

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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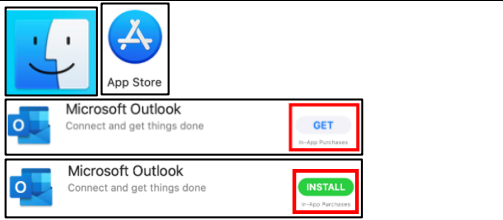
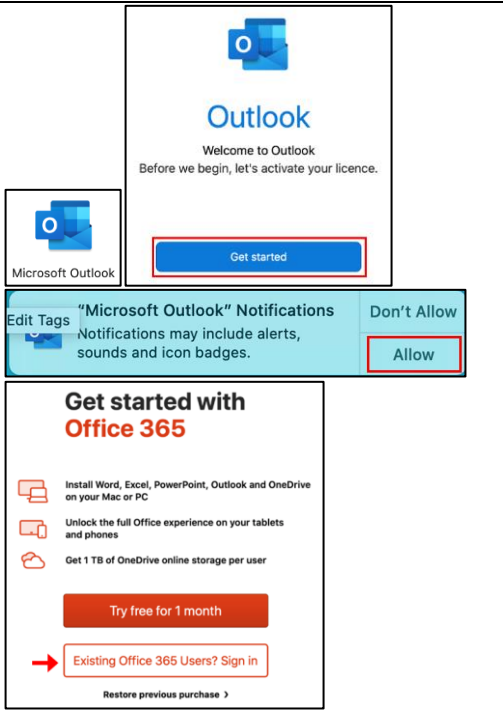
A. Set up Office 365 Mail Account on Outlook (ver 2016 or above recommended)1

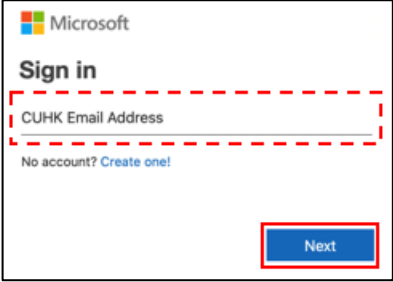
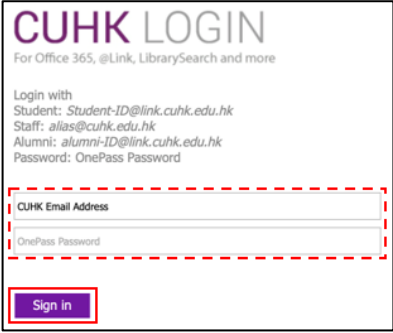
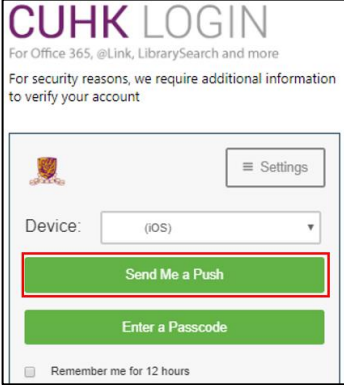
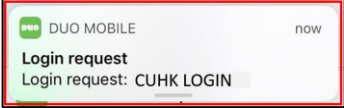
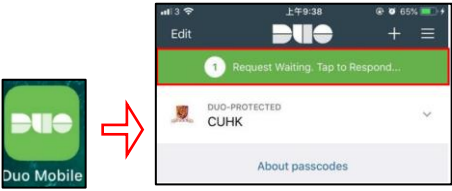
B. Set up Office 365 Mail Account on MacOS Native Mail Client.....4

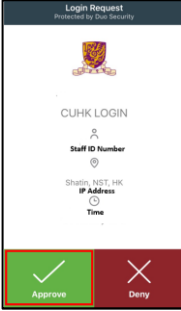
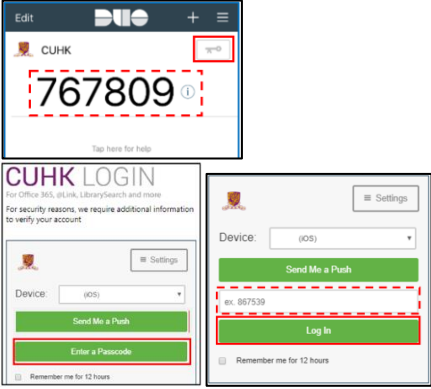
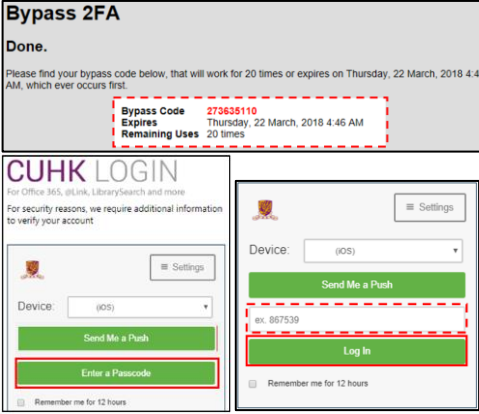
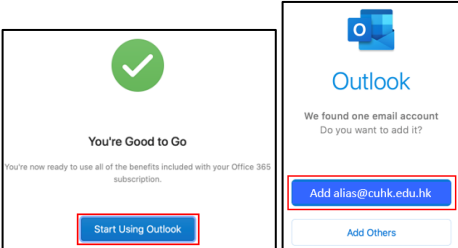
For enquiries, please contact ITSC

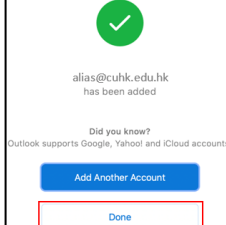
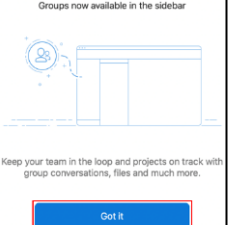
- Hotline: 3943 8845 (during office hours)
- Online Service Desk: <http://servicedesk.itsc.cuhk.edu.hk>

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


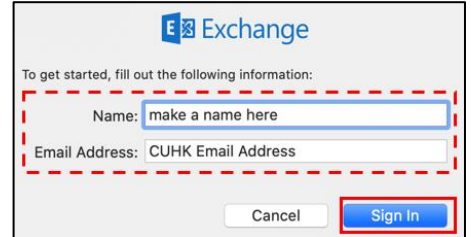
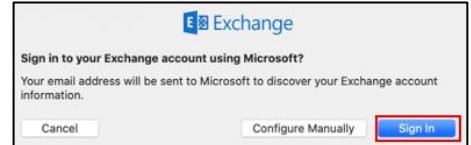
<p>1. Open Finder > App Store > search Outlook</p> <p>> Get Outlook</p> <p>> Install Outlook</p>	
<p>2. Open the Outlook App, click Get Started</p> <p>Click Allow the notification from Outlook, OR, click Don't Allow to mute the notification.</p> <p>> Existing Office 365 Users? Sign in</p>	

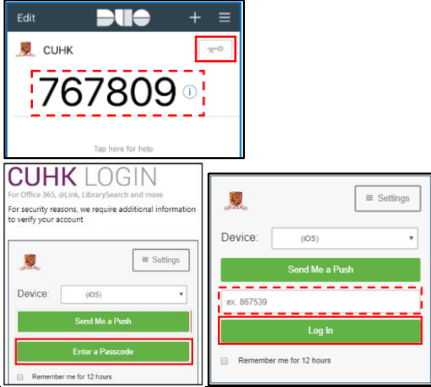
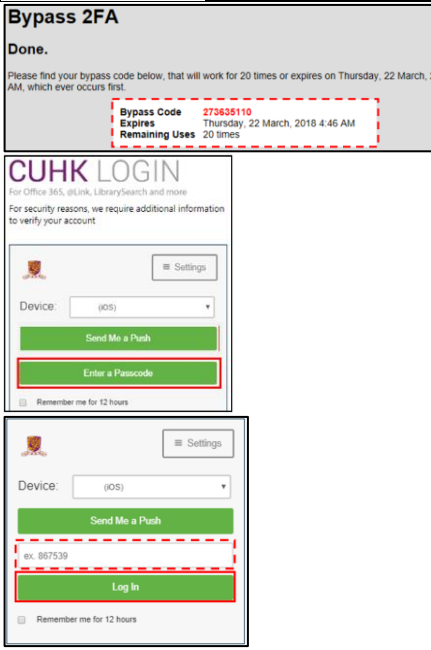
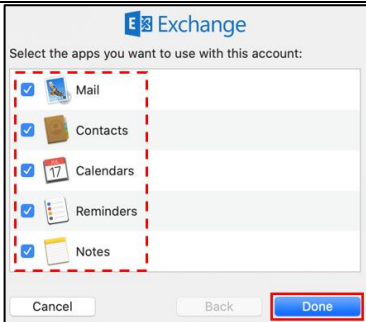
<p>Enter *CUHK Email Address</p> <p>Click Next.</p> <p>Enter</p> <ul style="list-style-type: none"> • *CUHK Email Address • OnePass Password <p>Click Sign in.</p> <p>*CUHK Email Address</p> <ul style="list-style-type: none"> • Students: Student-ID@link.cuhk.edu.hk • Staff, alias@cuhk.edu.hk • Alumni: alumni-ID@link.cuhk.edu.hk 	 
<p>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:</p>	
<p>3A. <u>password</u> (DUO Mobile App – Push)</p> <p>Click Send Me a Push</p> <p>DUO Notification will be prompt on your mobile. Tap Login request</p> <p style="text-align: center;">OR</p> <p>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.</p>	  <p style="text-align: center;">OR</p> 

<p>Tap Approve.</p> <p>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.</p>	
<p>3B. <u>password,passcode</u> (DUO Mobile App – Generate Codes)</p> <p>You can get the <u>passcode</u> 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>	
<p>3C. <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 DUO Bypass Code.</p>	<p>Bypass 2FA</p> <p>Done.</p> <p>Please find your bypass code below, that will work for 20 times or expires on Thursday, 22 March, 2018 4:46 AM, which ever occurs first.</p> <p>Bypass Code 273635110 Expires Thursday, 22 March, 2018 4:46 AM Remaining Uses 20 times</p> 
<p>4. Click Start Using Outlook</p> <p>> Add your Email Address</p>	

<p>Click Done to complete setup, OR Add Another Account as you want.</p> <p>> Got it.</p> <p>Now you can use Outlook on your Mac.</p>		
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B. Set up Office 365 Mail Account on MacOS Native Mail Client

<p>1. Open Finder > Mail</p> <p>Select Exchange</p> <p>Click Continue</p> <p>Enter</p> <ul style="list-style-type: none"> • Make a name here for your Mail profile (you can enter *CUHK Email Address) • *CUHK Email Address <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>> Sign in</p> <p>> Sign in</p>	  
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<p>3B. <u>password,passcode</u> (DUO Mobile App – Generate Codes)</p> <p>You can get the <u>passcode</u> 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>	
<p>3C. <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 DUO Bypass Code.</p>	
<p>4. <u>Uncheck</u> the item which you do NOT want to use with this account.</p> <p>Click Done to complete the setup.</p> <p>Now you can use MacOS Mail client.</p>	

Prepared by: User Support Services, Information Technology Services Centre

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The Chinese University of Hong Kong