

**Two-Factor Authentication (2FA)
Hardware Token User Guide
By ICTO**

Document History

Version	Date	Description
1.0	Jan 2024	First Release

Introduction

2FA is required if you login to the protected systems from non-UM network or outside campus. We highly recommend utilizing the Duo Mobile (app) for streamlined and secure 2FA. In case your device or preferred account usage method does not support Duo Mobile, ICTO maintains a stock of hardware tokens available for departments or individual users (students or staff) to utilize for Duo 2FA authentications.

Prerequisite

If you need to apply hardware token as the second authentication, please provide your user ID and the justification to ICTO helpdesk for application.

Use a Hardware Token

Please follow the instructions below according to your situation.

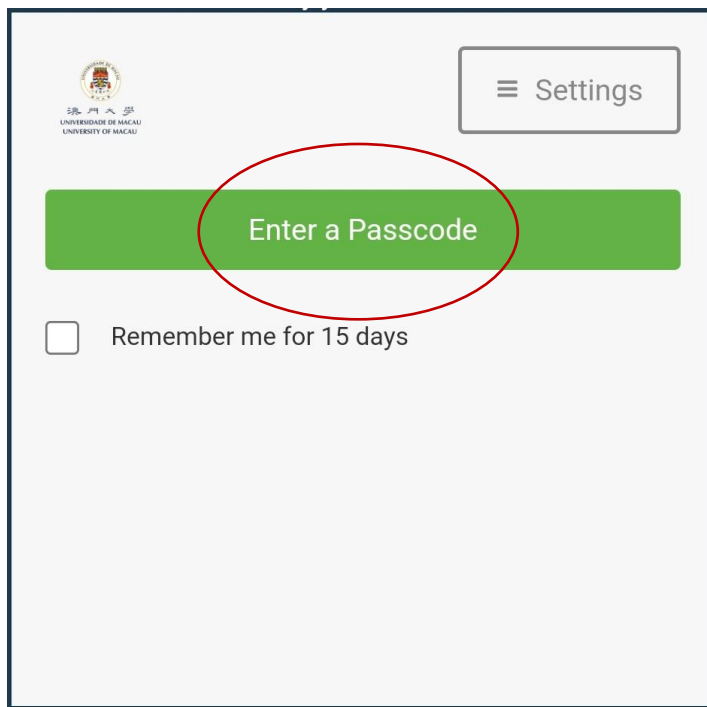
- If you can only login by a hardware token.
- If you registered a mobile device during 2FA registration.

▪ **If you can only login by a hardware token**

1. Login to the protected systems with your UMPASS account.



2. You will see the picture as below and please click "Enter a Passcode".



3. Please enter the number in your hardware token.

- Please press green button to get the number.



- Please enter the number from your hardware token and then click “Log In” to complete the authentication.

A screenshot of a login form for the University of Macau. The form is white with a blue footer. At the top left is the University of Macau logo. At the top right is a 'Settings' button. Below the logo is a text input field with a green border and a red oval around it, containing the number '(ex. 867539)'. Below the input field is a green 'Log In' button. Below the 'Log In' button is a checkbox labeled 'Remember me for 15 days'. At the bottom of the form is a blue bar with the text 'Enter a passcode from a hardware token.' and a 'Dismiss' button.

■ If you registered a mobile device during 2FA registration

1. Login to the protected systems with your UMPASS account.

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UMPASS Authentication Service
SINGLE SIGN ON

To access the protected service, sign in with your UMPASS

userID

.....

Change or forgot password?

SIGN IN

UMPASS

IMPORTANT REMARKS:

- Before login, always [verify the page's web address](https://websso.um.edu.mo/) and make sure it starts with <https://websso.um.edu.mo/>
- Always logout and close all browser windows after accessing services

2. You will see the picture as below.

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For security reasons, we require additional information to verify your account

Settings

Device: Android

Send Me a Push

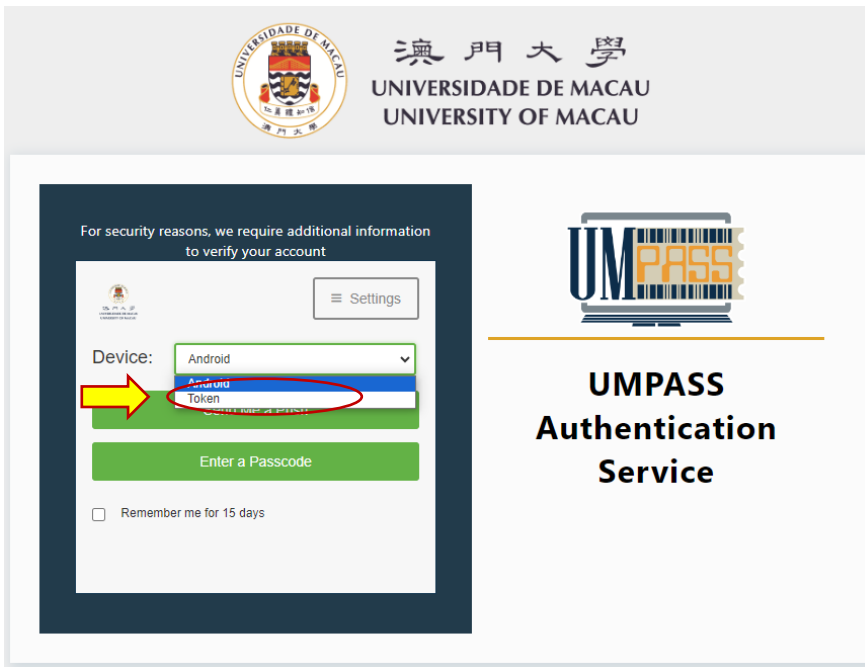
Enter a Passcode

Remember me for 15 days

UMPASS

UMPASS Authentication Service

3. Please select **“Token”** if you want to use hardware token for the second authentication.



4. After selected the **“Token”**, please click **“Enter a Passcode”**.



5. Please enter the number in your hardware token.

- Please press green button to get the number.



- Please enter the number from your hardware token and then click “Log In” to complete the authentication.

The image shows a screenshot of the UMPASS Authentication Service login page. At the top, the University of Macau logo and name are displayed in Chinese and English. The main content area is a dark blue box containing a login form. The form has a title: "For security reasons, we require additional information to verify your account". It includes a "Settings" button, a "Device:" dropdown menu set to "Token", a text input field containing "xxxxxxxx" (circled in red), a green "Log In" button (also circled in red), a "Remember me for 15 days" checkbox, and a blue "Dismiss" button. Below the form, a blue banner reads "Enter a passcode from a hardware token." To the right of the form is the UMPASS logo and the text "UMPASS Authentication Service".

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