

## Connect to Office 365 Mail with Outlook 2016

*(This user guide is applicable to Outlook 2016 for DUO 2FA enabled users, while there will be slightly different for other versions of Outlook.)*

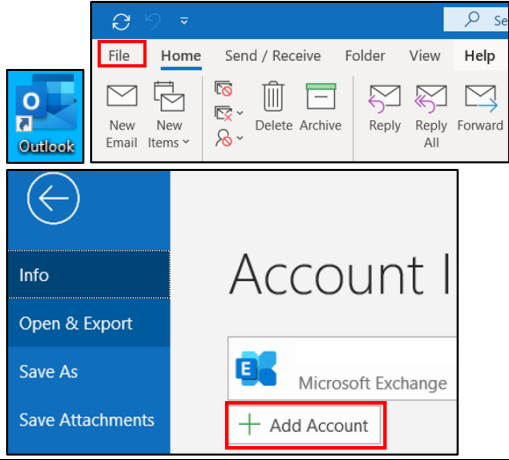
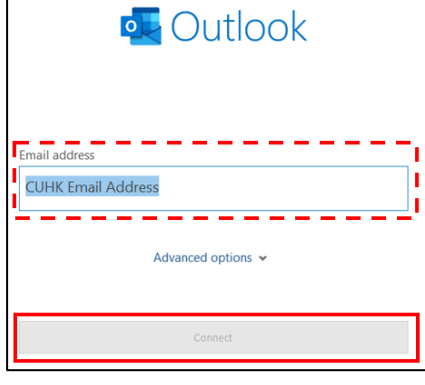
### Table of Contents

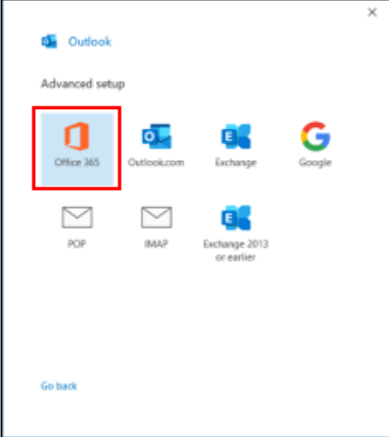
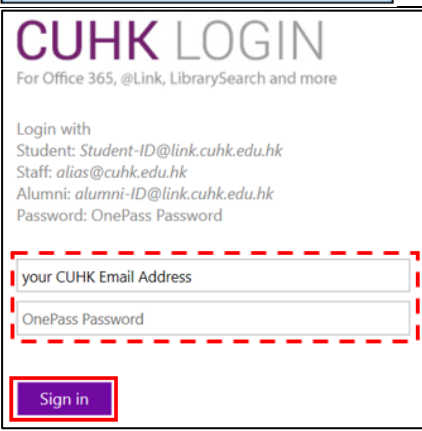
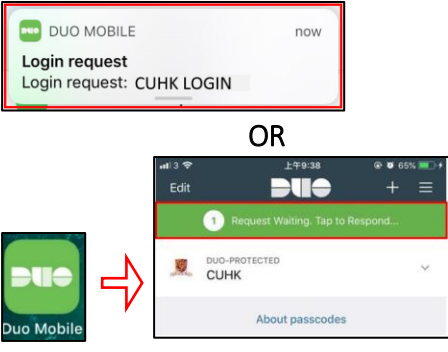
<b>A. Set up Office 365 Mail Account on Outlook 2016</b> .....	1
<b>B. Reference from Microsoft:</b> .....	4

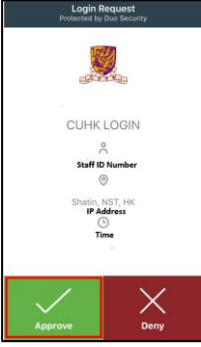
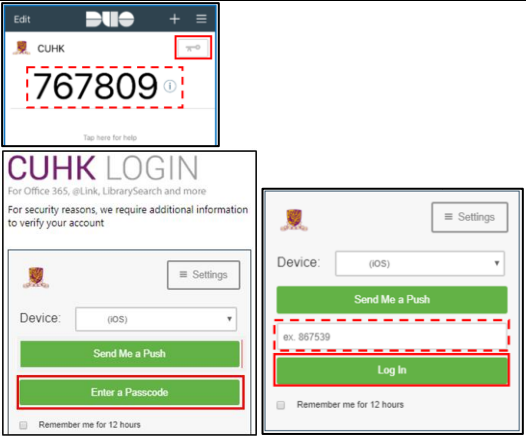
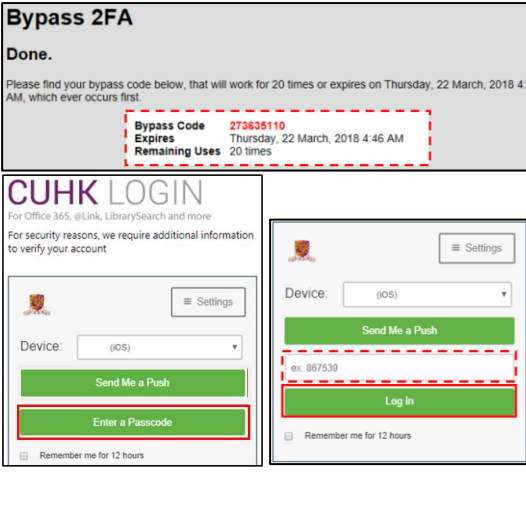
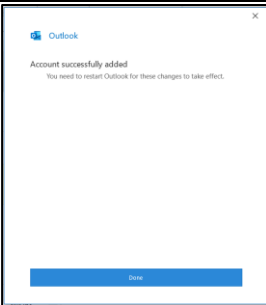
For enquiries, please contact ITSC

- Hotline: 3943 8845 (during office hours)
- Online Service Desk: <http://servicedesk.itsc.cuhk.edu.hk>

### A. Set up Office 365 Mail Account on Outlook 2016

<p>1. Open <b>Outlook 2016</b></p> <p>Click <b>File</b></p> <p>&gt; <b>Add Account</b></p>	 <p>The screenshot shows the Outlook 2016 interface with the 'File' tab selected. The 'Add Account' button is highlighted with a red box. The interface includes a ribbon with 'Home', 'Send / Receive', 'Folder', 'View', and 'Help' tabs. The main area shows 'Account 1' and a '+ Add Account' button.</p>
<p>2. Enter your <b>*CUHK Email Address</b></p> <p>Click <b>Connect</b></p> <p><b>*CUHK Email Address</b></p> <ul style="list-style-type: none"> <li>• Students: <i>Student-ID@link.cuhk.edu.hk</i></li> <li>• Staff, <i>alias@cuhk.edu.hk</i></li> <li>• Alumni: <i>alumni-ID@link.cuhk.edu.hk</i></li> </ul>	 <p>The screenshot shows the 'Add Account' dialog box in Outlook 2016. The 'Email address' field is highlighted with a red dashed box and contains the text '*CUHK Email Address'. The 'Connect' button at the bottom is highlighted with a red box. The dialog also includes an 'Advanced options' dropdown menu.</p>

<p>3. Select Office 365</p>	
<p>4. Enter</p> <ul style="list-style-type: none"> <li>• <i>Your *CUHK Email Address</i></li> <li>• <i>OnePass Password</i></li> </ul> <p>*CUHK Email Address</p> <ul style="list-style-type: none"> <li>• Students: <i>Student-ID@link.cuhk.edu.hk</i></li> <li>• Staff, <i>alias@cuhk.edu.hk</i></li> <li>• Alumni: <i>alumni-ID@link.cuhk.edu.hk</i></li> </ul> <p>Click <b>Sign in</b>.</p>	
<p>5A. <u>password</u> (DUO Mobile App – Push)</p> <p>Click <b>Send Me a Push</b></p> <p>DUO Notification will be prompt on your mobile. Tap <b>Login request</b></p> <p style="text-align: center;">OR</p> <p>Open the <b>DUO Mobile App</b> on your mobile device, then <b>tap on the notification message</b>, a Login Request with the information of requesting source is displayed.</p>	 <p style="text-align: center;">OR</p> 

<p>Tap <b>Approve</b>.</p> <p>Reminder: Duo Push is not available offline. Please ensure you got a good Internet connection when using this method. Or, you switch to log in with passcode which does not required an Internet connection.</p>	
<p>5B. <u>password,passcode</u> (DUO Mobile App – Generate Codes)</p> <p>You can get the <u>passcode</u> from your DUO Mobile App. <b>Open the DUO Mobile App</b> on your mobile device, then <b>tap on the key icon</b> next to your account, a one-time passcode is generated.</p> <p>Click <b>Enter a Passcode</b>, <b>Log in with DUO passcode</b>.</p>	
<p>5C. <u>password,bypasscode</u> (Use a temporary DUO Bypass Code)</p> <p>In case you have problem with your mobile (e.g. forgot to bring, malfunction, lost or stolen) and cannot provide the 2nd factor for VPN connection, you can generate a temporary DUO Bypass Code by yourself via DUO Self-Service Portal at <a href="https://duo.itsc.cuhk.edu.hk">https://duo.itsc.cuhk.edu.hk</a>.</p> <p>Click <b>Enter a Passcode</b>, <b>Log in with DUO Bypass Code</b>.</p>	<p><b>Bypass 2FA</b></p> <p><b>Done.</b></p> <p>Please find your bypass code below, that will work for 20 times or expires on Thursday, 22 March, 2018 4:46 AM, which ever occurs first.</p> <p><b>Bypass Code</b> 273635110  <b>Expires</b> Thursday, 22 March, 2018 4:46 AM  <b>Remaining Uses</b> 20 times</p> 
<p>6. Click <b>Done</b> and restart Outlook for these changes to take effect.</p>	

**B. Reference from Microsoft:**

- [Download Microsoft and Recovery Assistant for Office 365 to fix Outlook and Office 365 problems](#)
- [Set up email account with different version of Outlook](#)
- [Get started with Office 365](#)
- [Back up your email as an Outlook data file](#)
- [A Youtube video illustrating Outlook file export \(folders, emails and contacts\)](#)

**Prepared by:** User Support Services, Information Technology Services Centre

**Last Update:** 5 Feb 2021

Copyright © 2021. All Rights Reserved. Information Technology Services Centre,

The Chinese University of Hong Kong