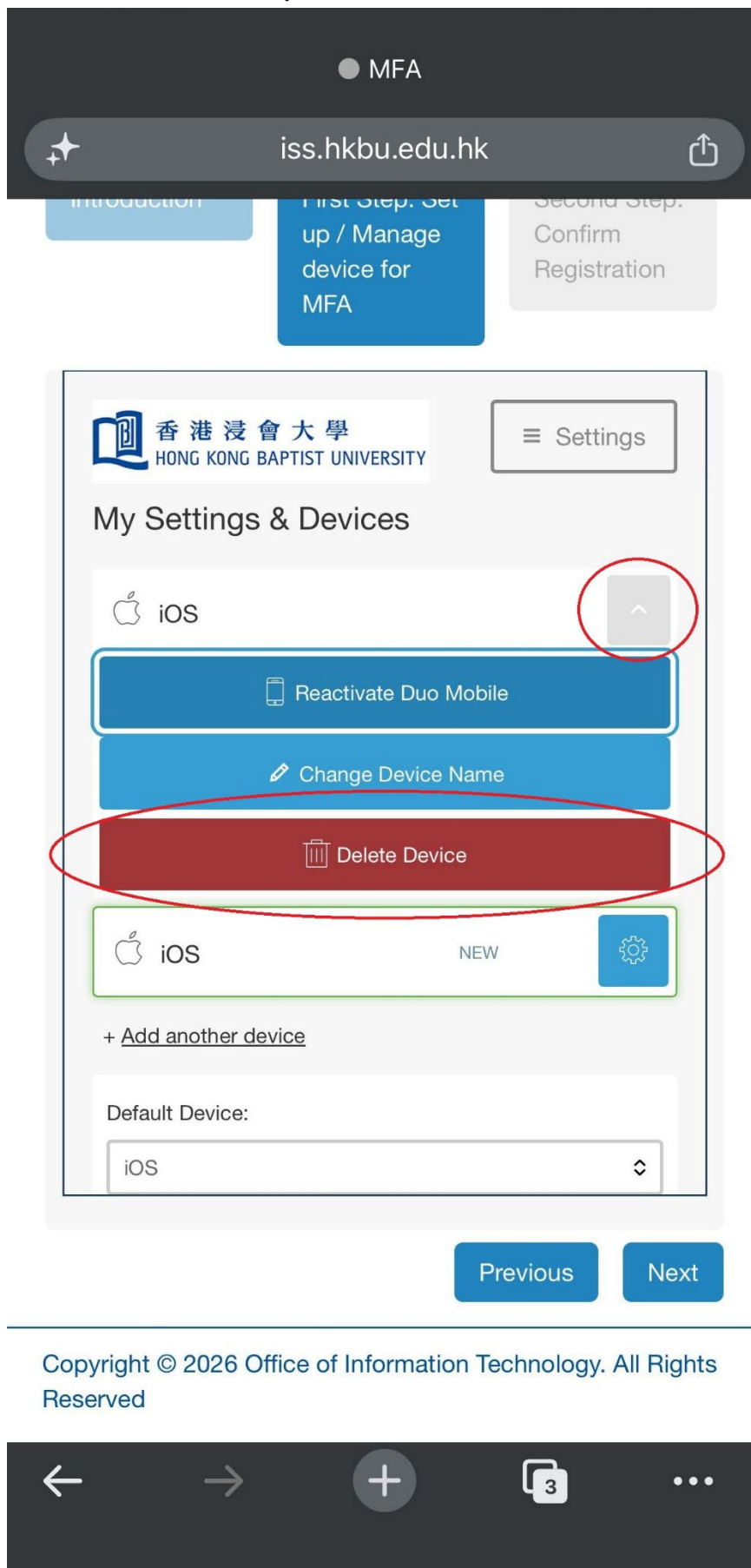
Ask me to choose an authentication method

Saved

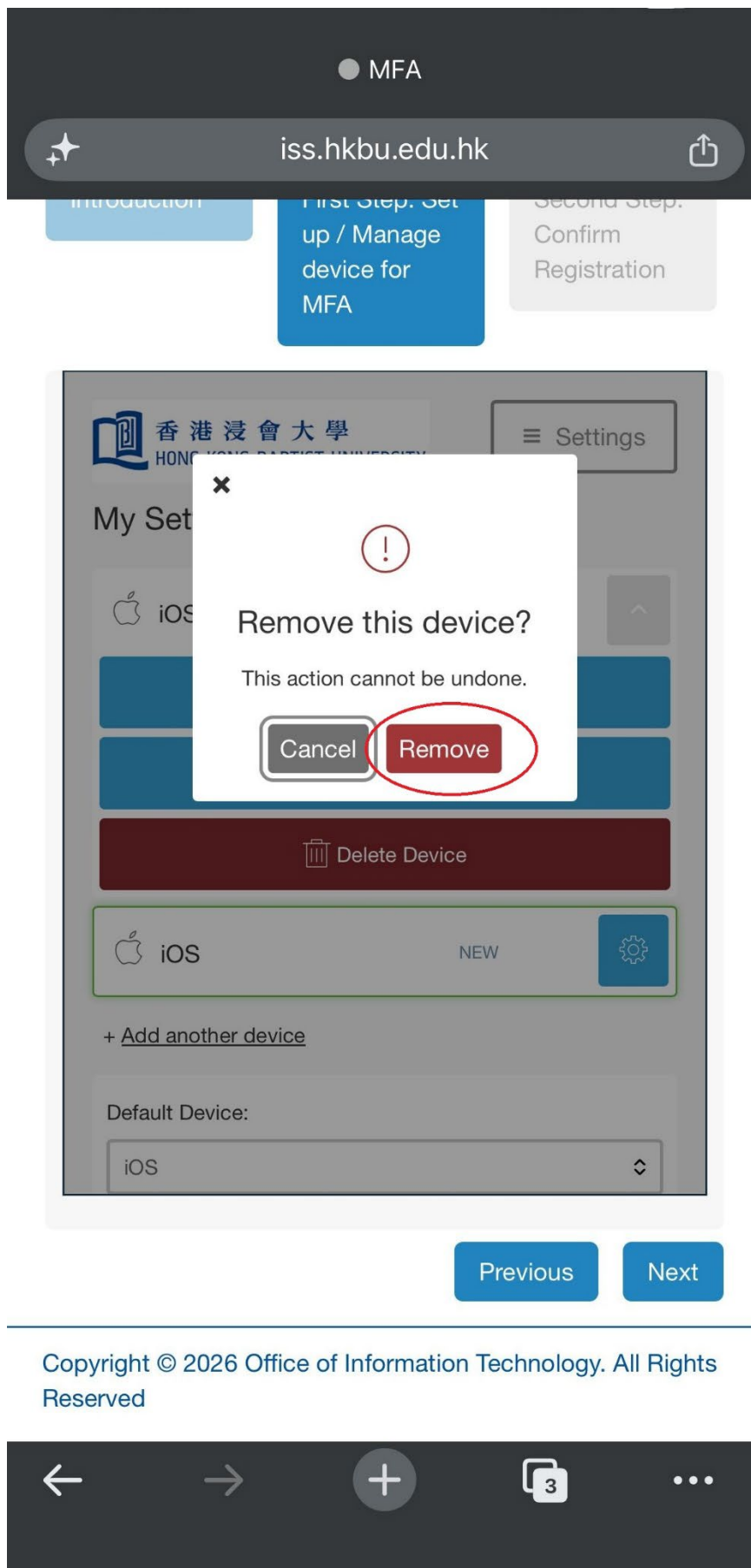
Previous Next

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15. Select the old device, and select “Delete Device”

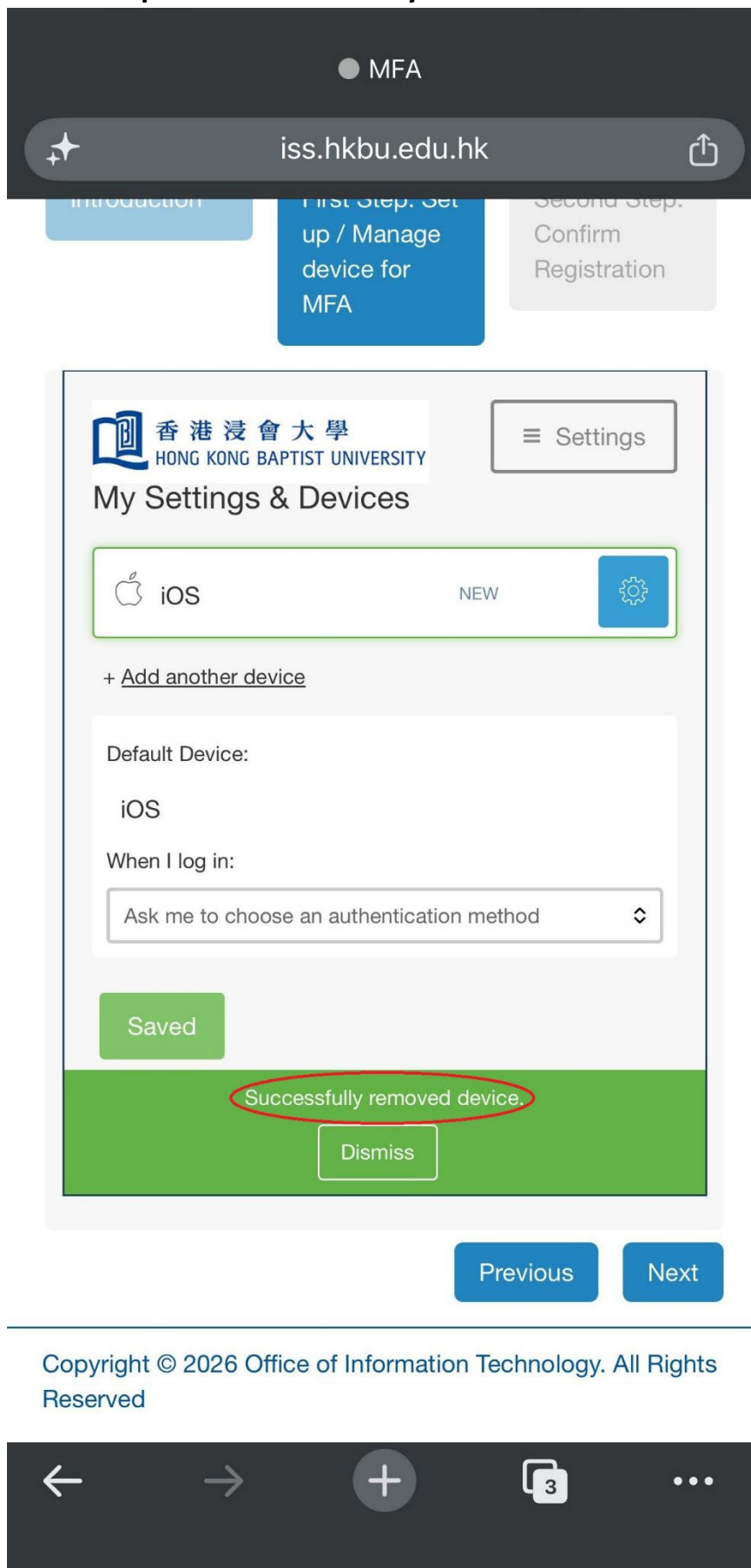


16. Select "Remove"



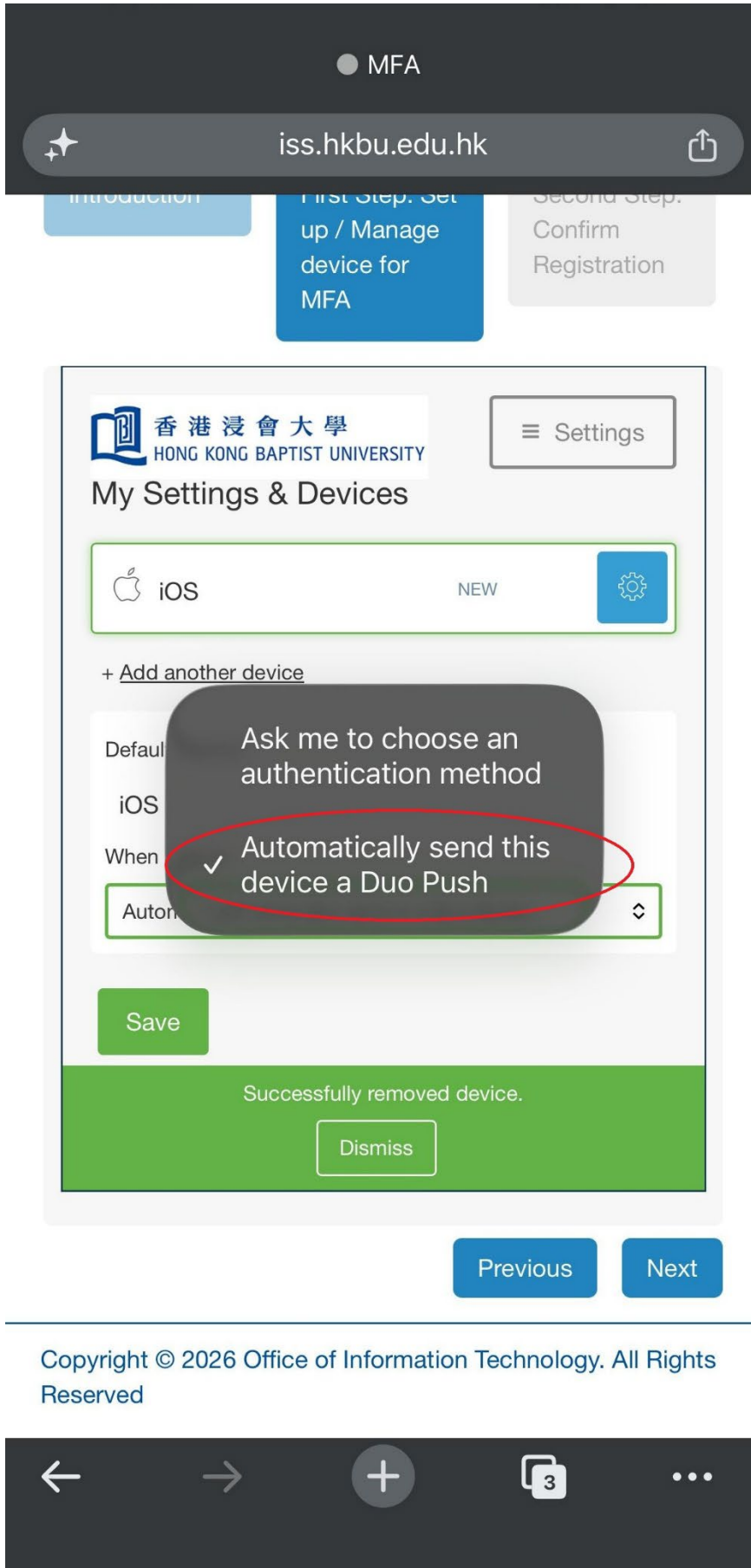
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17. Old smartphone is successfully removed



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18. In “When I log in”, and select “Automatically send this device a Duo Push”



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

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My Settings & Devices

iOS NEW

+ Add another device

Default

iOS

When I log in

Automatically send this device a Duo Push

Save

Successfully removed device.

Dismiss

Previous Next

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19. Select “Save”

MFA

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Introduction

First Step: Set up / Manage device for MFA

Second Step: Confirm Registration



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Settings

My Settings & Devices



iOS

NEW



+ Add another device

Default Device:

iOS

When I log in:

Automatically send this device a Duo Push

Save

Successfully removed device.

Dismiss

Previous

Next

←

→

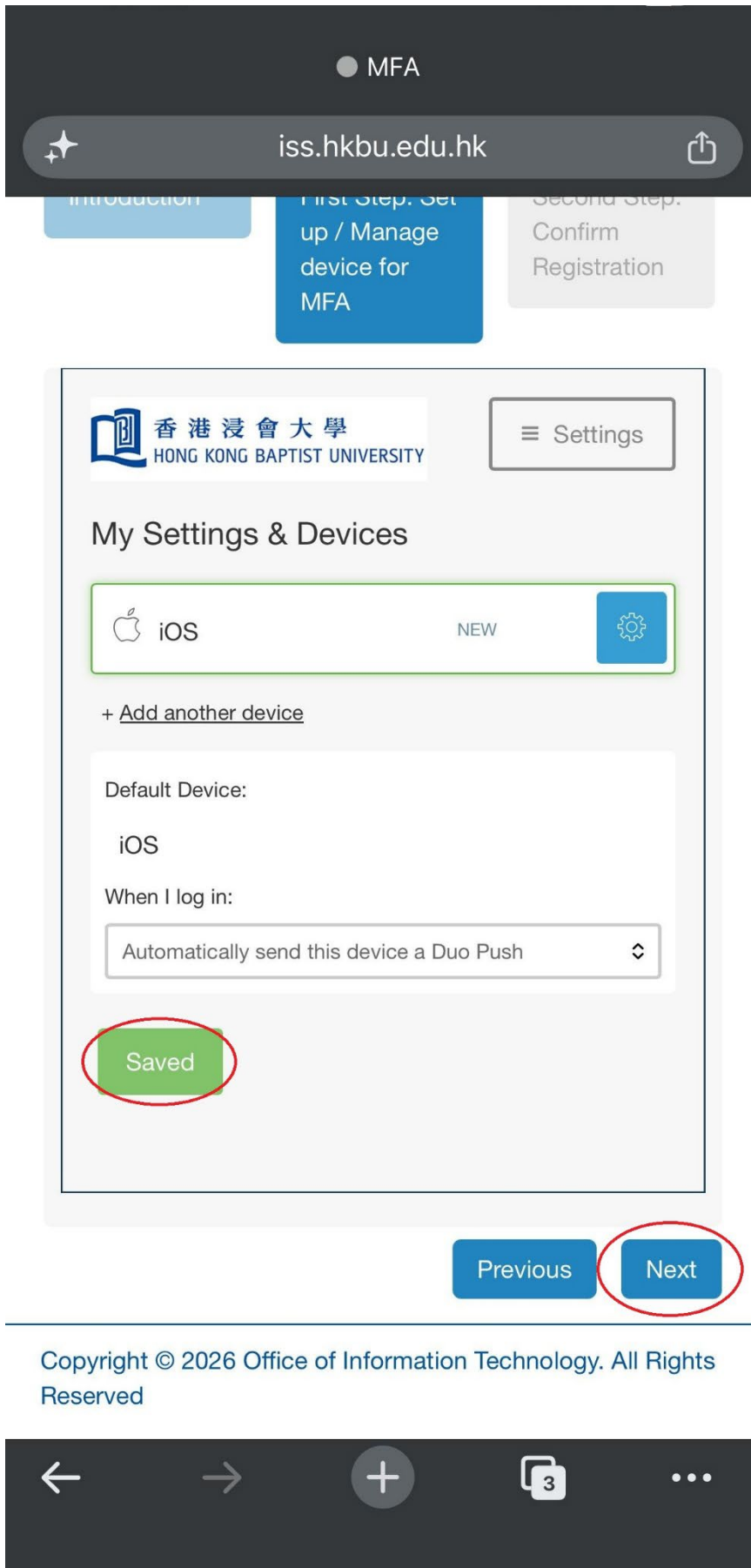
+

3

...

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20. "Saved" is displayed, then select "Next"



MFA

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

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Settings

My Settings & Devices

iOS NEW

+ Add another device

Default Device:

iOS

When I log in:

Automatically send this device a Duo Push

Saved

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21. Select “Confirm”

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Introduction

First Step: Set up / Manage device for MFA

Second Step: Confirm Registration

Please verify that the registration details listed below are correct.
Click [Previous] button to make changes or click [Confirm] button when done.

Registration Details:

SSOid	eddiec	
Registered MFA Device(s)	Phone Number (Status)	N/A (Activated)
	Platform	Apple iOS

Previous

Confirm

←

→

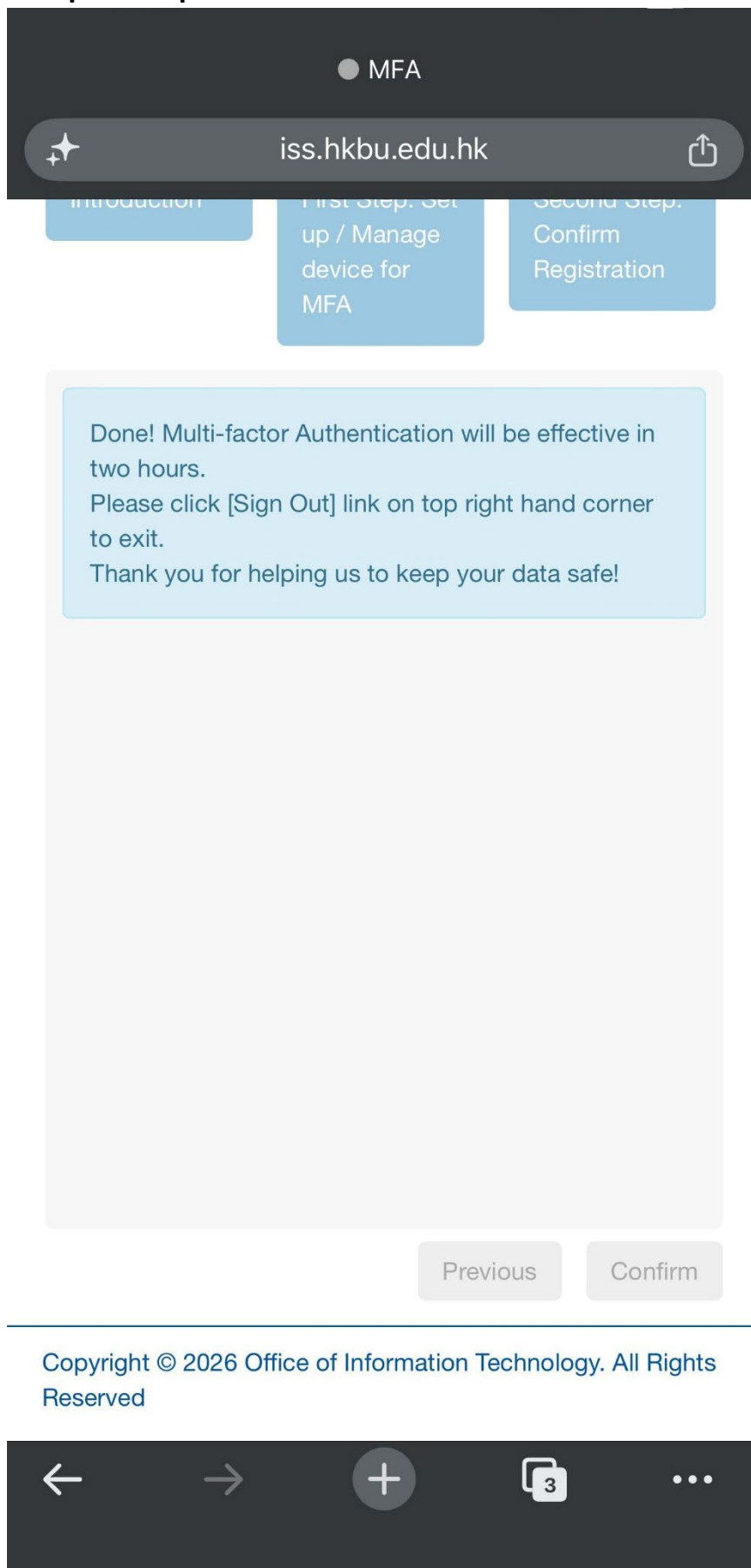
+

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22. Setup is completed.



D. Enquires

3411-3300 (Shek Mun Campus)

3411-5771 (Kowloon Tong Campus Centre)

2892-0042 (Wan Chai Learning Centre)

2721-2211 (Tsim Sha Tsui Town Learning Centre)