Connect to Office 365 Mail on iOS platform

(This user guide suits iOS 13 the best for DUO 2FA enabled users and is applicable to iOS 12 or above with slight difference in user interface.)
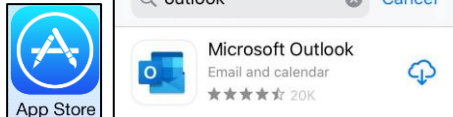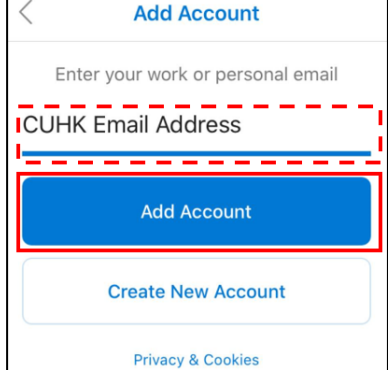
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For enquiries, please contact ITSC

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

A.   Set up Office 365 Mail Account on Outlook (Recommended)

1. Download **Outlook** from **App Store**	
2. Open the **Outlook App**, 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 **Add Account**.	
3. 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**.	

For the users who enrolled [DUO Two Factor Authentication (2FA)](), then input either one of the following forms of password (4A, 4B or 4C), follow the format exactly the same as shown:

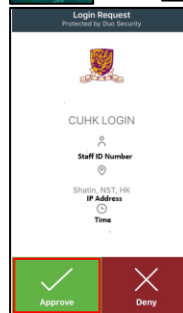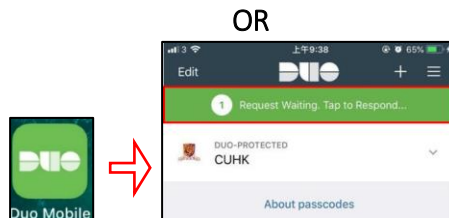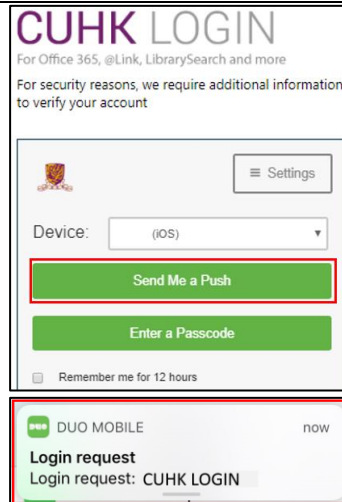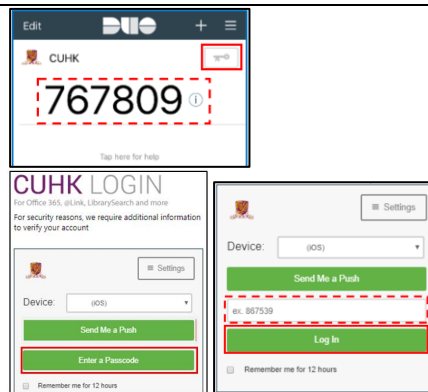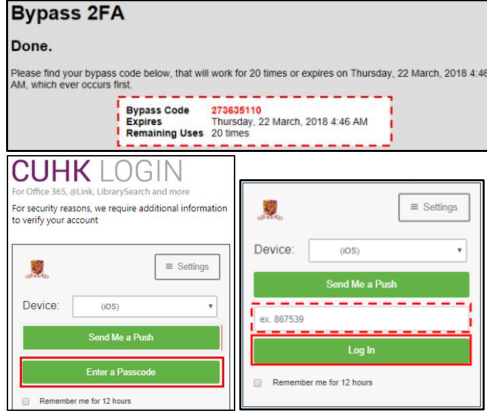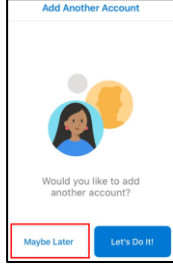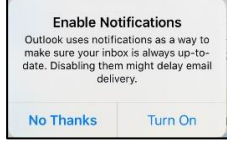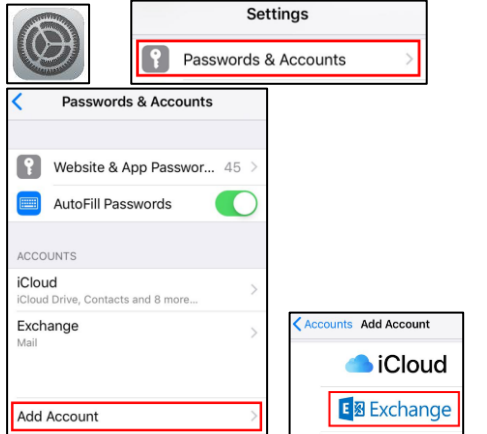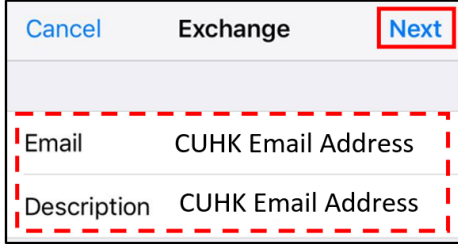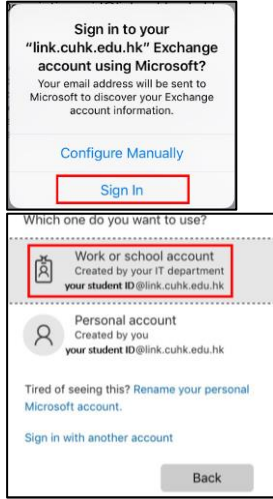|	
4A. <u>password</u> (DUO Mobile App – Push) Click **Send Me a Push** DUO Notification will be prompt on your mobile. Tap **Login request** OR **Open the DUO Mobile App** on your mobile device, then **tap on the notification message**, a Login Request with the information of requesting source is displayed. 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.	
4B. <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*.	

4C. password,bypasscode (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*.	**Bypass 2FA** **Done.** 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. Bypass Code 273635110 Expires Thursday, 22 March, 2018 4:46 AM Remaining Uses 20 times **CUHK LOGIN**
5. Click **Maybe Later** to complete the setup. Or, **Let's Do it!** to setup another email account in Outlook.	**Add Another Account** Would you like to add another account? Maybe Later	Let's Do It!
6. Select **No Thanks** to mute the notification from Outlook. Or, **Turn On** the notification for Outlook App.	**Enable Notifications** Outlook uses notifications as a way to make sure your inbox is always up-to-date. Disabling them might delay email delivery. No Thanks	Turn On

B. Set up Office 365 Mail Account on iOS Native Mail Client

1. Open **Settings** > **Passwords & Accounts** > **Add Account** > **Exchange**	Settings — Passwords & Accounts Passwords & Accounts Website & App Passwor... 45 AutoFill Passwords ACCOUNTS iCloud — iCloud Drive, Contacts and 8 more... Exchange — Mail Add Account Accounts Add Account iCloud Exchange

2. Enter as below.
• Email: *CUHK Email Address*
• Description: *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 **Next**.
	Cancel **Exchange** Next
	
	Email CUHK Email Address
	
	Description CUHK Email Address

3. Select **Sign In** > **Work or school account**	Sign in to your "link.cuhk.edu.hk" Exchange account using Microsoft? Your email address will be sent to Microsoft to discover your Exchange account information. Configure Manually Sign In Which one do you want to use? Work or school account Created by your IT department **your student ID**@link.cuhk.edu.hk Personal account Created by you **your student ID**@link.cuhk.edu.hk Tired of seeing this? Rename your personal Microsoft account. Sign in with another account Back

4. 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**.
	Cancel 🔒 sts.cuhk.edu.hk ↻
	
	CUHK LOGIN
	For Office 365, @Link, LibrarySearch and m
	
	Login with
	Student: *Student-ID@link.cuhk.edu.hk*
	Staff: *alias@cuhk.edu.hk*
	Alumni: *alumni-ID@link.cuhk.edu.hk*
	Password: OnePass Password
	
	CUHK Email Address
	
	OnePass Password
	
	Sign in

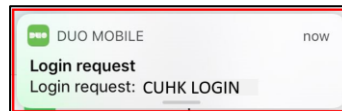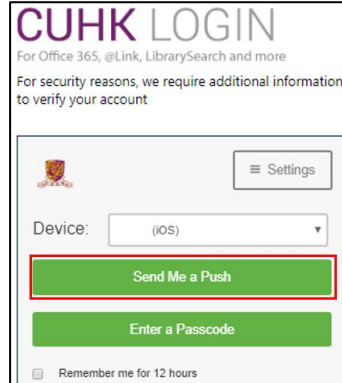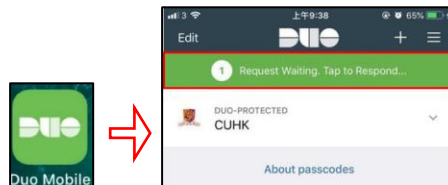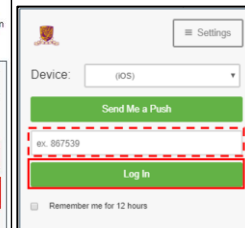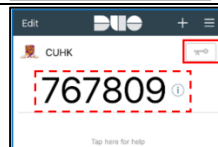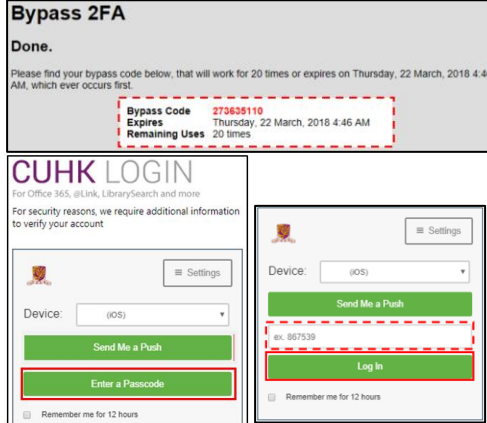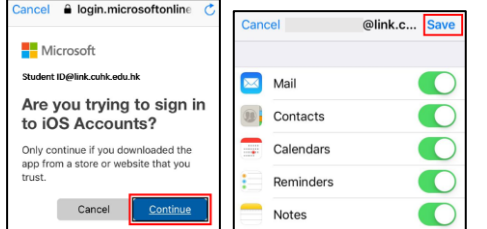|	
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6. **Continue** > **Save** Now you can use the @link mail in iOS Mail client.	