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 6/7/8 devices will have slight difference on the user interface or buttons.)

Table of Contents
A. Setup of Office 365 Mail with Outlook App on Android.................................................................1
B. Reference from Microsoft:..................................................................................................................5

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

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.

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.
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](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.
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](#)

**Last Update:** 9 March 2020

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