Connect to Office 365 Mail with Android

(This user guide is applicable to Android 6.0 or above for DUO 2FA enabled users and suits Samsung devices the best; while other devices will have slight difference on the user interface or buttons.)

You can choose either way below to check out Office 365 Mail on your Android devices

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A. Setup of Office 365 Mail with Outlook App on Android (Recommend)

1. Download Microsoft Outlook in Google Play Store.

2. Open the app Outlook and tap get started.

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
4. You will be re-directed to CUHK Office 365 Login Page. Please input your OnePass password **.

** For staff having departmental MS Exchange (Outlook) accounts, you should use your MS Exchange (Outlook) password to log in here. By changing OnePass (CWEM) Password after 12 May, 2016, you can then use OnePass Password to log in here and also departmental MS Exchange (Outlook) email.

- For the users who enrolled DUO Two Factor Authentication (2FA), then input either one of the following forms of password (5A, 5B or 5C), follow the format exactly the same as shown:
- For others, the setup is completed.

5A. **password** (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.

5B. 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.

5C. 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.
6. After login completes, you may choose to add other email accounts to Outlook here. Otherwise, please click **MAYBE LATER** to continue.

7. Microsoft now shows you some features about using **Outlook** app.
B. Setup of Office 365 Mail with Android built-in Email App

1. Open the app Email.

Then, input your CUHK Office 365 Account:

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

** For staff having departmental MS Exchange (Outlook) accounts, you should use your MS Exchange (Outlook) password to log in here. By changing OnePass (CWEM) Password after 12 May, 2016, you can then use OnePass Password
to log in here and also departmental MS Exchange (Outlook) email.

Tap Next.

2. Choose Microsoft Exchange ActiveSync.

If your device fails to connect your mailbox automatically, please choose manual setup and enter the configuration as below (illustrated in Figure 1 Manual Setup).

**Domain / Username:** Student-ID@link.cuhk.edu.hk/ alumni-ID@link.cuhk.edu.hk/alias@cuhk.edu.hk (Check out your email alias)

**Password:** OnePass Password**

** For staff having departmental MS Exchange (Outlook) accounts, you should use your MS Exchange (Outlook) password to log in here. By changing OnePass (CWEM) Password after 12 May, 2016, you can then use OnePass Password to log in here and also departmental MS Exchange (Outlook) email.

**Server:** outlook.office365.com

**Connection:** SSL

**Port:** 993 or 443
3. Click **OK** to Activate Email.

4. Accept the Remote security administration.
5. You will be re-directed to CUHK Office 365 Login Page. Please input your OnePass password **.

** For staff having departmental MS Exchange (Outlook) accounts, you should use your MS Exchange (Outlook) password to log in here. By changing OnePass (CWEM) Password after 12 May, 2016, you can then use OnePass Password to log in here and also departmental MS Exchange (Outlook) email.

- For the users who enrolled DUO Two Factor Authentication (2FA), then input either one of the following forms of password (5A, 5B or 5C), follow the format exactly the same as shown:
- For others, the setup is completed.

6A. **password (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.

6B. 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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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.
7. Click **ACTIVATE**.

8. This will be the interface of your alias@cuhk.edu.hk mail box. Click **More** for further settings.
9. Click **Settings**.

10. Click into your account.
11. Click **Sync schedule**.

Set your preferred sync schedule and sync options.

12. Set your preferred sync schedule and sync options. You can then start checking out emails in your Office 365 Mail.
C. 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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