

Connect to Office 365 Mail on iOS platform

(This user guide suits iOS 13 the best for DUO 2FA enabled users and is applicable to iOS 12 or above with slight difference in user interface.)

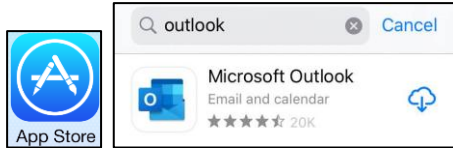
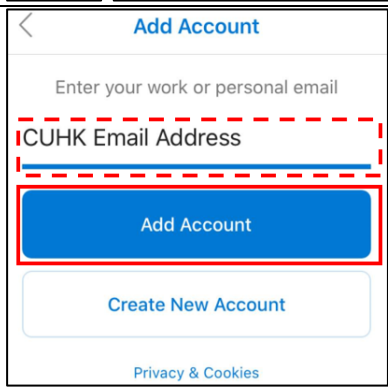

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For enquiries, please contact ITSC

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

A. Set up Office 365 Mail Account on Outlook (Recommended)

<p>1. Download Outlook from App Store</p>	
<p>2. Open the Outlook App,</p> <p>Enter *CUHK Email Address</p> <p>*CUHK Email Address</p> <ul style="list-style-type: none"> • Students: <i>Student-ID@link.cuhk.edu.hk</i> • Staff, <i>alias@cuhk.edu.hk</i> • Alumni: <i>alumni-ID@link.cuhk.edu.hk</i> <p>Click Add Account.</p>	
<p>3. Enter</p> <ul style="list-style-type: none"> • *CUHK Email Address • OnePass Password <p>*CUHK Email Address</p> <ul style="list-style-type: none"> • Students: <i>Student-ID@link.cuhk.edu.hk</i> • Staff, <i>alias@cuhk.edu.hk</i> • Alumni: <i>alumni-ID@link.cuhk.edu.hk</i> <p>Click Sign in.</p>	

For the users who enrolled [DUO Two Factor Authentication \(2FA\)](#), then input either one of the following forms of password (4A, 4B or 4C), follow the format exactly the same as shown:

4A. password (DUO Mobile App – Push)

Click **Send Me a Push**

DUO Notification will be prompt on your mobile.

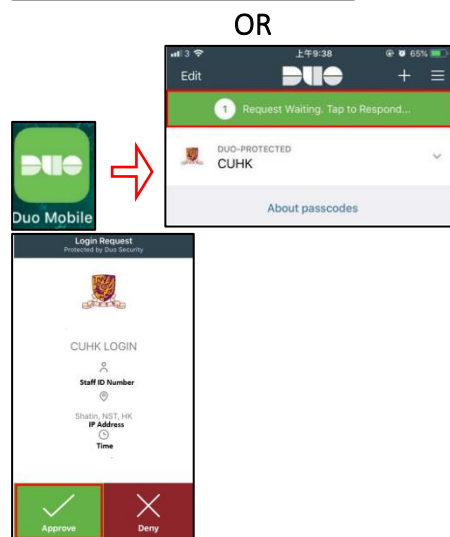
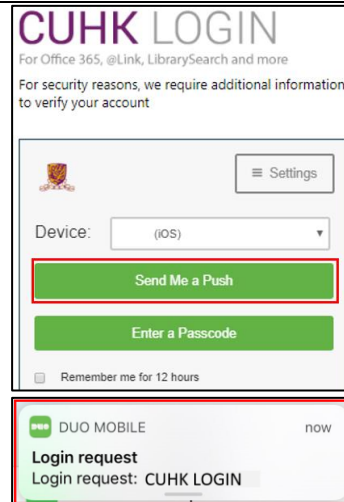
Tap **Login request**

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**.

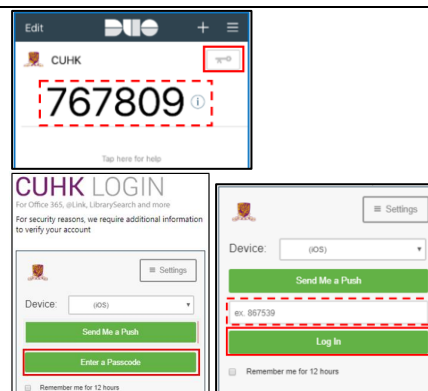
Reminder: Duo Push is not available offline. Please ensure you got a good Internet connection when using this method. Or, you switch to log in with passcode which does not required an Internet connection.


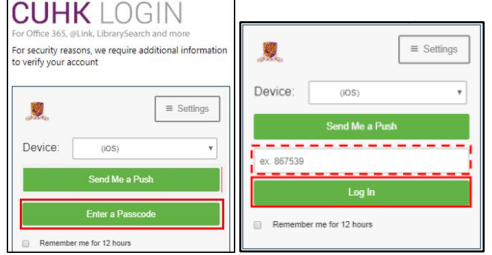
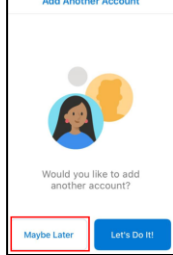
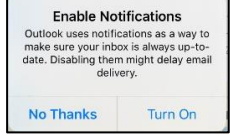


4B. password,passcode (DUO Mobile App – Generate Codes)

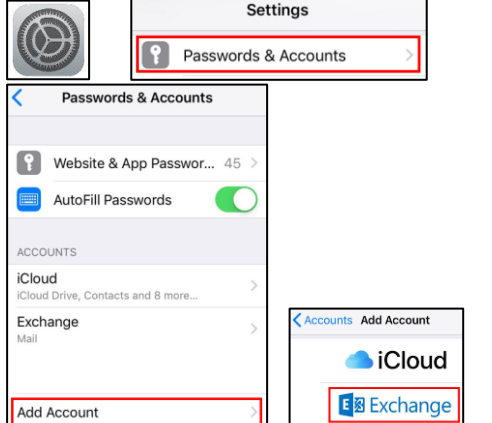
You can get the passcode from your DUO Mobile App. **Open the DUO Mobile App** on your mobile device, then **tap on the key icon** next to your account, a one-time passcode is generated.

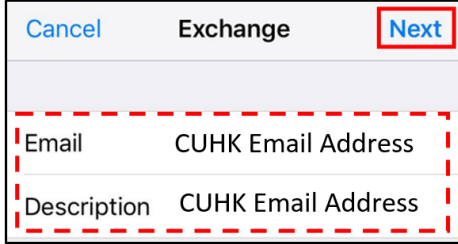
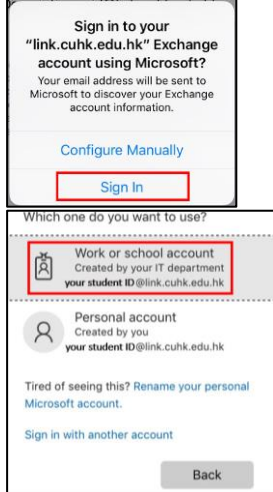

Click **Enter a Passcode**, Log in with **DUO passcode**.



<p>4C. <u>password,bypasscode</u> (Use a temporary DUO Bypass Code)</p> <p>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.</p> <p>Click Enter a Passcode, Log in with <i>DUO Bypass Code</i>.</p>	 
<p>5. Click Maybe Later to complete the setup.</p> <p>Or, Let's Do it! to setup another email account in Outlook.</p>	
<p>6. Select No Thanks to mute the notification from Outlook.</p> <p>Or, Turn On the notification for Outlook App.</p>	

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

<p>1. Open Settings > Passwords & Accounts</p> <p>> Add Account > Exchange</p>	
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<p>2. Enter as below.</p> <ul style="list-style-type: none"> • Email: <i>*CUHK Email Address</i> • Description: <i>*CUHK Email Address</i> <p><i>*CUHK Email Address</i></p> <ul style="list-style-type: none"> • Students: <i>Student-ID@link.cuhk.edu.hk</i> • Staff, <i>alias@cuhk.edu.hk</i> • Alumni: <i>alumni-ID@link.cuhk.edu.hk</i> <p>Click Next.</p>	
<p>3. Select Sign In</p> <p>> Work or school account</p>	
<p>4. Enter</p> <ul style="list-style-type: none"> • <i>*CUHK Email Address</i> • <i>OnePass Password</i> <p><i>*CUHK Email Address</i></p> <ul style="list-style-type: none"> • Students: <i>Student-ID@link.cuhk.edu.hk</i> • Staff, <i>alias@cuhk.edu.hk</i> • Alumni: <i>alumni-ID@link.cuhk.edu.hk</i> <p>Click Sign in.</p>	
<p>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:</p>	

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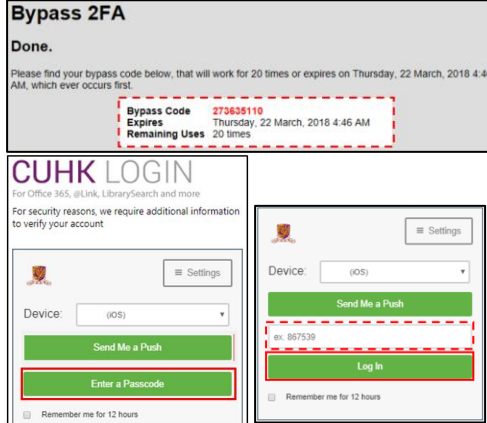
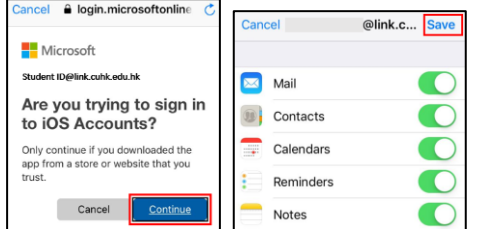
Tap **Approve**.

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<p>6. Continue > Save</p> <p>Now you can use the @link mail in iOS Mail client.</p>	

Prepared by: User Support Services, Information Technology Services Centre

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The Chinese University of Hong Kong