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.)

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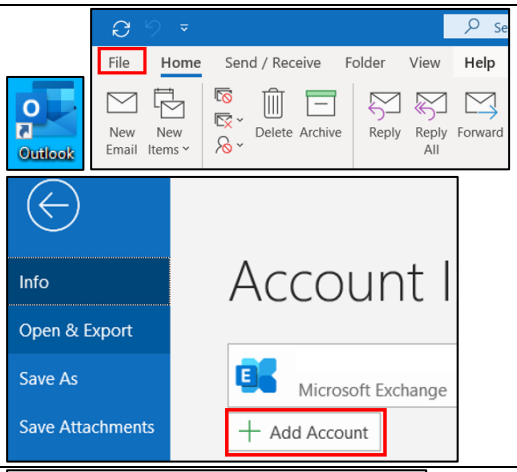
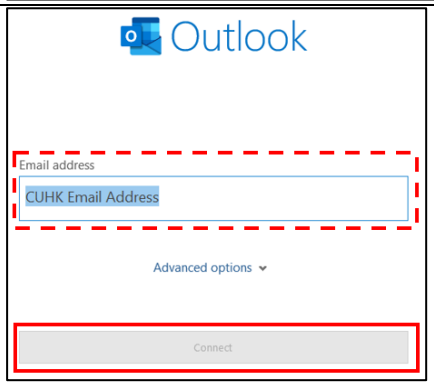
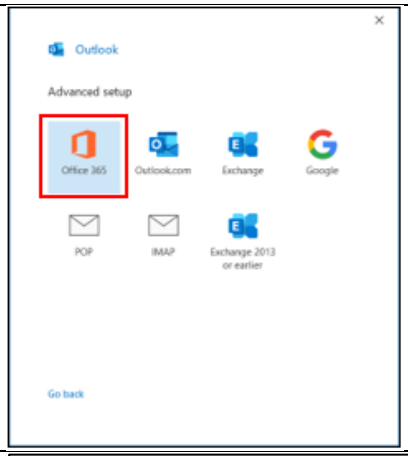
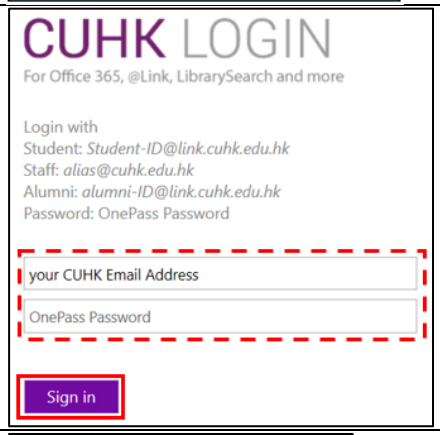
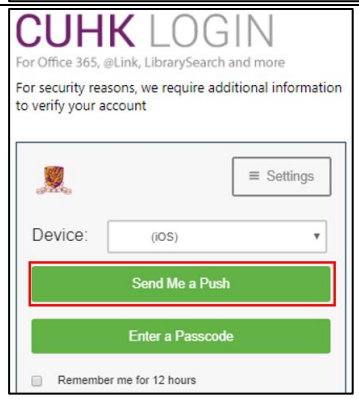
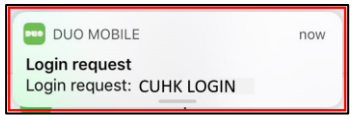
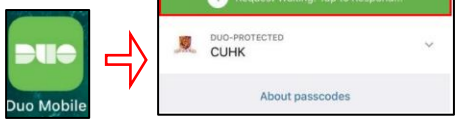
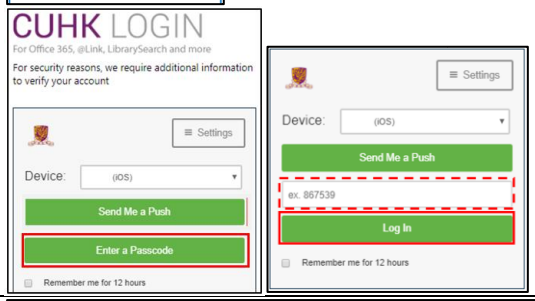
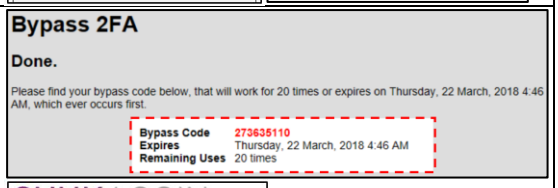
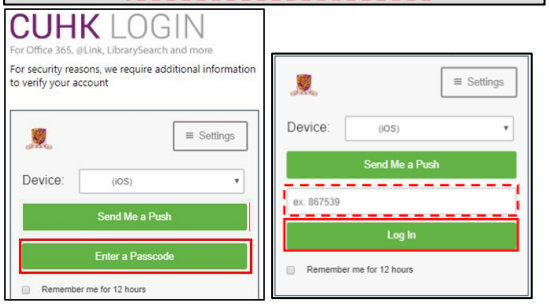
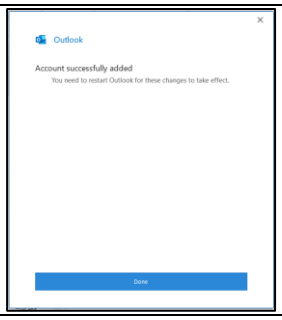
For enquiries, please contact ITSC

- 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

1. Open **Outlook 2016** Click **File** > **Add Account**	
2. Enter your ***CUHK Email Address*** Click **Connect** *CUHK Email Address • Students: ***Student-ID@link.cuhk.edu.hk*** • Staff, ***alias@cuhk.edu.hk*** • Alumni: ***alumni-ID@link.cuhk.edu.hk***	

3. Select **Office 365**	
4. Enter • *Your *CUHK Email Address* • *OnePass Password* *CUHK Email Address • Students: ***Student-ID@link.cuhk.edu.hk*** • Staff, ***alias@cuhk.edu.hk*** • Alumni: ***alumni-ID@link.cuhk.edu.hk*** Click **Sign in**.	
5A. <u>password</u> (DUO Mobile App – Push) Click **Send Me a Push** DUO Notification will be prompt on your mobile. Tap **Login request** OR **Open the DUO Mobile App** on your mobile device, then **tap on the notification message**, a Login Request with the information of requesting source is displayed.	  OR 

Tap **Approve**. 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.	
5B. <u>password,passcode</u> (DUO Mobile App – Generate Codes) You can get the <u>passcode</u> from your DUO Mobile App. **Open the DUO Mobile App** on your mobile device, then **tap on the key icon** next to your account, a one-time passcode is generated. Click **Enter a Passcode**, **Log in** with ***DUO passcode***.	 
5C. <u>password,bypasscode</u> (Use a temporary DUO Bypass Code) 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 https://duo.itsc.cuhk.edu.hk. Click **Enter a Passcode**, **Log in** with ***DUO Bypass Code***.	 
6. Click **Done** and restart Outlook for these changes to take effect.	

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)

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