User Guide

Of

Two Factor Authentication (2FA)

For

School Users

Education Bureau

(EDB)

Version: 1.1

Oct 2021

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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, Android and Huawei.
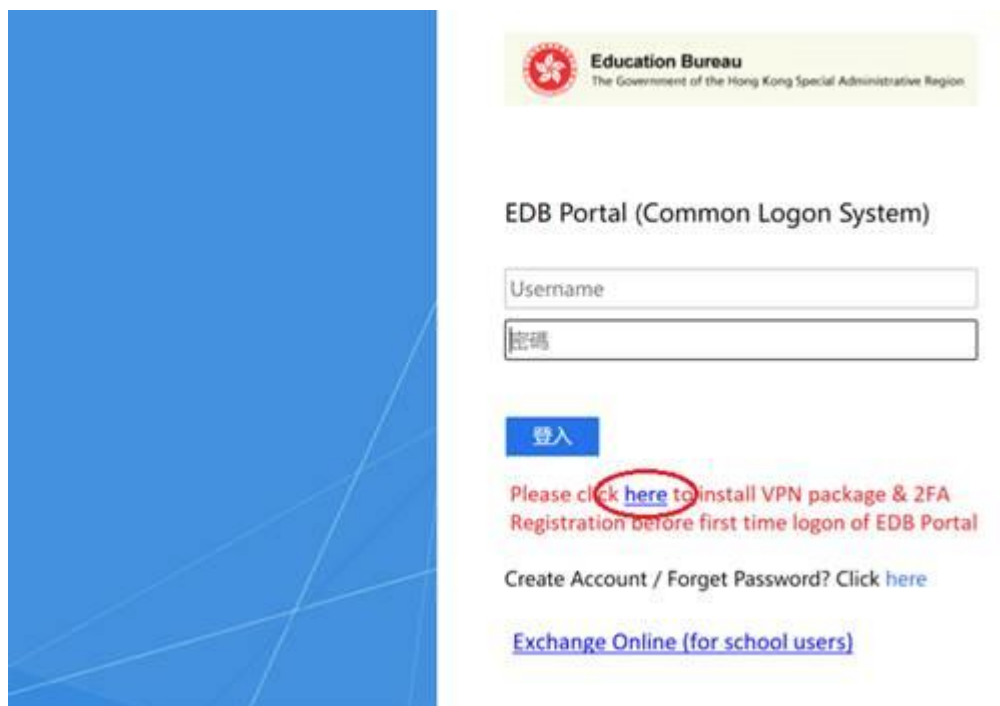
https://apps.apple.com/us/app/microsoft-authenticator/id983156458

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

https://appgallery.huawei.com/#/app/C100262999

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.

2.   The following screen will be launched. Click 9. "Register 2FA now".

3.   You are required to logon with your EDB Portal account.

Education Bureau
The Government of the Hong Kong Special Administrative Region

EDB2FA Registration

Username

Password

••••••••

Logon

4. Then the following screen will be displayed.

Education Bureau
The Government of the Hong Kong Special Administrative Region

EDB 2FA Registration

Request accpeted!
QR Code will be delivered to you via email next day.

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

EDB 2FA Registration <noreply@gatoken.edb.gov.hk>   EDB
EDB 2FA Registration

827 bytes

Photos ·   .png

EDB 2FA Registration

Please scan the attached QR Code to import the token.

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.
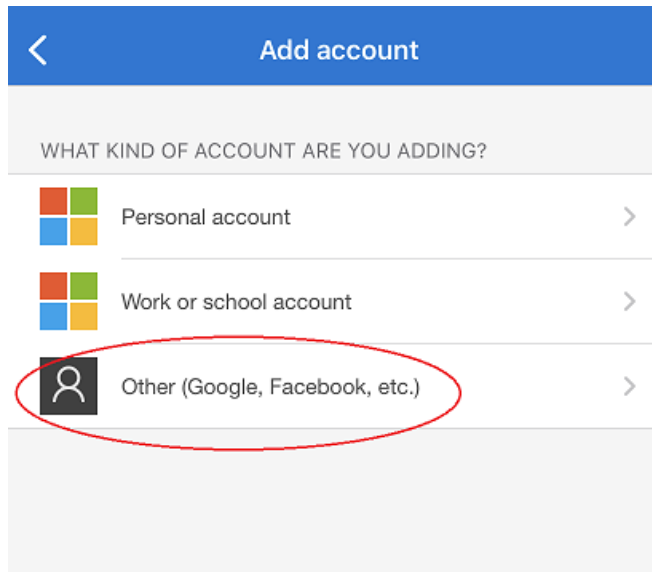
7. The one-time password for EDB Portal VPN will be set up to your Microsoft Authenticator. Next time, when you click the VPN access link and select "Sign in with 2FA", you will be prompted to logon with the one-time password on your Microsoft Authenticator.
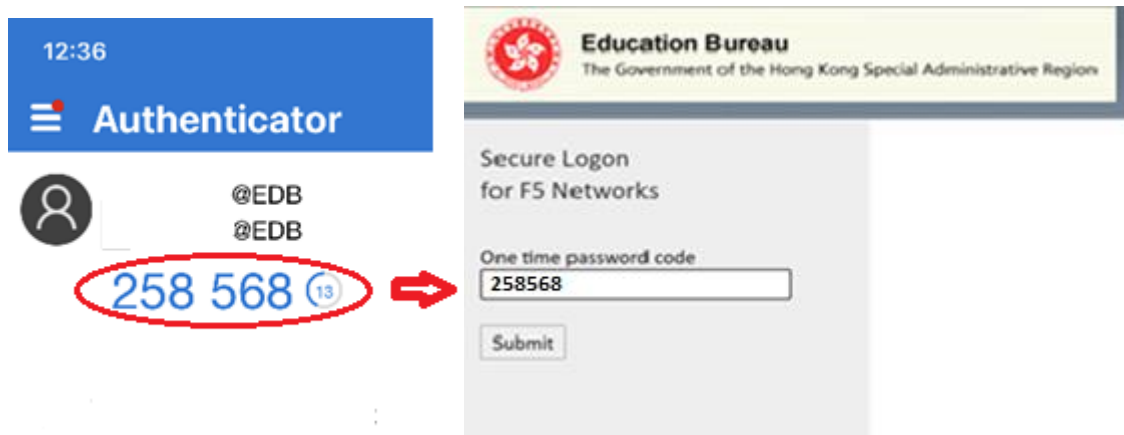
Note: your mobile clock must be accurate, otherwise the one-time password may not be synced with the server.

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

When <u>you switch to a new mobile</u>, 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.

2FA Registration Section

    9. I have not yet registered 2FA. Register 2FA now.

    10. I have to login School Mail System (i.e. Exchange Online) to check my QR code.

    11. 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 Direct Access

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

If <u>you have lost your mobile</u>, 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 D Steps 3-5.

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