



PolyU Multi-Factor Authentication (MFA) Service

– User Guide

Revision History

Version	Date	Prepared/Reviewed by	Summary of Change
1.0	28-Feb-2018	Toby Chan	Initial release
1.0a	1-Mar-2018	Toby Chan	Fixed QR code issue

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1. Multi-Factor Authentication (MFA) Service for PolyU Staff

As you may be aware, there have been continuous reports on phishing email attacks targeting to steal users' NetID and NetPassword. The use of NetPassword as a single-factor of authentication for protecting your NetID and PolyU's digital assets, especially for access from outside campus, has become more challenging.

Multi-Factor Authentication (MFA) provides an additional layer of authentication on top of the existing NetPassword ('something you know') with your mobile device ('something you have'). This ensures that even if your NetPassword is exposed, the attacker still cannot access your online accounts remotely.



2. First-Time Enrollment

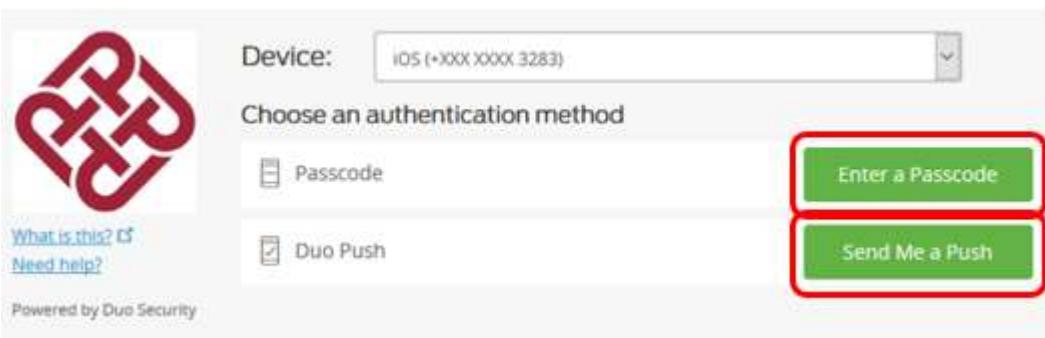
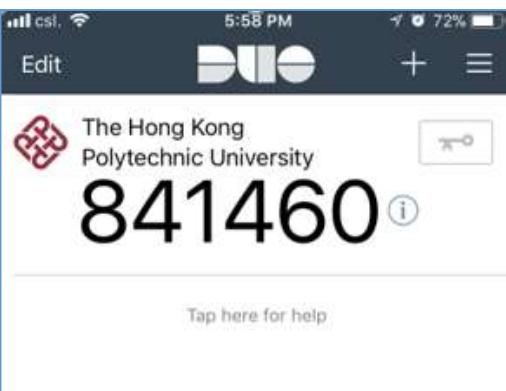
To use MFA service, you need a mobile device running one of the following operating systems:

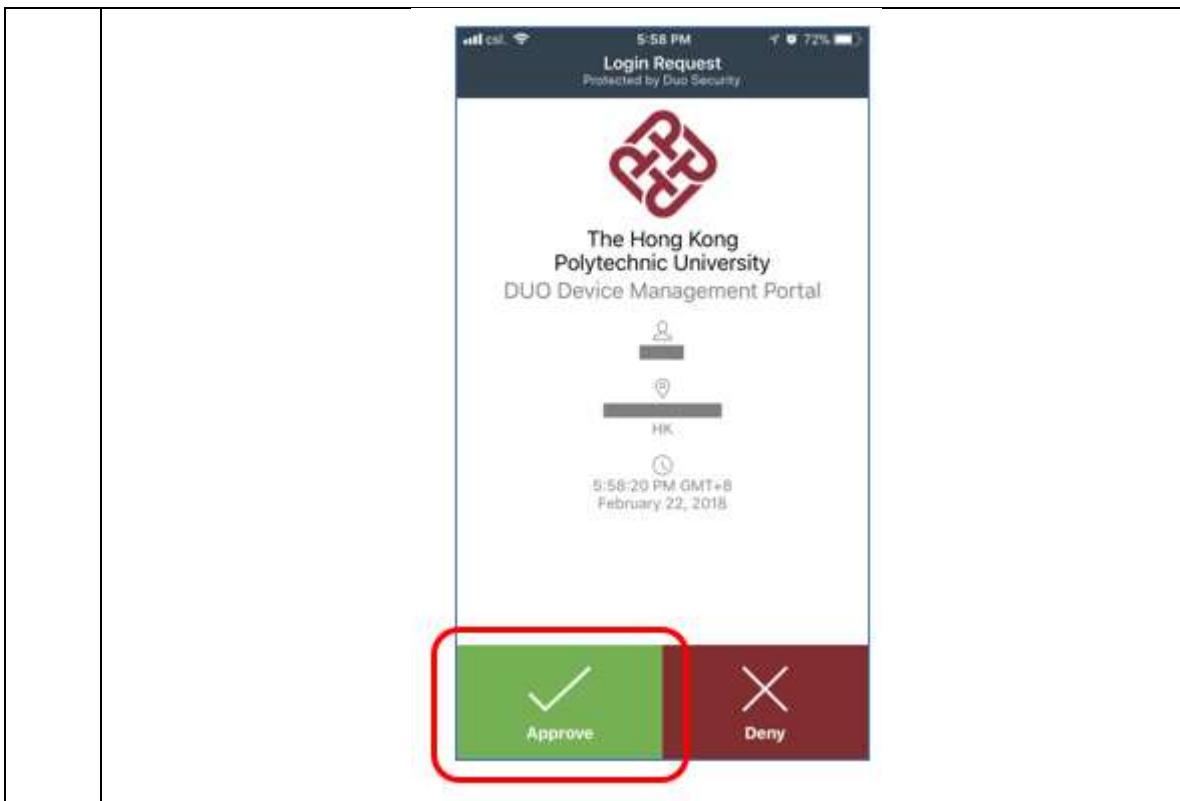
- Apple iOS (version 10 or above recommended)
- Google Android (version 5 or above recommended)

Procedure:

1.	<p>Download and install the 'Duo Mobile' app on your mobile device.</p>  <p>Apple App Store (https://itunes.apple.com/us/app/duo-mobile/id422663827?mt=8):</p>  <p>Google Play (https://play.google.com/store/apps/details?id=com.duosecurity.duomobile&hl=en):</p> 
2.	<p>On a workstation, go to the MFA Management Portal and login with your NetID and NetPassword. https://www.polyu.edu.hk/mfa/portal/</p>
3.	<p>Follow the on-screen wizard to complete the enrolment.</p>

3. Perform Authentication with MFA

1.	<p>To access a MFA-enabled application, first authenticate yourself with your NetID and NetPassword. You will then be prompted for additional authentication.</p> 
2.	<p>Choose one the following authentication methods:</p> <p>Enter a Passcode</p> <p>Select 'Enter a Passcode'. Open your Duo Mobile app on your registered mobile device to get the 6-digit passcode. Then enter the passcode into the text field provided.</p>  <p>OR</p> <p>Send Me a Push</p> <p>Select 'Send Me a Push'. Open your Duo Mobile app on your registered mobile device and press the 'Approve' button in the push notification.</p>



4. Manage MFA Profile

Please go to the MFA Management Portal (<https://www.polyu.edu.hk/mfa/portal>) for managing your registered device(s).

5. Replace (or lost) of Registered Mobile Device

In case you have lost or replaced your mobile device, you may go to the following URL to submit request for temporary access to the MFA Management Portal (requires the use of External Email Address registered in your NetID profile):

<https://www.polyu.edu.hk/pfs/index.php/survey/index/sid/721622/newtest/Y/lang/en>

Alternatively, you may also visit our IT HelpCentre at 2/F of Li Ka Shing Tower for assistance.

6. Frequently Asked Questions

Question: I am travelling to a place where I don't have Internet connection for my mobile device. What can I do?

Answer: When prompt for the 2nd factor authentication during login, please select "Enter a Push" and enter the Passcode as displayed in the Duo MFA mobile app.

Question: I do not want to provide my mobile no. Is it possible?

Answer: Yes, it is possible. Please select "Tablet" instead of "Mobile phone" when registering your mobile device.

What type of device are you adding?

Mobile phone RECOMMENDED

Tablet (iPad, Nexus 7, etc.)

U2F token (Requires a compatible browser)

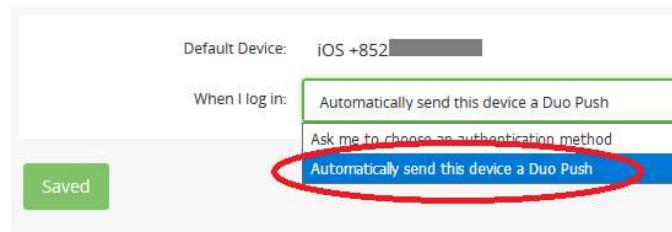
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Question: Can I register more than one mobile device?

Answer: Yes, you can. Please login to the MFA Management Portal (<https://www.polyu.edu.hk/mfa/portal>) and click "Add another device".

Question: Can I set 'Push' as the default authentication method?

Answer: Yes, you can. Please login to the MFA Management Portal (<https://www.polyu.edu.hk/mfa/portal>) and select "Automatically send this device a Duo push".



Question: Can I use my Apple Watch for authentication?

Answer: Yes, you can. Please refer to here (<https://guide.duo.com/apple-watch>) for details.