Connect to Office 365 Mail / @Link with Android

(This user guide is applicable to devices running on Android 6.0 or above. The interfaces can be slightly different among devices.)

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

(For Staff only) If you have enrolled your account to use DUO two-factor authentication on Office 365 services, you must follow Part B here to complete the setup with Outlook App on Android. Currently, Android built-in Email App does not support DUO two-factor authentication.

Table of Contents
A. Setup of Office 365 Mail with Android built-in Email App ........................................................................................................................................................................ 2
B. Setup of Office 365 Mail with Outlook App on Android ........................................................................................................................................................................ 5
C. Reference from Microsoft ........................................................................................................................................................................................................ 11
A. Setup of Office 365 Mail with Android built-in Email App

1. Open the native Email app and input your login information as below:

   **Login ID**  
   Student: Student-ID@link.cuhk.edu.hk  
   Staff: alias@cuhk.edu.hk (Check out your email alias)  
   Alumni: Alumni-ID@link.cuhk.edu.hk  

   **Password:** OnePass (CWEM) Password

   Click Manual Setup.

2. Choose Microsoft Exchange ActiveSync.
3. Input the account information a below:

**Email address**
- Staff: alias@cuhk.edu.hk OR
- Student / Alumni: alias@link.cuhk.edu.hk (Check out your email alias)

**Domain / Username**: same as your Login ID in step 1

**Password**: OnePass (CWEM) Password

**Server**: outlook.office365.com

Check **Use secure connection (SSL)**.

Then click **Sign In**

4. Click **OK** to continue.
5. Click **OK** to Activate Email.

B. 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. Please input your email address

   **Staff:** alias@cuhk.edu.hk OR
   **Student / Alumni:** alias@link.cuhk.edu.hk (Check out your email alias)

4. You will be re-directed to CUHK Login Page. Please input your **OnePass (CWEM) password**.
(For Staff only) If you have enrolled your account to use DUO two-factor authentication, you will see the following screen verifying you by the 2nd factor as step 5 below. Otherwise, please directly go to step 6 below.

5A. **For using DUO Push**

On your mobile device, a “Login Request” notification will be popped out from the app DUO Mobile. Tap the notification on your mobile device and tap **Approve**.

Otherwise, please open the mobile app DUO Mobile.

Tap the green bar “Request Waiting” on the top. If you do not see the bar, please check if you are connected to the internet and slide

2B. **For using DUO Passcode**

Click **Cancel**.
Click **Approve**.

Tap **Enter a Passcode**.

Please open the mobile app **DUO Mobile** on your mobile device.

On your mobile, tap **DUO-PROTECTED CUHK** to view the passcode.
You can always refresh the passcode if necessary.

Back to the app **Outlook**, please enter the DUO passcode and click **Log In**.
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<tbody>
<tr>
<td>6.</td>
<td>After login completes, you may choose to add other email accounts to Outlook here. Otherwise, please click <strong>MAYBE LATER</strong> to continue.</td>
</tr>
<tr>
<td></td>
<td><img src="image1.png" alt="Image: Would you like to add another account now?" /></td>
</tr>
<tr>
<td></td>
<td><img src="image2.png" alt="Image: Attach Files" /></td>
</tr>
<tr>
<td>7.</td>
<td>Microsoft now shows you some features about using <strong>Outlook</strong> app.</td>
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</table>
8. You can now check emails from Outlook!

C. Reference from Microsoft:

- Set up Office apps and email on a mobile device
- Use Outlook app on Android
- Get started with Office 365

Prepared by: User Support Services, Information Technology Services Centre

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