DUO Two-Factor Authentication (DUO 2FA) User Guide for O365 Applications Login

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Document History		
Version	**Update Date**	**Changes**
1.0	2018-05	Initial version
1.1	2018-06	Added Section 1.3
1.2	2018-07	Added point 1.1.i and Section 1.2 Updated Section 1.3
1.3	2018-08	Updated Section 1.3 note 1 subject
1.4	2020-08	Updated Section 1.2 & 1.3, include "native mail client on Mac OS 10.14 or above" as supported client
2.0	2022-12	Updated content and screens in Section for the new look and flow of Duo Universal Prompt
2.1	2023-02	Update Section 2.iii on page 10, include more details for Trust Browser

Table of Contents

1. About O365 Logon with Duo 2FA

1.1. Prerequisites

i.   Updated clients to a version which supports modern authentication.
ii.   Enrolled O365 user account & his/her mobile device via Self Service Portal (https://duo.itsc.cuhk.edu.hk).
iii.   An enrolled mobile device with 'Duo Mobile' app installed.

1.2. Supported Clients

OS	Office / Mail clients
Windows OS:	- Office 2016 - Office 2013 with modern authentication registry key updated
Mac OS:	- Native mail client on Mac OS 10.14 or above - Outlook 2016 for Mac (to be downloaded from Apps store)
iOS:	- iOS 11 or above + native mail client (bundled in iOS) - iOS 10 or above + Outlook App (to be downloaded from apps store)
Android OS:	- Android 6 or above + Outlook App (to be downloaded from apps store)

1.3. Behaviors Change

After you enrolled your account and device in Duo Self-Service Portal, the login behavior for supported clients will be changed as below:

i.   Redirected to CUHK login page;
ii.   Requires your login with your
- Login ID (i.e. alias@cuhk.edu.hk)
- OnePass Password (1st factor)
- Duo push response / one-time passcode (2nd factor)

Details are described in below table.

And, **you have to follow the User Action to trigger the change** in order to use DUO 2FA for O365 login.

Implementation Item: **DUO 2FA for Staff & Students**
Affected User: **Enrolled Staff & Students**

	Web Browser	Office Client on Windows OS				Mac OS		Mobile (iOS)		Mobile (Android OS)	
	Outlook Web Access (OWA)	Office 2016	Office 2013 <u>with</u> Modern Authentication Registry Key Updated	Office 2013 <u>without</u> Modern Authentication Registry Key	Office 2010	Native mail client on MacOS 10.14 or above *(bundled in Mac OS)*	Outlook 2016 for Mac *(to be downloaded from apps store)*	iOS (11 or above) native mail client *(bundled in iOS)*	iOS (10 or above) Outlook App *(to be downloaded from apps store)*	Android (6.0 or above) native Gmail client *(bundled in Android OS)*	Android Outlook App *(to be downloaded from apps store)*
Support Modern Authentication?	Yes	Yes	Yes	No	No	Yes	Yes	Yes	Yes	No	Yes
Behavior Change	CUHK Login page + DUO login (DUO Push, passcode)	Redirect to CUHK Login page + DUO login (DUO Push, passcode)	Redirect to CUHK Login page + DUO login (DUO Push, passcode)	Can't login since DUO requires clients support modern authentication	Can't login since DUO requires clients support modern authentication	Redirect to CUHK Login page + DUO login (DUO Push, passcode)	Redirect to CUHK Login page + DUO login (DUO Push, passcode)	Redirect to CUHK Login page + DUO login (DUO Push, passcode)	Redirect to CUHK Login page + DUO login (DUO Push, passcode)	Can't login since DUO requires clients support modern authentication	Redirect to CUHK Login page + DUO login (DUO Push, passcode)
User Action	Nil	Clear Credential Manager [note 1] in order to trigger DUO 2FA login	Clear Credential Manager [note 1] in order to trigger DUO 2FA login	Update Modern Authentication Registry Key [note 3]	Update to supported Office version	Recreate email account in order to trigger DUO 2FA login	Clear Keychain Access [note 2] in order to trigger DUO 2FA login	Recreate email account in order to trigger DUO 2FA login	Recreate email account in order to trigger DUO 2FA login	Download and switch to use Outlook App	Recreate email account in order to trigger DUO 2FA login

[Note 1: Steps to clear Credential Manager in Windows OS]

1. Quit all Office applications.
2. Click Start > Control Panel > User Accounts > Credential Manager > Windows Credential. (Or, click Start > Control Panel > Credential Manager > Windows Credential)
   a. Select each item whose type is **MicrosoftOffice16_Data:ADAL:<GUID>**, and then press **Delete**. Repeat this step to delete all items for your account.
3. Close the Credential Manager window and restart the MS Outlook, it will redirect to CUHK Login page and request for DUO 2FA login.

[Note 2: Steps to clear Keychain Access in Mac OS]

1. Quit Outlook and all other Office applications.
2. Start Keychain Access by using one of the following methods:

   a. Select the **Finder** application, click **Utilities** on the **Go** menu, and then double-click **Keychain Access**.

   b. In **Spotlight Search**, type **Keychain Access**, and then double-click **Keychain Access** in the search results.

3. In the search field in Keychain Access, enter **Exchange**.
   a. In the search results, select each item to view the **Account** that's listed at the top, and then press **Delete**. Repeat this step to delete all items for your Exchange account.
4. In the search field, enter **adal**.
   a. Select all items whose type is **MicrosoftOffice15_2_Data:ADAL:<GUID>**, and then press **Delete**.
5. In the search field, enter **office**.
   a. Select the items that are named **Microsoft Office Identities Cache 2** and **Microsoft Office Identities Settings 2**, and then press **Delete**.
6. Quit Keychain Access and restart the Outlook 2016 for Mac, it will redirect to CUHK Login page and request for DUO 2FA login.

*[Note 3: Steps to update Modern Authentication Registry Key for Office 2013]*

1. Please refer to User Guide for O365 Services Login with Modern Authentication.

2. Login O365 applications with Duo 2FA

Steps:

i.   Open the supported Office application or email client, it will be redirected to CUHK Login page.

ii.   Input your O365 credential in the fields for
- **Login ID**, i.e. alias@cuhk.edu.hk and
- **OnePass Password**, i.e. the 1st factor

then click **Sign in**.
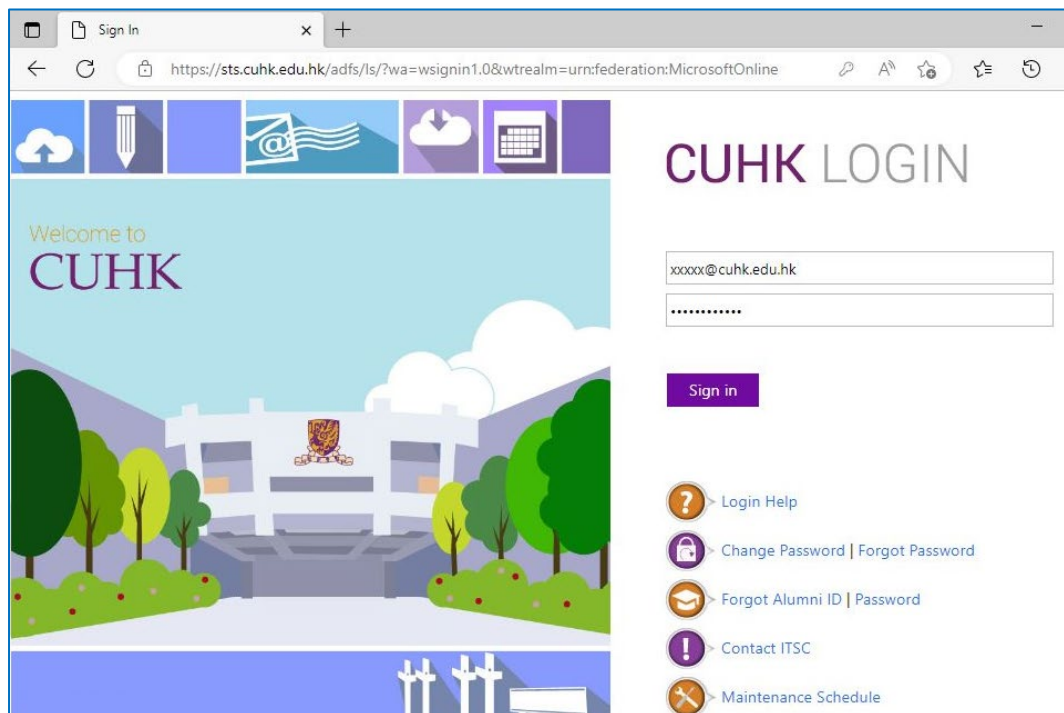
iii.   Then, you will be redirected to a webpage hosted by DUO at "*.duosecurity.com" for 2nd authentication, and you can continue using your last authentication method or select "Other options" to choose another authentication method.

- **Check for a Duo Push**

    If you used Duo Push in last authentication, it will automatically send a Duo Push to your registered mobile device.
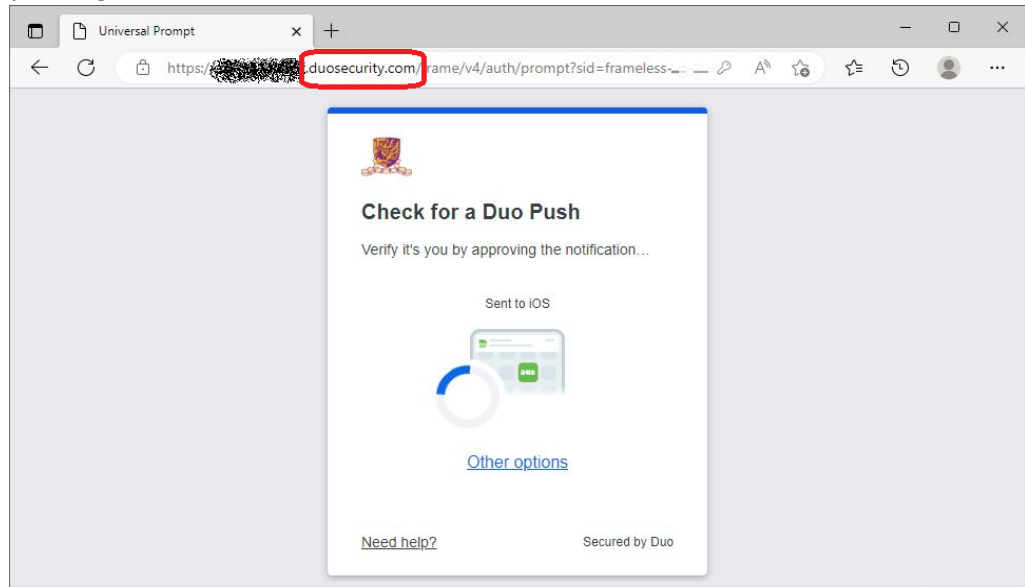
    Open the DUO Mobile App on your mobile device, then **tap on the notification message**, a Login Request with the information of requesting source is displayed.
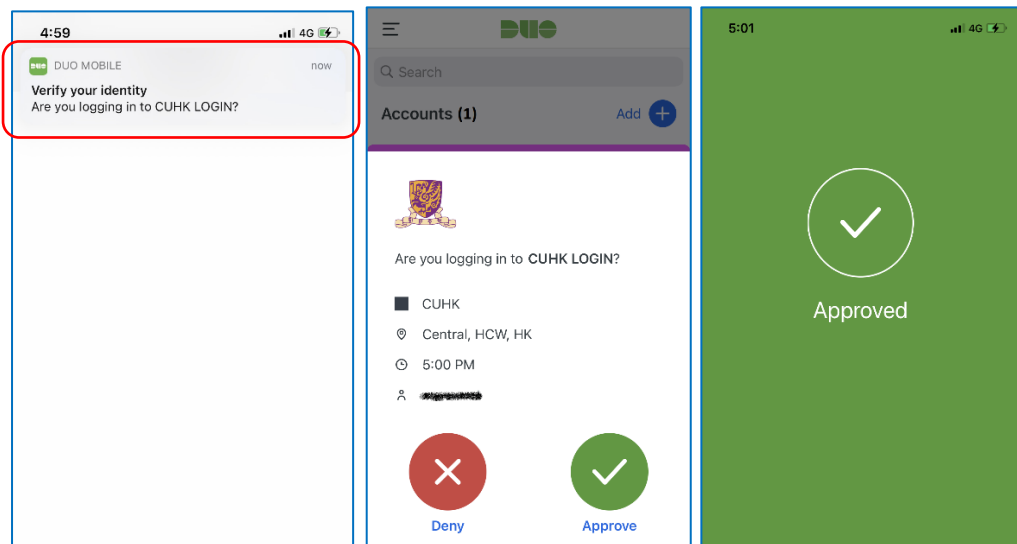
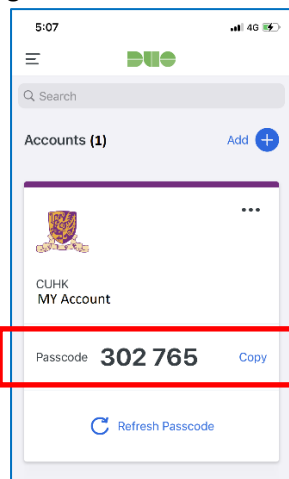
    Tap **Approve** to login the O365 application.
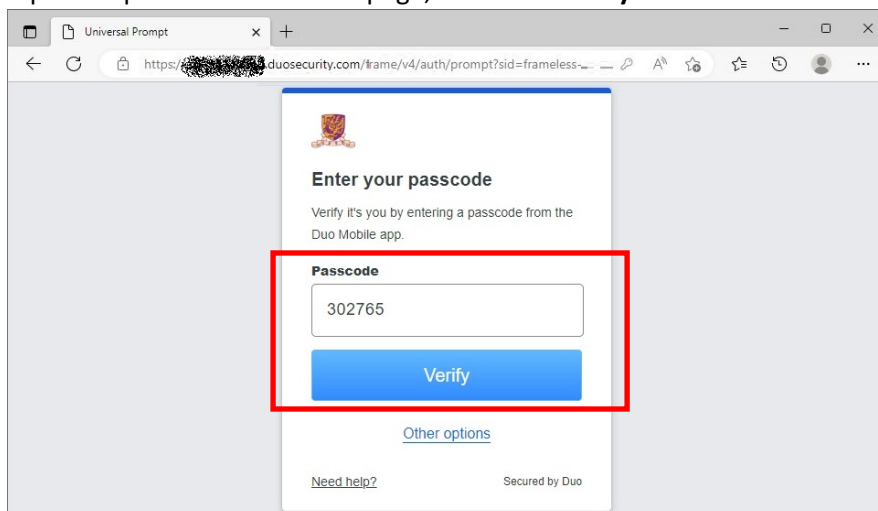
- **Enter your Passcode**

  If you used Duo Passcode in last authentication, it will prompt you to enter a Duo passcode which can be generated from your Duo Mobile app.
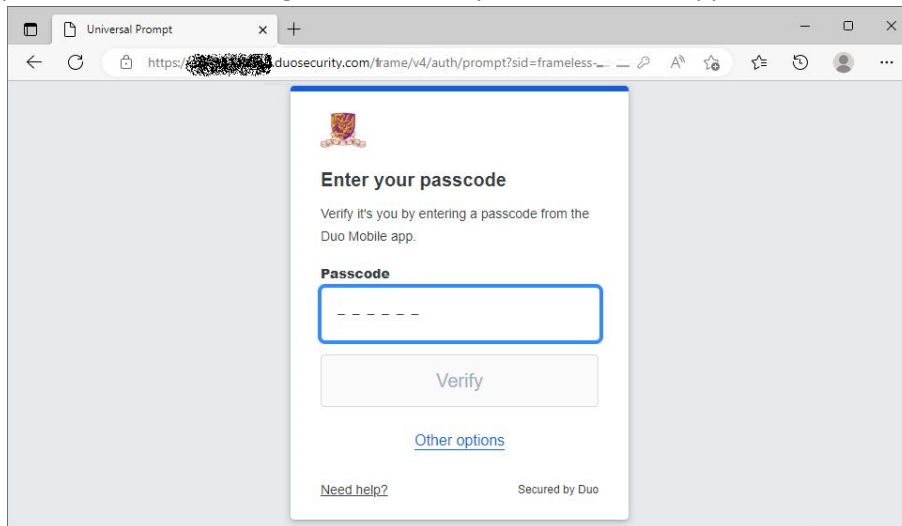
  Open the Duo Mobile App on your mobile device, then **tap on your account**, a one-time passcode is generated.
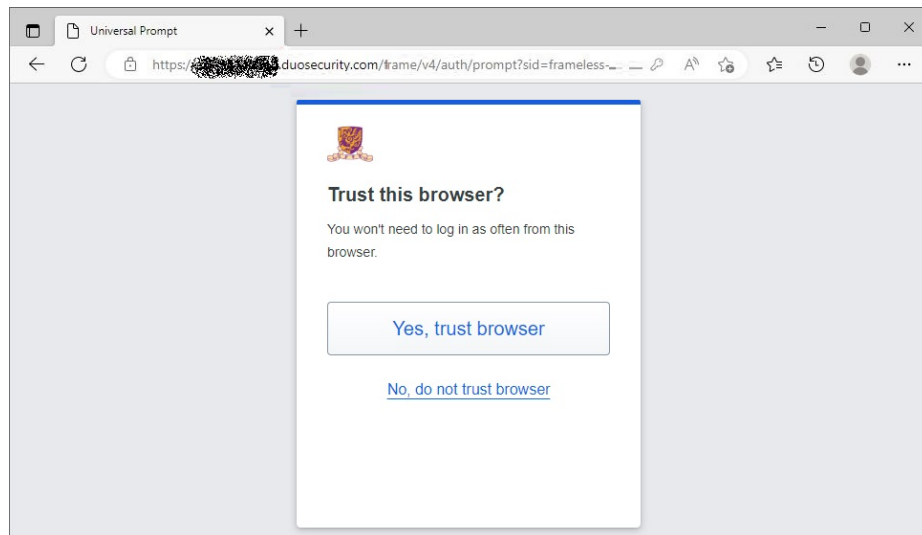

 Input the passcode in the webpage, then click **Verify** button.

After you pass the authentication, it will show a "Trust This browser?" message.

It is a remember device feature which allows you to skip Duo 2FA when you login any Duo-2FA integrated web application again within 12 hours with the same browser and device.
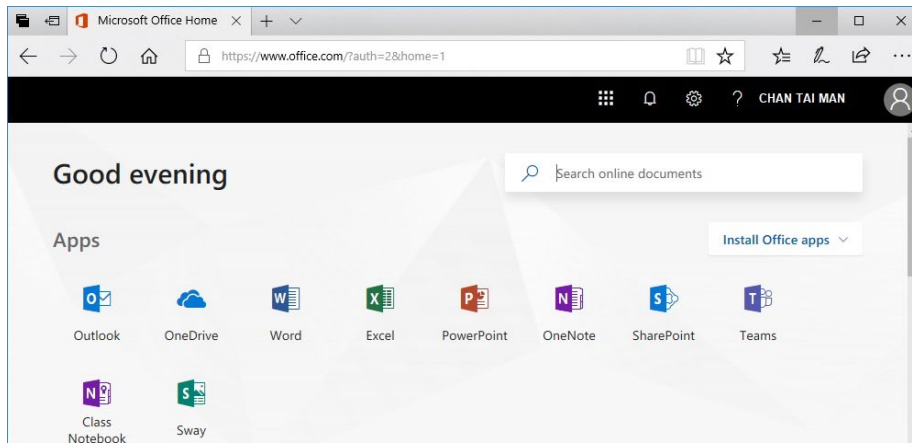

- Click "Yes, trust browser", only if you trust the browser from your own computer.

- Otherwise, click "**No, do not trust browser**" if you don't trust the browser, especially when using a public/shared/untrusted computer.

iv.   A Success page will be shown once you are authenticated successfully.
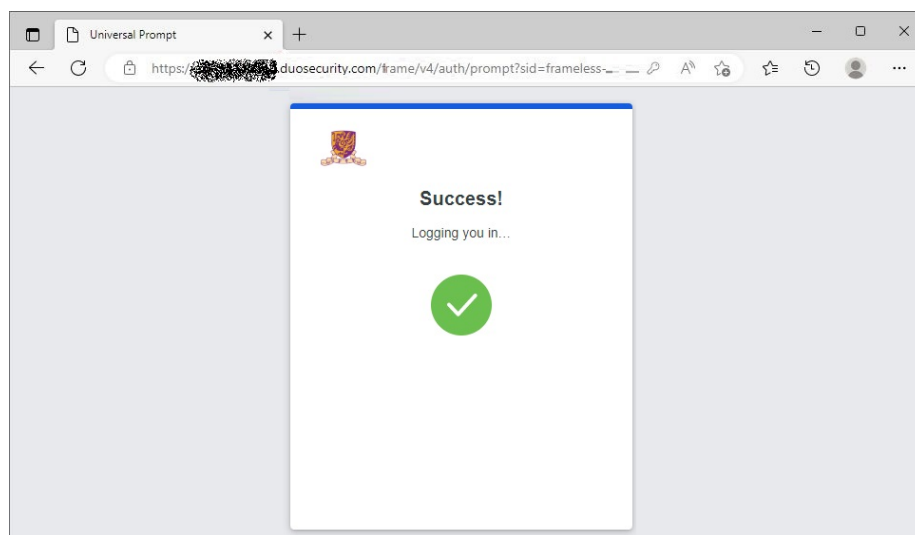
v.   And it should return to the O365 application and login successfully.

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