# Connect to Office 365 Mail with Android

*(This user guide is applicable to Android 9.0 or above for DUO 2FA enabled users, while Android 7/8 devices will have slight difference on the user interface or buttons.)*

## Table of Contents

For enquiries, please contact ITSC

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

## A. Setup of Office 365 Mail with Outlook App on Android

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|---|---|
| 1. Download **Microsoft Outlook** in **Google Play Store**. |  |
| 2. Open the app **Outlook** and tap **get started**. |  |

3. Enter
   - *CUHK Email Address*

   *CUHK Email Address
   - Students: *Student-ID@link.cuhk.edu.hk*
   - Staff: *alias@cuhk.edu.hk*
   - Alumni: *alumni-ID@link.cuhk.edu.hk*

   Click CONTINUE.

   

   **Add Account**

   Enter your primary work or personal email address.

   Email Address

   CONTINUE
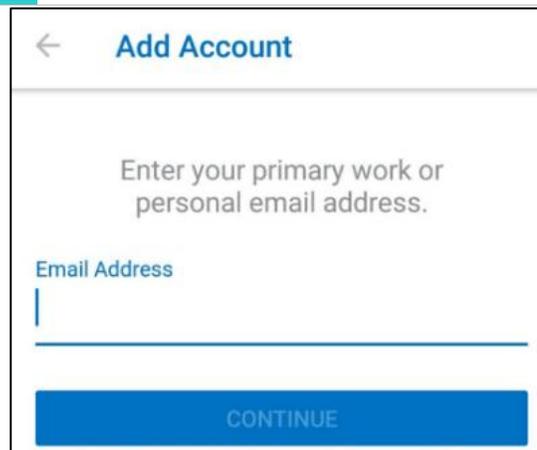
4. You will be re-directed to CUHK Office 365 Login Page.
   Enter:
   - *CUHK Email Address*
   - *OnePass Password*

   *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.

   

   **CUHK LOGIN**
   For Office 365, @Link and more

   Login with
   Student: *Student-ID@link.cuhk.edu.hk*
   Staff: *alias@cuhk.edu.hk*
   Password: OnePass (CWEM) Password

   OnePass (CWEM) Password**

   Sign in

   ** For staff having departmental MS Exchange (Outlook) accounts, you should use MS Exchange (Outlook) password to log in here. By changing OnePass (CWEM) Password, you can then use OnePass Password to log in here and also departmental MS Exchange (Outlook) email.

   Frequently Asked Questions

   Can't access your account?

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| 5A. password (DUO Mobile App – Push)<br><br>Click **Send Me a Push**<br><br><br><br>DUO Notification will be prompt on your mobile. Tap **Login request**<br><br>OR<br>**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.<br><br>Tap **Approve**.<br><br>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. password,passcode (DUO Mobile App – Generate Codes)<br><br>You can get the passcode 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.<br><br>Click **Enter a Passcode**, **Log in** with *DUO passcode*. |  |

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| 5C. password,bypasscode (Use a temporary DUO Bypass Code)<br><br>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.<br><br>Click **Enter a Passcode**, **Log in** with *DUO Bypass Code*. | **Bypass 2FA**<br>**Done.**<br>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.<br><br>Bypass Code 273635110<br>Expires Thursday, 22 March, 2018 4:46 AM<br>Remaining Uses 20 times<br><br>**CUHK** LOGIN |
| 6. After login completes, you may choose to add other email accounts to Outlook here. Otherwise, please click **MAYBE LATER** to continue. | Would you like to add another account now?<br><br>LET'S DO IT!<br><br>MAYBE LATER |
| 7. Microsoft now shows you some features about using **Outlook** app. | **Attach Files**<br>Attach files from Dropbox, Google Drive, OneDrive, or your mailbox. |
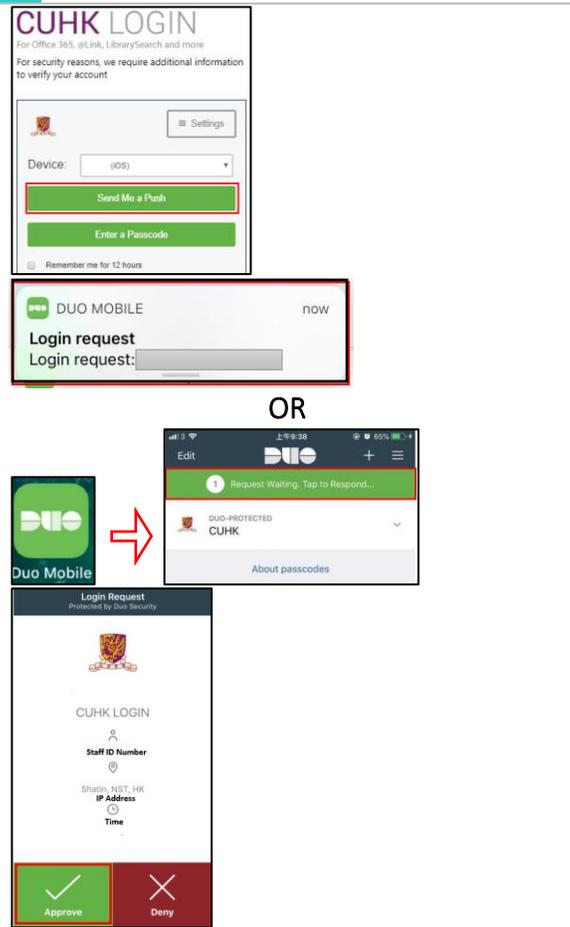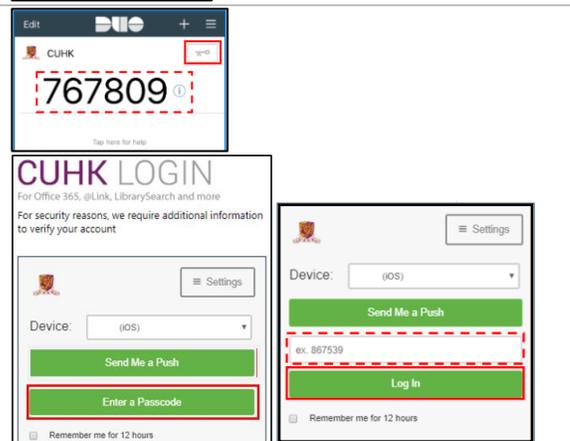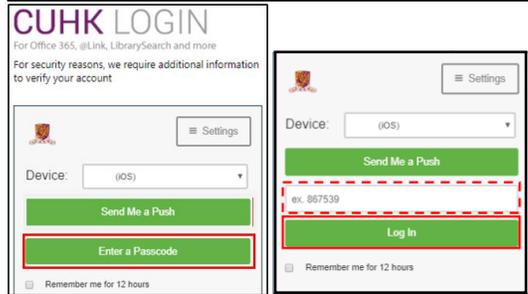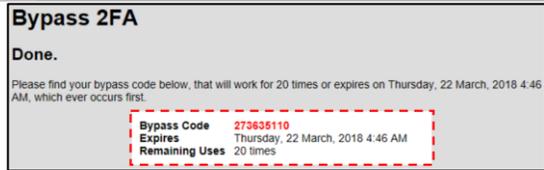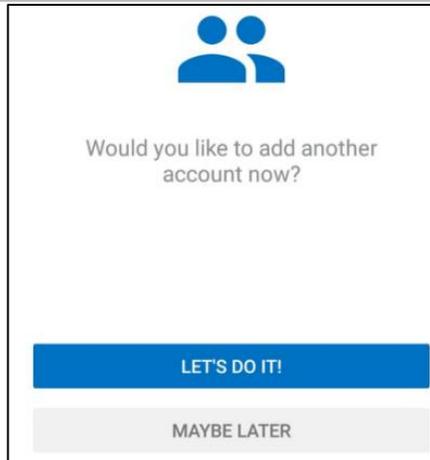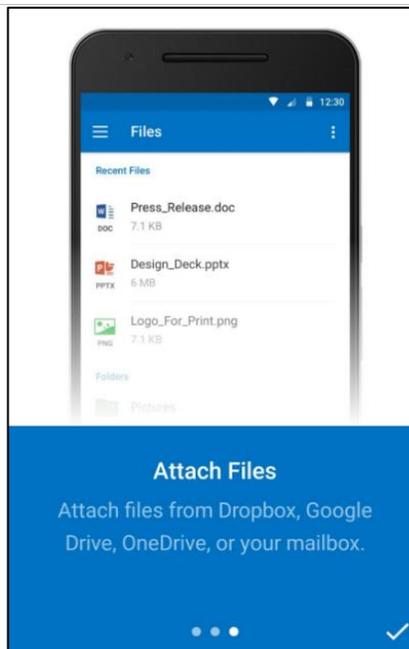
8. You can now check emails from **Outlook**!
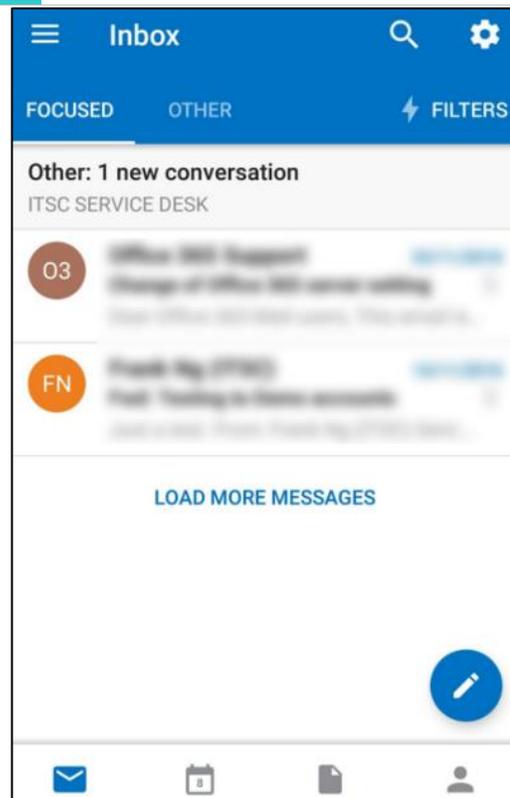


## B. Reference from Microsoft:

- [Set up Office apps and email on a mobile device](#)
- [Use Outlook app on Android](#)
- [Get started with Office 365](#)

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