Early Childhood and Elementary Education Division
School of Continuing Education
Hong Kong Baptist University

User Guide on Student Email Account and Two-Factor Authentication (2FA)

SSOid (Single-Sign-On user ID) is an unique login account name for you to access all central IT services provided by the University, such as your HKBU email, Student Information System (SIS), Library System as well as other IT systems. **Being a new student, you should ACTIVATE your SSOid account and register for the Two-Factor Authentication** with reference to the following information.

1. **Email Address**

   The email address of the student is generated based on the student ID number.

   For example (1):

   Student ID number: 21912345 → email address: 21912345@life.hkbu.edu.hk

2. **User Name**

   The username is the 8-digit student ID.

   For example (2):

   Student ID number: 21912345 → username: 21912345

3. **Account Activation (Reference 1)**

   Start Account Activation: https://iss.hkbu.edu.hk/buam/activation

4. **Two-Factor Authentication (2FA) (Reference 2)**

   Users requesting for HKBU's central IT services should be authenticated by Two-Factor Authentication (2FA). **Students will NOT be able to access to the HKBU email or SCE Moodle, as well as other important IT resources prior to the registration of the Two-Factor Authentication.**

   Register Your First 2FA Device using Smartphone & Login with 2FA Enabled (User Guides and Videos): https://ito.hkbu.edu.hk/services/it-security/2fa.html

5. **Login to Your Email Account (Reference 3)**

   https://outlook.office.com/mail/

6. **Change Password (Reference 4)**

   http://www.hkbu.edu.hk/setpass

Enquiries:

For enquiries on the use of the email accounts, please contact the Office of Information Technology.
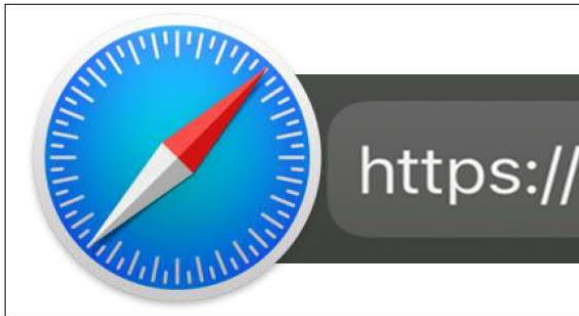
Hotline: 3411 7899
Email address: hotline@hkbu.edu.hk
Help Desk: Room 303 (RRS 303), Sir Run Run Shaw Building, Ho Sin Hang Campus
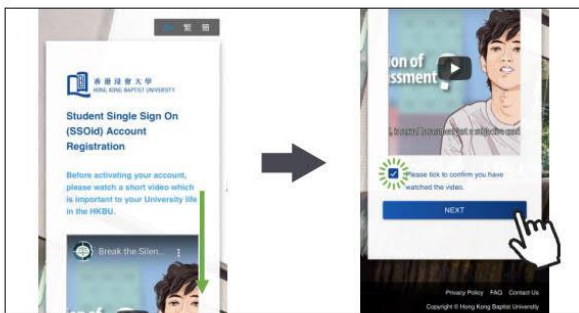

Account Activation (Reference 1)

Start Account Activation: https://iss.hkbu.edu.hk/buam/activation



Student Single Sign On (SSOid) Account Registration

1 Type in 'https://iss.hkbu.edu.hk/buam/buam2/activation/index.seam' on the web browser to access your Single Sign On (SSOid) Account Registration.
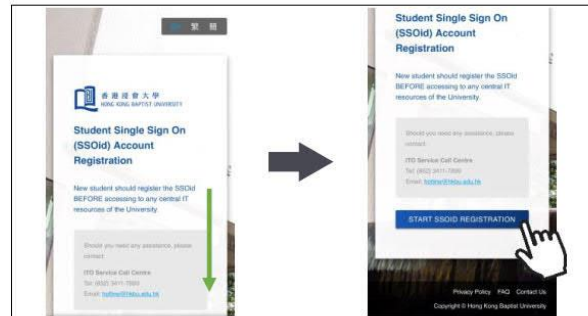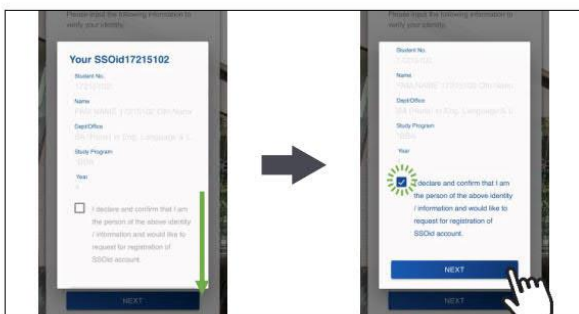
**2** Scroll down and click the 'START SSOID REGISTRATION' button.

3 Watch the video, scroll down, checked the box of 'Please tick to confirm you have watched the video' and click the 'NEXT' button.
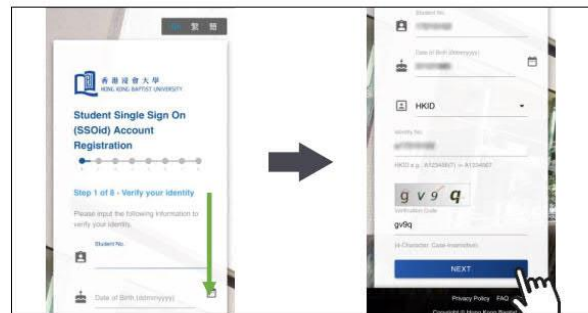
4 Scroll down, enter your student number, date of birth, identity number, verification code and click the 'NEXT' button.

5 Scroll down, check the box 'I declare and confirm that ...' after you confirmed the statement and click the 'NEXT' button.
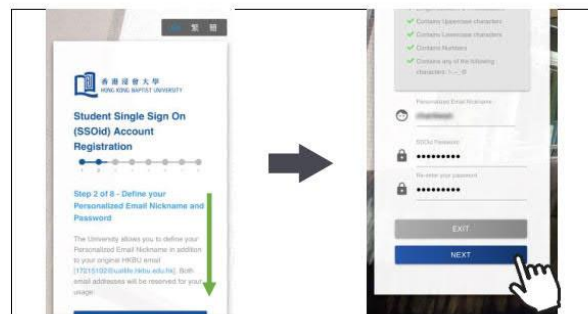
6 Scroll down, enter your personalized email nickname, new SSOid password and click the 'NEXT' button.
Note: You CANNOT using the Email Nickname to login any ITO's service.

(extracted from ITO "Student Signle Sign On (SSOid) Account Registration" User Guide)

The SSOid security passkey must comply with the following 5 rules:

-Length between 8-14 characters

-Contains Uppercase characters

-Contains Lowercase characters

-Contains Numbers

-Contains any one of the following characters: !-.~_@
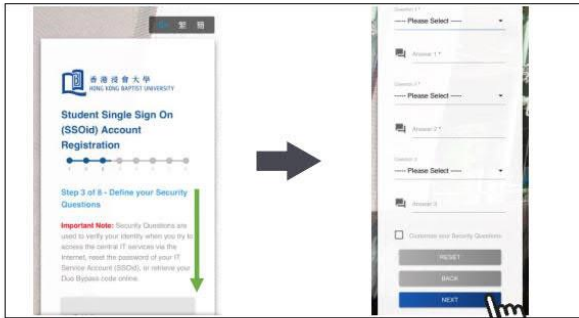
7 Scroll down, select the predefined security questions and type in your answers and click the 'NEXT' button. Note: You also can check the box to customize your security questions.
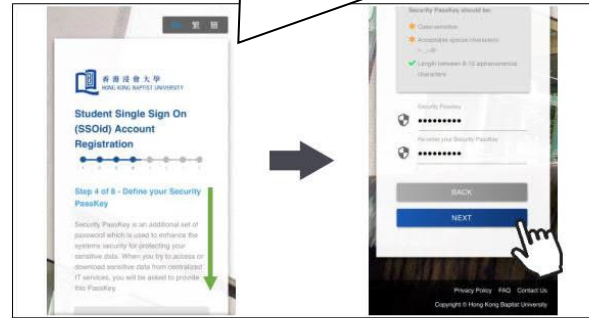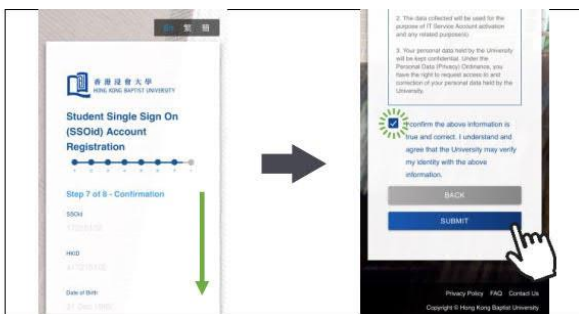
8 Scroll down, type in your security passkey and click the 'NEXT' button.
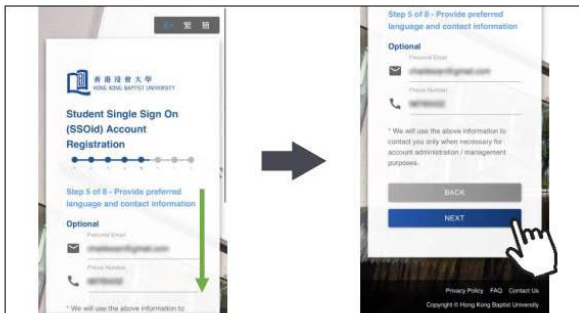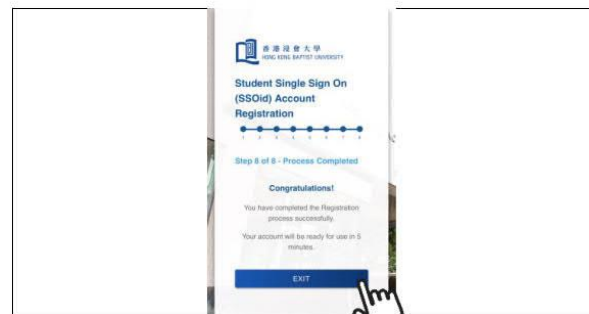
9 Scroll down, type in your personal email, phone number and click the 'NEXT' button.
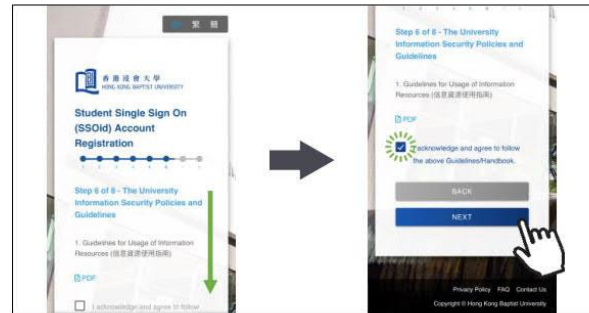
10 Scroll down, check the box after read the Guidelines for Usage of Information Resources and click the 'NEXT' button.

11 Scroll down, verify the provided information, check the box 'I confirm the above information ...' after you verified and click the 'SUBMIT' button.

12 Click the 'EXIT' button to complete the registration.

(extracted from ITO "Student Signle Sign On (SSOid) Account Registration" User Guide)
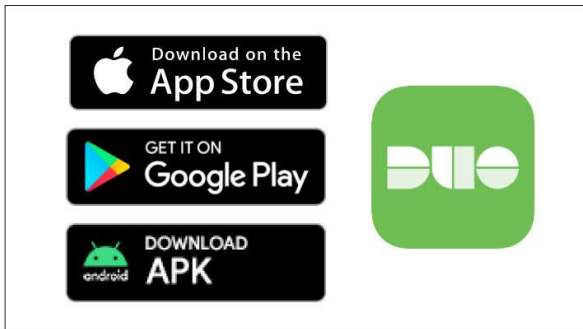
Register Your First Mobile Device   **(Reference 2)**

Register Your First 2FA Device using Smartphone: https://iss.hkbu.edu.hk/buam/DuoReg

香港浸會大學
HONG KONG BAPTIST UNIVERSITY
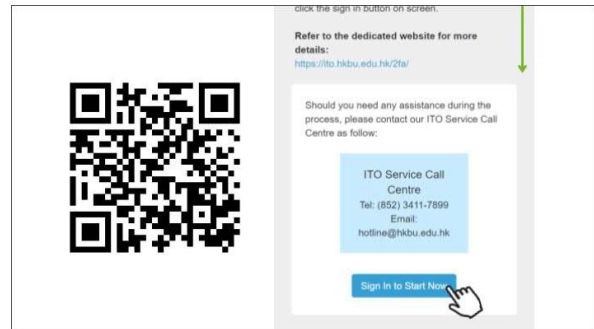
Office of
Information Technology
資訊科技處

Register Your First 2FA Device using Smartphone

(Using PC browser and smartphone that you can click here).

**1** Search and install 'Duo Mobile' on your smartphone from App Store, Google Play or download the APK here directly for Android device.

2 Go to Device Management Portal (https://iss.hkbu.edu.hk/buam/DuoReg), scroll down to the lower part and click 'Sign In to Start Now'.
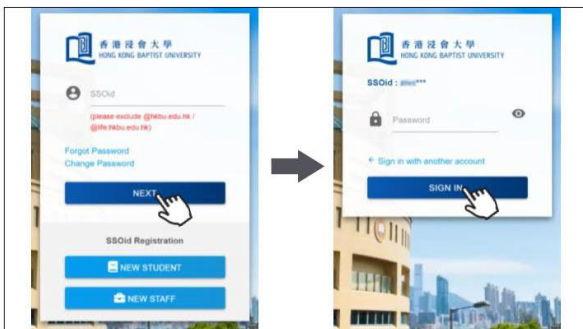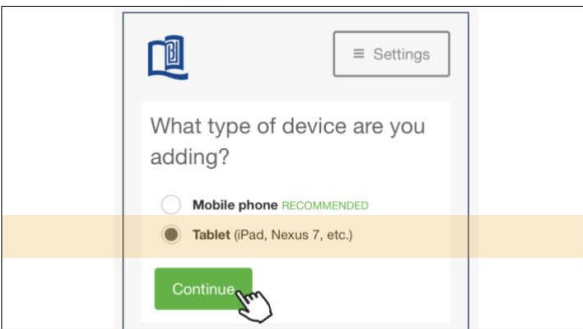
3 Enter your 'SSOid' and password (on NEXT page). If you're using non-HKBU networks, you need to answer Security Question after that.
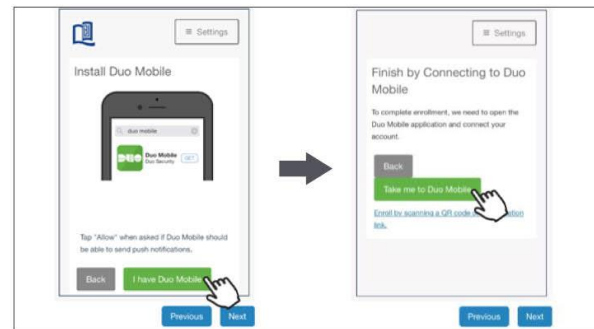
Tips: 'SSOid' is staff username/student number (not email address)
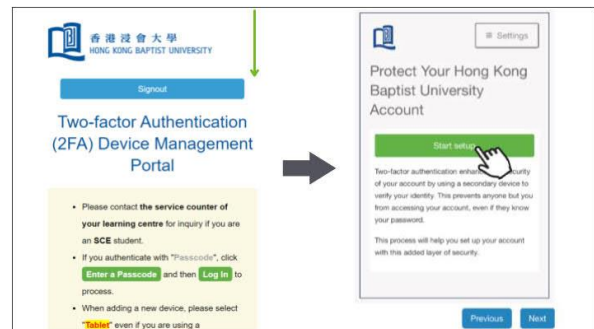
4 Upon successful verification, scroll down and click 'Start setup'.
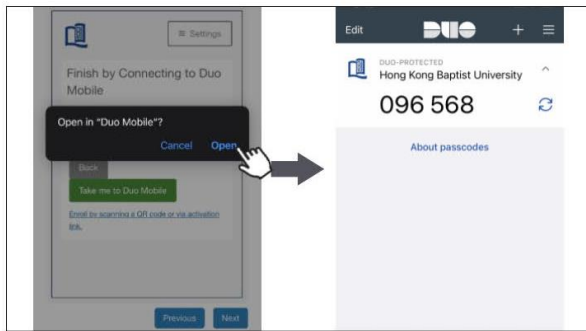
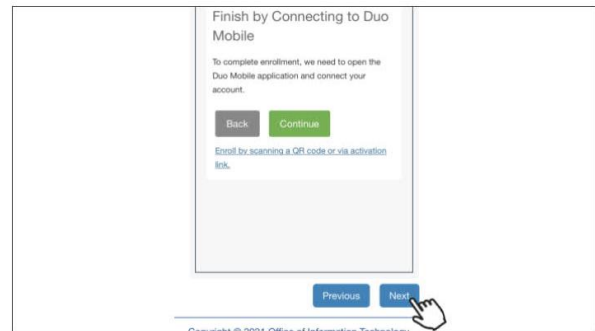**5** Select 'Tablet' (even if you're using a smartphone) and click 'Continue'.

6 Click 'I have Duo Mobile'.
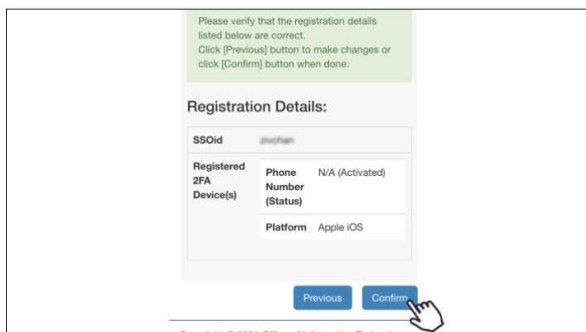Click 'Take me to Duo Mobile'.

(extracted from ITO "Register Your First 2FA Device using Smartphone" User Guide)
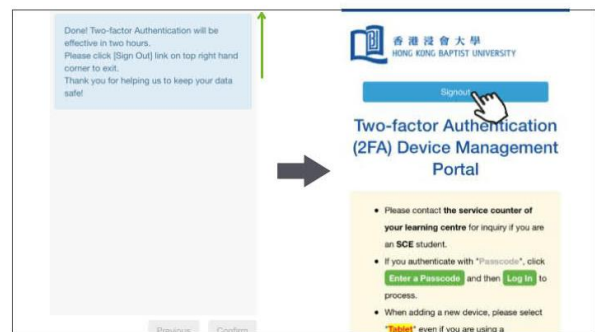
7 Click 'Open' to complete the registration on your smartphone.

Tips: Keep it on your smartphone for future logins.

8 Swipe back to the portal and click 'Next'.

9 You will see the list of your registered 2FA device(s) and click 'Confirm'.

10 Scroll up and click 'Sign out' to complete the registration.

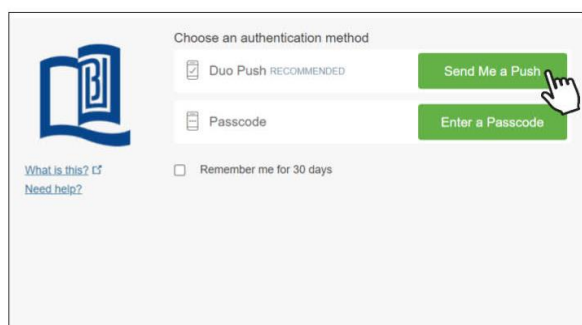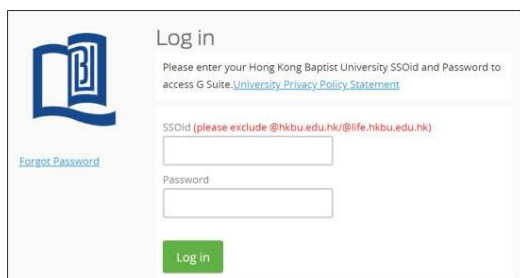(extracted from ITO "Register Your First 2FA Device using Smartphone" User Guide)

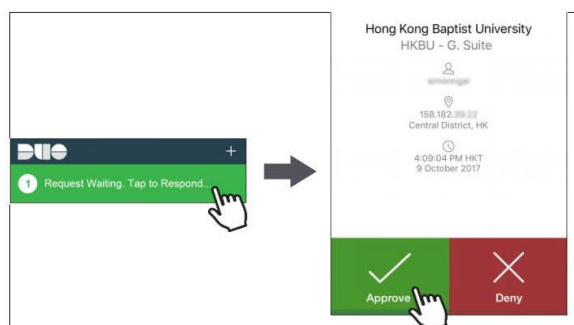# Login to Your Email Account   (Reference 3)

Please go to the homepage at https://outlook.office.com/mail/ and follow steps below to login.

1. Enter your email address at login page as usual
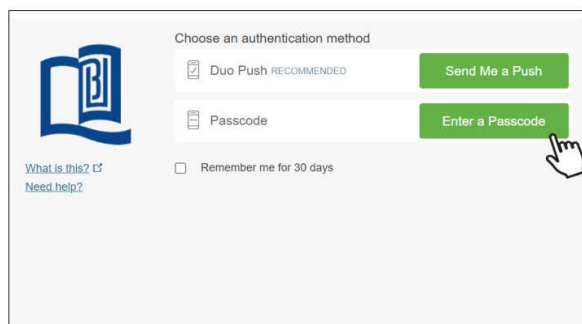2. You will be redirected to a dedicated HKBU login page. Enter your SSOid and password.
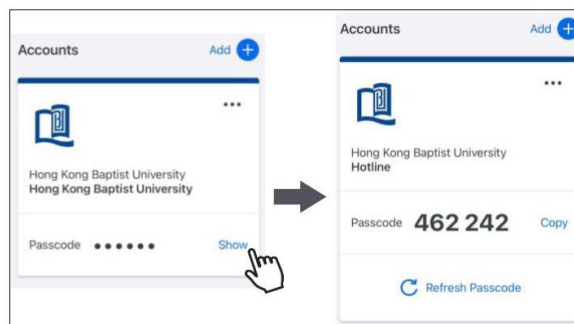   Tips: be reminded to exclude '@life.hkbu.edu.hk'when entering your SSOid.

A **Duo Push**
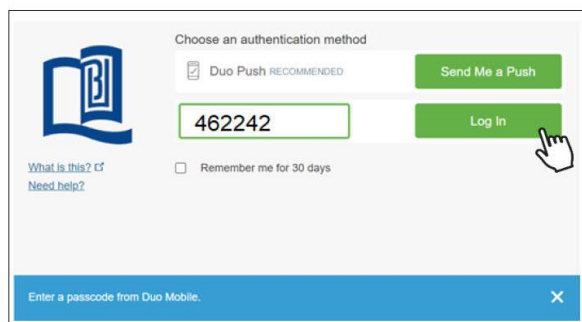Click 'Send Me a Push' if your mobile device has the Internet access.

i) Go to Duo Mobile app on your registered device.
ii) Click the 'prompt' message.
iii) Click 'Approve' to confirm the access.

B **Passcode**
Click 'Enter a Passcode' when your registered device have no Internet access.

i) Go to Duo Mobile app on your registered device.
ii) Click 'Show' to reveal the passcode and note it down.
iii) Or, click 'C' to refresh a new passcode.

iv) Type in the obtained Passcode and click 'Log In'.

(extracted from ITO "Authentication Methods – Duo Push or Passcode" User Guide)

Change Password   (Reference 4)

Please go to the homepage at **http://www.hkbu.edu.hk/setpass**
Follow the screen instructions and enter the required information.   Then press "Submit"