Connect to Office 365 Mail on MacOS platform

(This user guide suits MacOS 10.14.5 best for DUO 2FA enabled users and is applicable to other version of MacOS with slight difference in user interface.)

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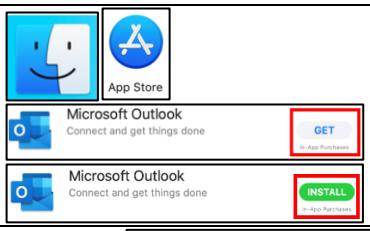
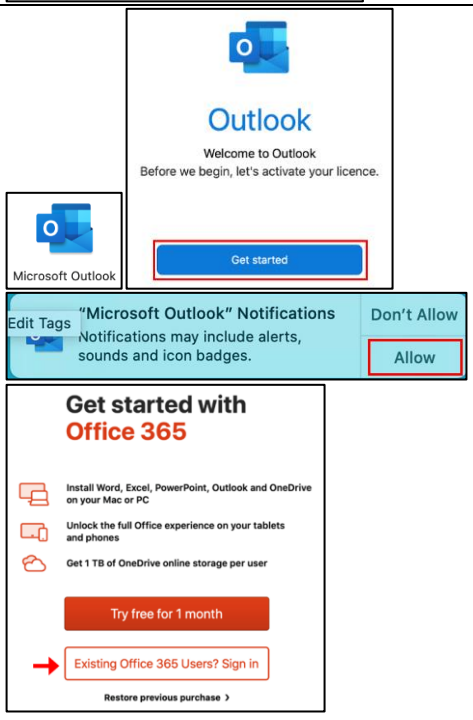
For enquiries, please contact ITSC

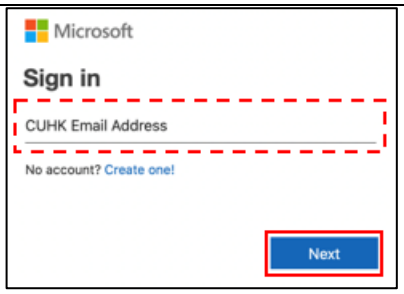
- Hotline: 3943 8845 (during office hours)
- Online Service Desk: http://servicedesk.itsc.cuhk.edu.hk

A. Set up Office 365 Mail Account on Outlook (ver 2016 or above recommended)

1. Open **Finder** > **App Store** > search ***Outlook*** > **Get** Outlook > **Install** Outlook	
2. Open the **Outlook App**, click **Get Started** Click **Allow** the notification from Outlook, OR, click **Don't Allow** to mute the notification. > **Existing Office 365 Users? Sign in**	

Enter ***CUHK Email Address***

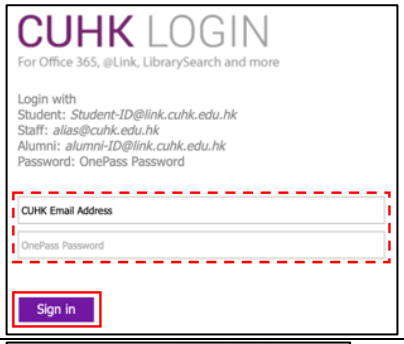
Click **Next**.



Enter

- ***CUHK Email Address***
- ***OnePass Password***

Click **Sign in**.



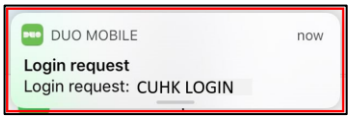
*CUHK Email Address

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

3A. <u>password</u> (DUO Mobile App – Push)

Click **Send Me a Push**

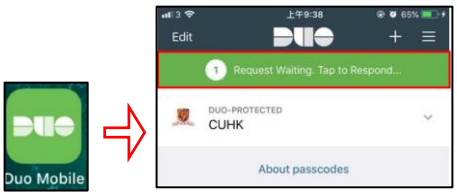
DUO Notification will be prompt on your mobile.
Tap **Login request**



OR

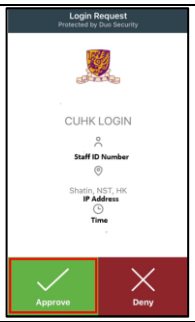
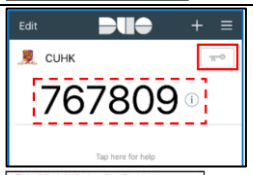
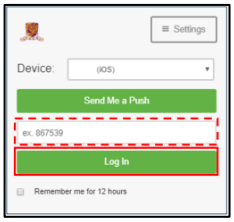
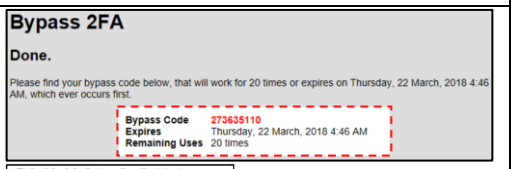
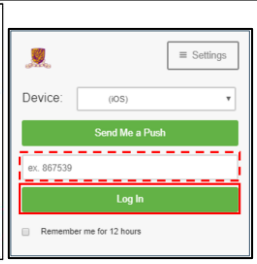
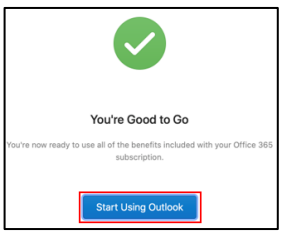
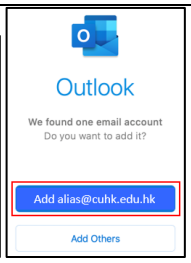
Open the DUO Mobile App on your mobile device, then **tap on the notification message**, a Login Request with the information of requesting source is displayed.

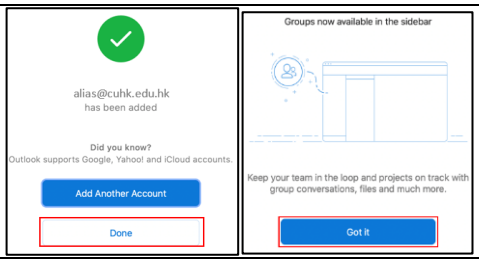
OR



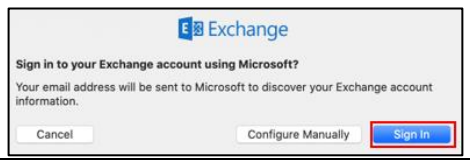
Tap **Approve**.

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.	
3B. password,passcode (DUO Mobile App – Generate Codes) 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. Click **Enter a Passcode**, **Log in** with ***DUO passcode***.	 
3C. 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***.	 
4. Click **Start Using Outlook** > **Add your Email Address**	 

Click **Done** to complete setup, OR **Add Another Account** as you want. > **Got it**. Now you can use Outlook on your Mac.	

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

1. Open **Finder** > **Mail** Select **Exchange** Click **Continue** Enter • ***Make a name here for your Mail profile*** (you can enter *CUHK Email Address) • ****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*** > **Sign in** > **Sign in**	 

2. Enter as below.

- **CUHK Email Address*
- *OnePass password*

*CUHK Email Address

- Students: ***Student-ID@link.cuhk.edu.hk***
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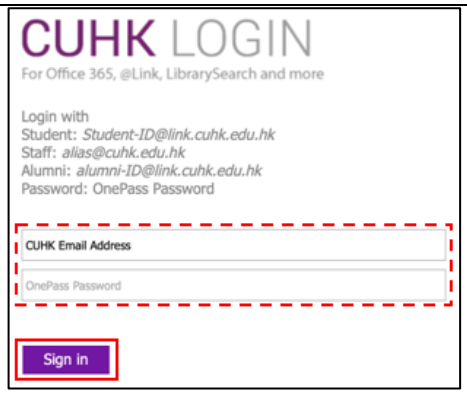
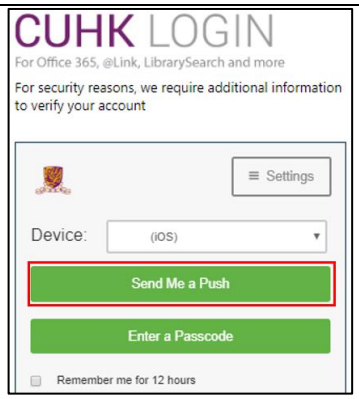
Click **Sign in**.



For the users who enrolled DUO Two Factor Authentication (2FA), then input either one of the following forms of password (3A, 3B or 3C), follow the format exactly the same as shown:

3A. password (DUO Mobile App – Push)

Click **Send Me a Push**



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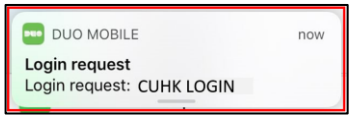

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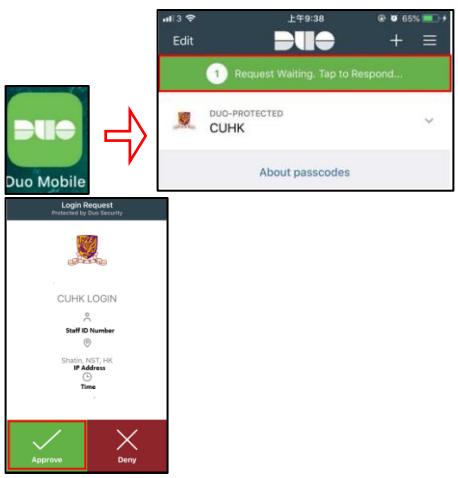

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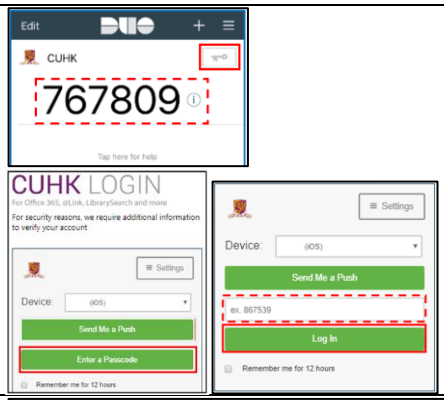
3B. password,passcode (DUO Mobile App – Generate Codes) You can get the passcode from your DUO Mobile App. **Open the DUO Mobile App** on your mobile device, then **tap on the key icon** next to your account, a one-time passcode is generated. Click **Enter a Passcode**, **Log in** with ***DUO passcode***.	
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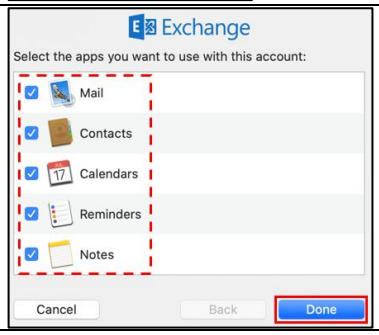
4. Uncheck the item which you do NOT want to use with this account. Click **Done** to complete the setup. Now you can use MacOS Mail client.	

Prepared by: User Support Services, Information Technology Services Centre

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The Chinese University of Hong Kong