

User Guide
Of
Two Factor Authentication (2FA)
For
School Users
Education Bureau
(EDB)

Version: 1.3

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A. Background

School Users is required to access EDB Intranet via EDB Portal VPN.

In 3/2021, the IT Security Guideline G3 is updated to require all remote access to internal network to implement Two Factor Authentication (2FA). As a result, School Users will need to adopt 2FA when accessing the EDB Portal VPN.

B. Prerequisite for 2FA

Before enabling two factor authentication, you have to install Microsoft Authenticator on your mobile first. You can download and install the software either on iOS and Android.

<https://apps.apple.com/us/app/microsoft-authenticator/id983156458>

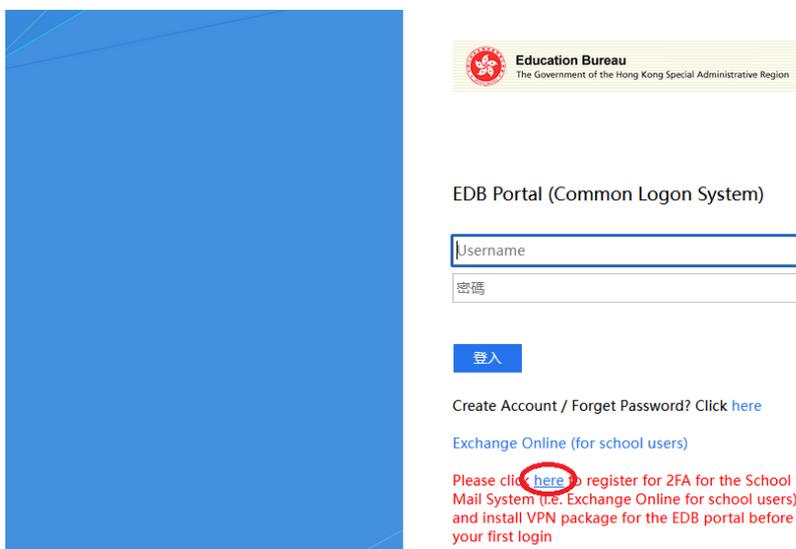


<https://play.google.com/store/apps/details?id=com.azure.authenticator>



C. How to set up 2FA for EDB Portal VPN

1. Logon your EDB Portal via <https://portal.edb.gov.hk> and click the circle in red.



Education Bureau
The Government of the Hong Kong Special Administrative Region

EDB Portal (Common Logon System)

Username

密碼

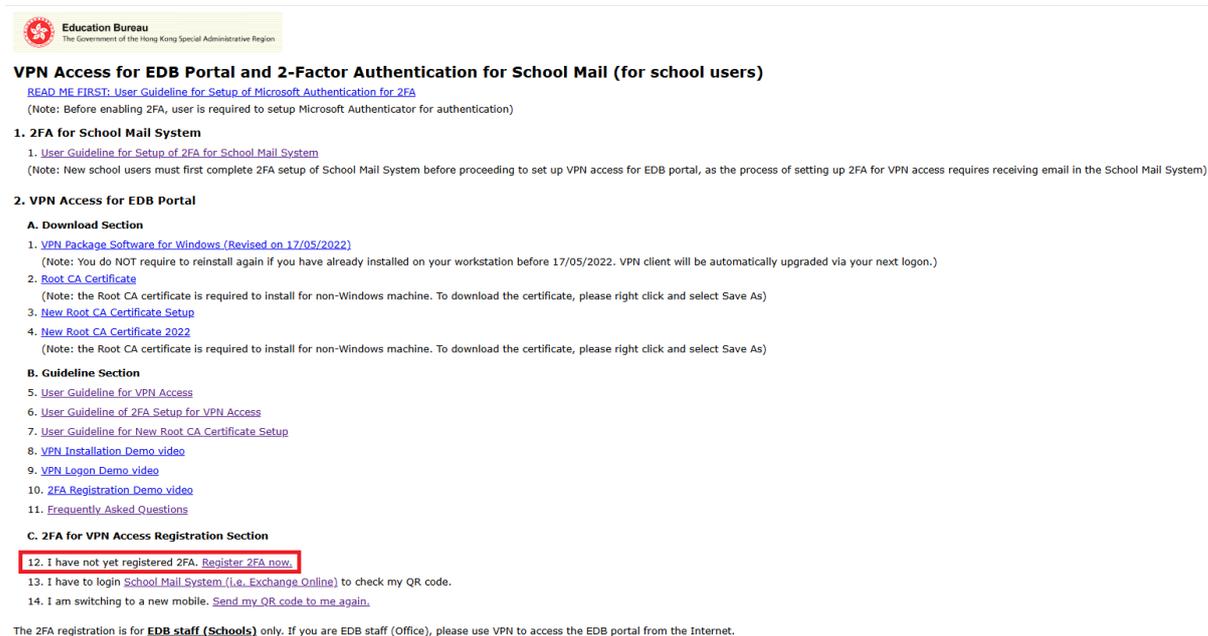
登入

Create Account / Forget Password? Click [here](#)

[Exchange Online \(for school users\)](#)

Please click [here](#) to register for 2FA for the School Mail System (i.e. Exchange Online for school users) and install VPN package for the EDB portal before your first login

2. The following screen will be launched. Click 12. “Register 2FA now”.



Education Bureau
The Government of the Hong Kong Special Administrative Region

VPN Access for EDB Portal and 2-Factor Authentication for School Mail (for school users)

[READ ME FIRST: User Guideline for Setup of Microsoft Authentication for 2FA](#)
(Note: Before enabling 2FA, user is required to setup Microsoft Authenticator for authentication)

1. 2FA for School Mail System

1. [User Guideline for Setup of 2FA for School Mail System](#)
(Note: New school users must first complete 2FA setup of School Mail System before proceeding to set up VPN access for EDB portal, as the process of setting up 2FA for VPN access requires receiving email in the School Mail System)

2. VPN Access for EDB Portal

A. Download Section

1. [VPN Package Software for Windows \(Revised on 17/05/2022\)](#)
(Note: You do NOT require to reinstall again if you have already installed on your workstation before 17/05/2022. VPN client will be automatically upgraded via your next logon.)

2. [Root CA Certificate](#)
(Note: the Root CA certificate is required to install for non-Windows machine. To download the certificate, please right click and select Save As)

3. [New Root CA Certificate Setup](#)

4. [New Root CA Certificate 2022](#)
(Note: the Root CA certificate is required to install for non-Windows machine. To download the certificate, please right click and select Save As)

B. Guideline Section

5. [User Guideline for VPN Access](#)

6. [User Guideline of 2FA Setup for VPN Access](#)

7. [User Guideline for New Root CA Certificate Setup](#)

8. [VPN Installation Demo video](#)

9. [VPN Logon Demo video](#)

10. [2FA Registration Demo video](#)

11. [Frequently Asked Questions](#)

C. 2FA for VPN Access Registration Section

12. I have not yet registered 2FA. [Register 2FA now.](#)

13. I have to login [School Mail System](#) (i.e. [Exchange Online](#)) to check my QR code.

14. I am switching to a new mobile. [Send my QR code to me again.](#)

The 2FA registration is for **EDB staff (Schools)** only. If you are EDB staff (Office), please use VPN to access the EDB portal from the Internet.

- You are required to logon with your EDB Portal account.
(P.S. Username is EDB login ID (without “@edb.gov.hk”))



The screenshot shows the EDB2FA Registration page. At the top left is the Education Bureau logo and the text "Education Bureau The Government of the Hong Kong Special Administrative Region". The main heading is "EDB2FA Registration". Below this are two input fields: "Username" and "Password". The password field has a visibility toggle icon. A "Logon" button is located below the password field.

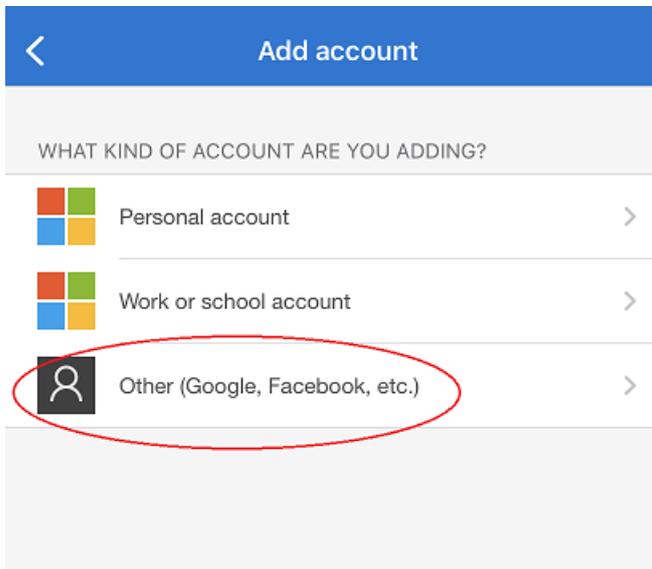
- Then the following screen will be displayed.



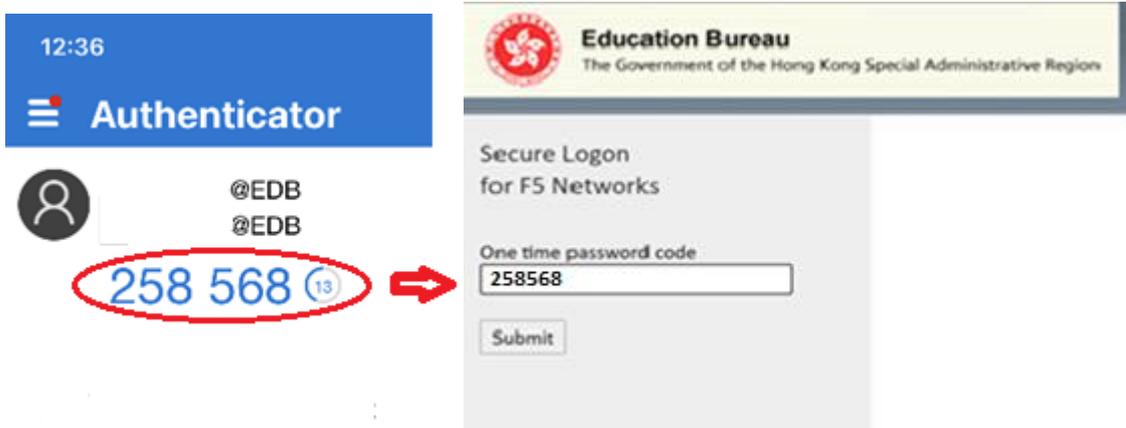
- An email will be sent to your mailbox: XXX@edb.gov.hk with QR code on the following day.



6. Launch your Microsoft Authenticator and click “+” sign at top right corner (iOS)/click “3 dots” sign and select Add account (Android), then choose “Other (Google, Facebook, etc.)”. Scan the QR Code from the attachment.



7. The one-time password for EDB Portal VPN will be set up to your Microsoft Authenticator. Next time, when you click the VPN access link and select “Sign in with 2FA”, you will be prompted to logon with the one-time password on your Microsoft Authenticator.



Note: your mobile clock must be accurate, otherwise the one-time password may not be synced with the server.

D. What should I do when I switch my mobile?

When you switch to a new mobile, you can simply re-scan the QR code that you have previously received to set up the one-time password on your new mobile. If you need us to resend the QR code, click “Send my QR code to me again”. Bring up your old mobile to pass the two factor authentication and then email with your QR code will be sent to you immediately.

Remember to remove the Authenticator from your obsolete mobile after successful migration.

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E. What should I do if I have lost my mobile?

C. 2FA for VPN Access Registration Section

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If you have lost your mobile, you have to report to Help Desk first and will delete your previous registration. Then you can regenerate a new QR code by clicking “Register 2FA” and repeat [Section B Steps 3-6](#).