

Connect to Office 365 Mail with Outlook 2016

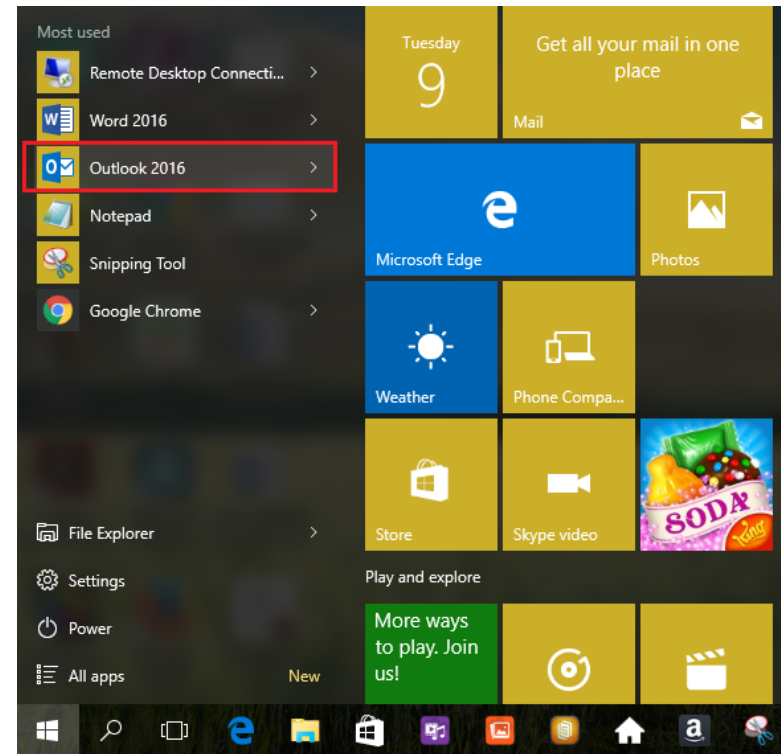
(This user guide is applicable to Outlook 2016, while there will be slight different for lower version of Outlook.)

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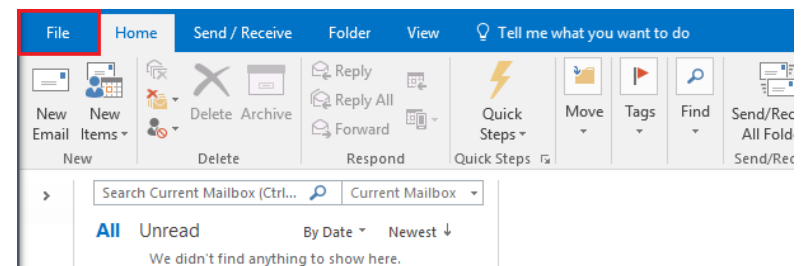
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A. Set up Office 365 Mail Account on Outlook 2016

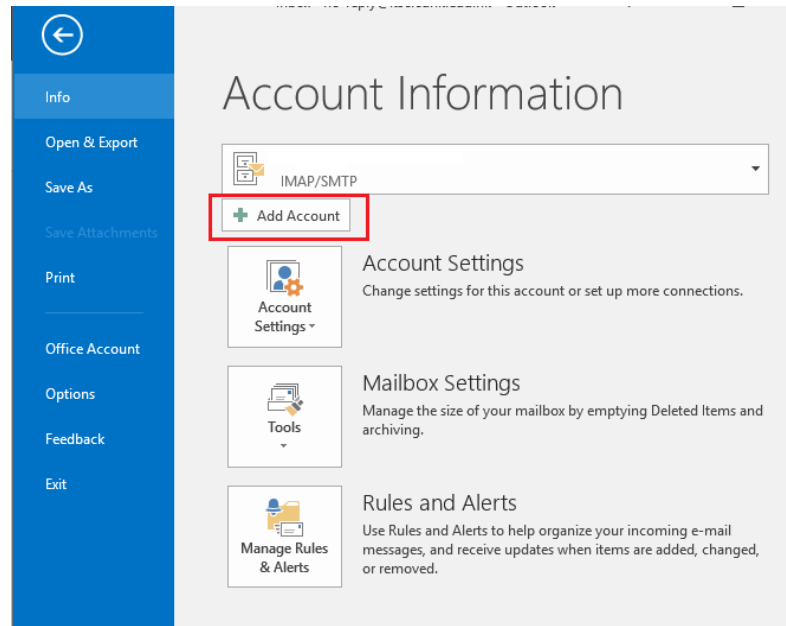
1. Open Outlook 2016



2. Click File



3. Click Add Account



4. Input your CUHK Office 365 Account information:

Your Name: the display name appeared at the “from” field

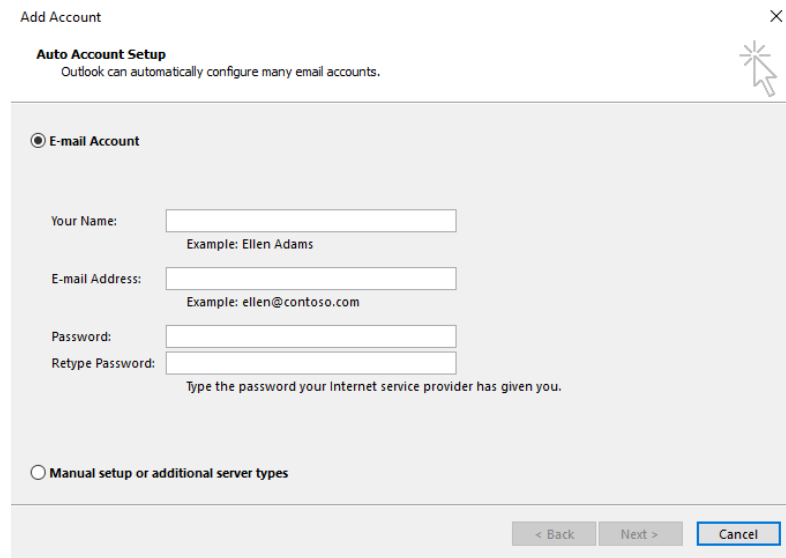
Email Address:

Staff: alias@cuhk.edu.hk OR

Student / Alumni: alias@link.cuhk.edu.hk (Check out your [email alias](#))

Password: OnePass Password

Click **Next**.



5. A CUHK login page window would pop out if you have not signed in your office applications.

Input OnePass password again and click **Sign in**.

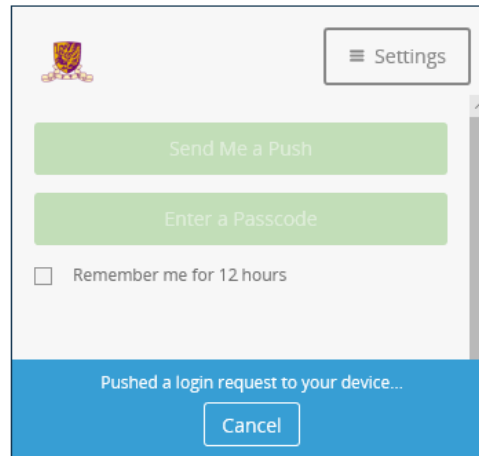
CUHK LOGIN
For Office 365, @Link, LibrarySearch and more

Login with
Student: *Student-ID@link.cuhk.edu.hk*
Staff: *alias@cuhk.edu.hk*
Alumni: *alumni-ID@link.cuhk.edu.hk*
Password: OnePass Password

[Sign in](#)

[? Login Help](#)
[Change Current / Expired Password](#)

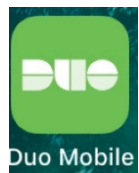
(For Staff only) If you have enrolled your account to use [DUO two-factor authentication](#), you will see the following screen verifying you by the 2nd factor as step 6 below. **Otherwise, please directly go to [step 7](#).**



6A. 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**.

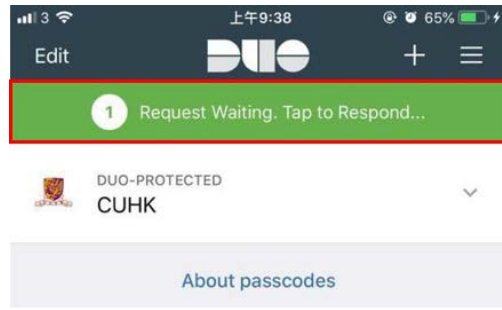


Tap the green bar “**Request Waiting**” on the top. If you do not

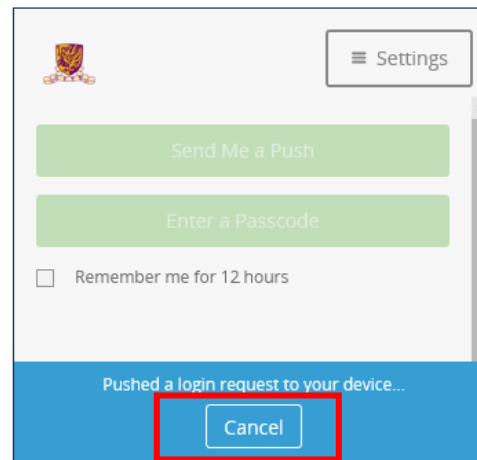
6B. For using DUO Passcode

Click **Cancel**.

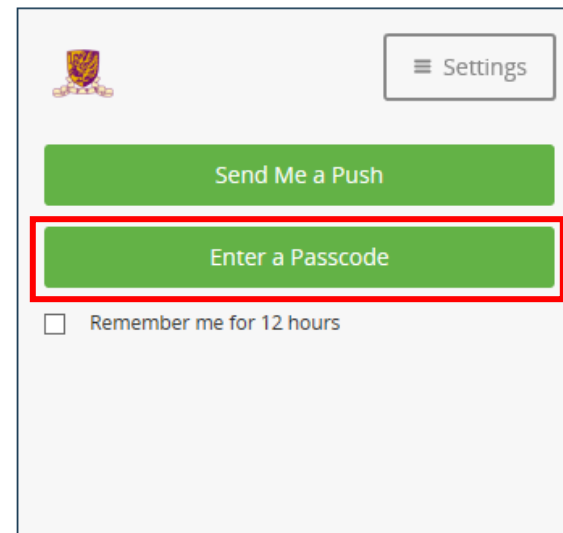
see the bar, please check if you are connected to the internet and slide down to refresh the app.



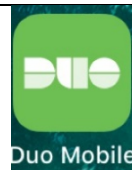
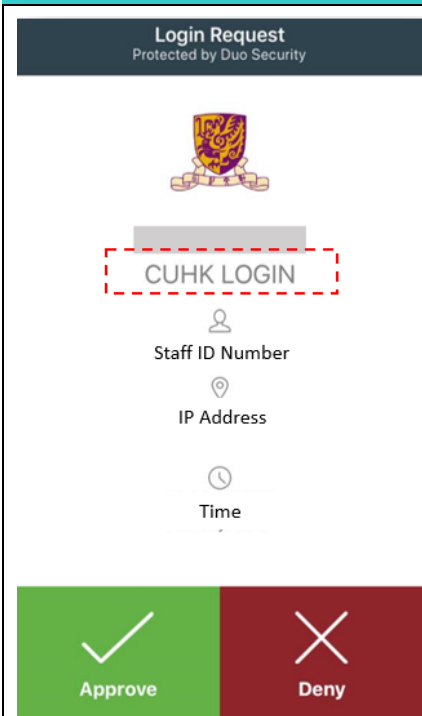
Click **Approve**.



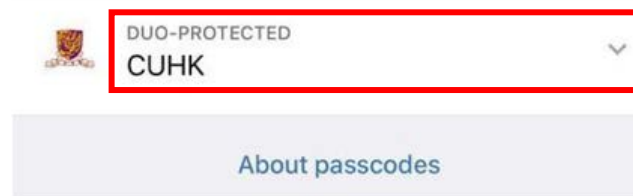
Click **Enter a Passcode**.



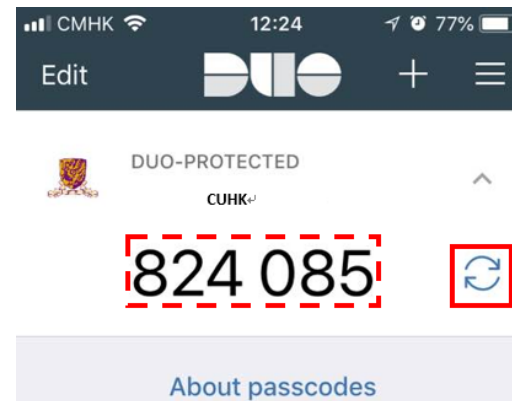
Please open the mobile app **DUO Mobile** on your mobile device.



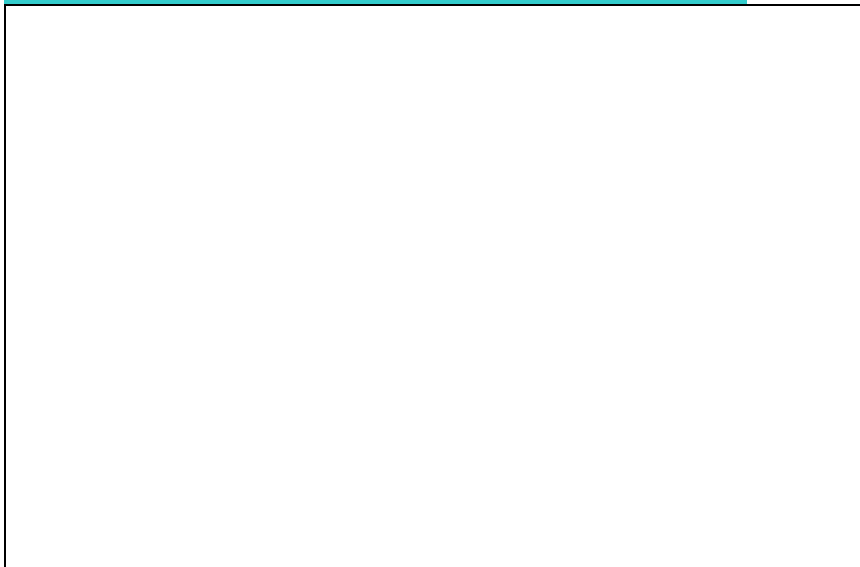
On your mobile, tap **DUO-PRITECTED CUHK** to view the passcode.



You can always refresh the passcode if necessary.

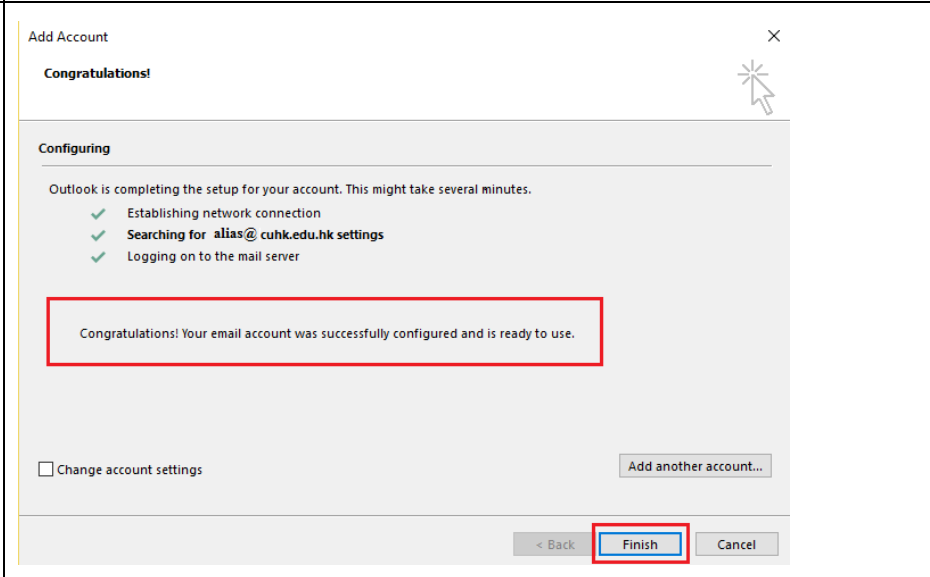
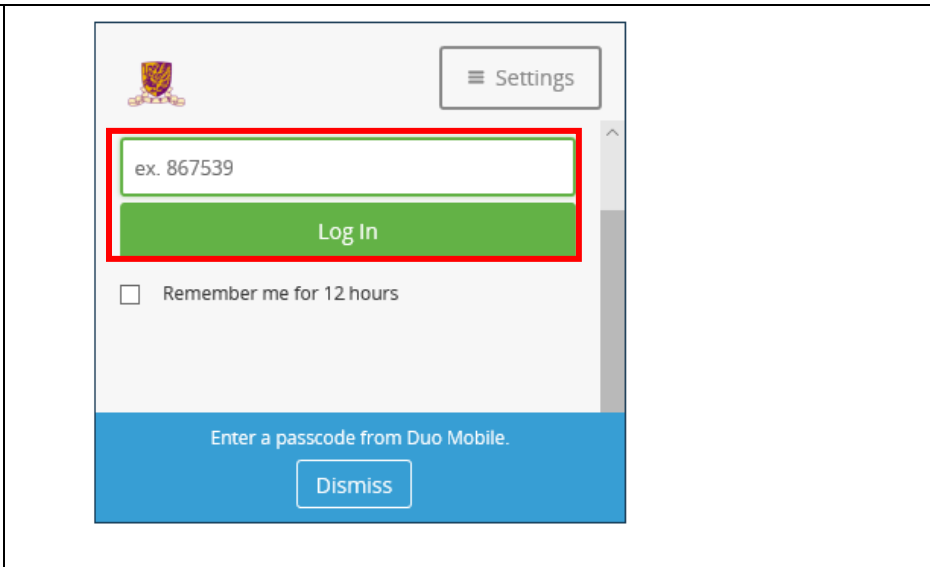


Back to your web browser, please enter the DUO passcode and click **Log In**.

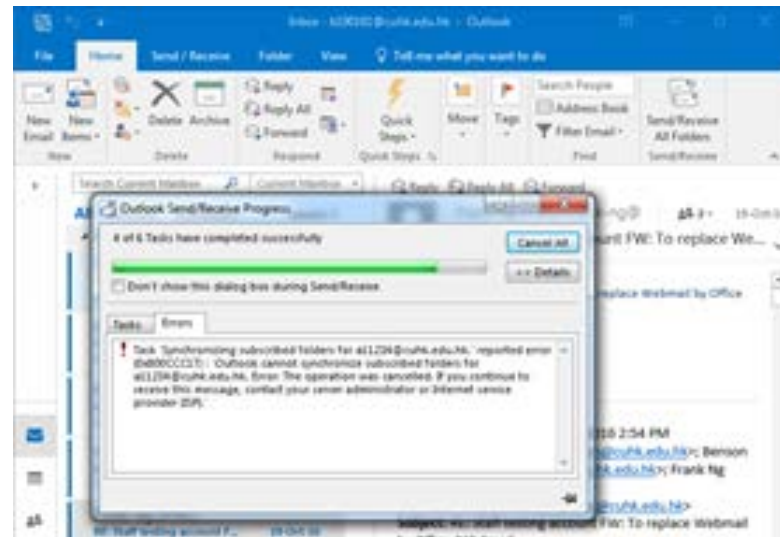


6. Please wait until you see “Your e-mail account is successfully configured and is ready to use”.

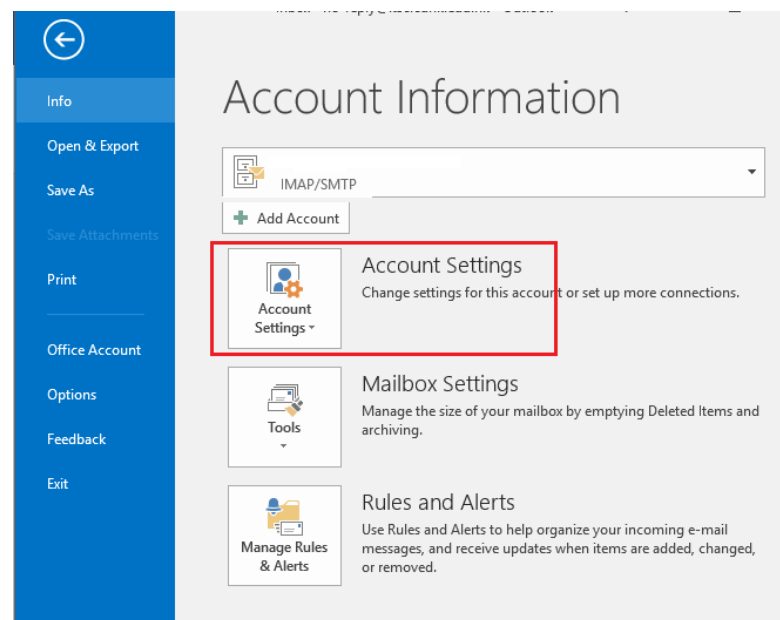
Click Finish.



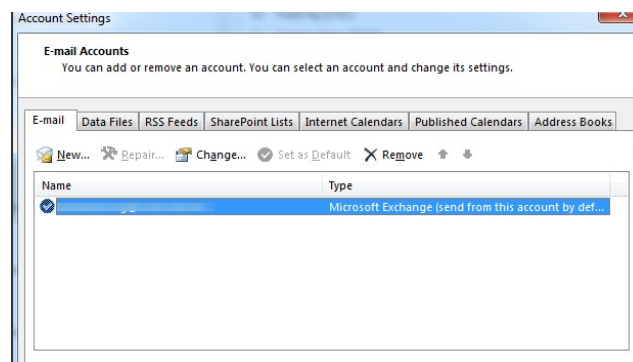
7. The setup is completed and Outlook will start retrieving emails.



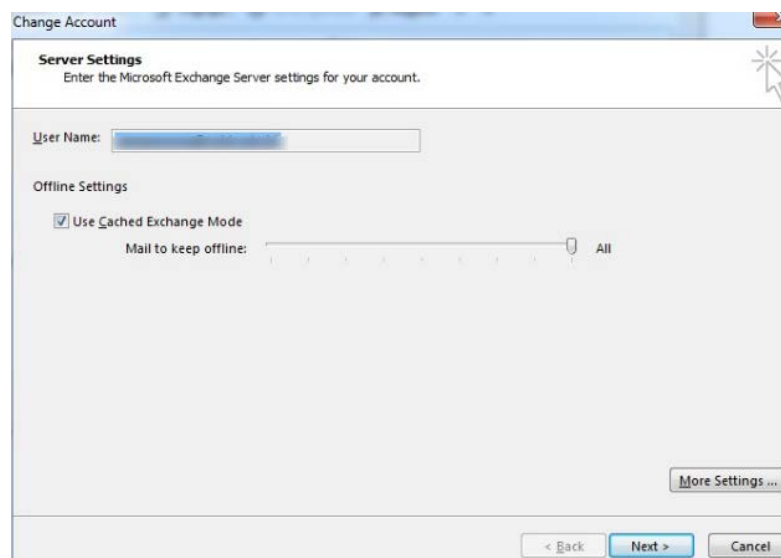
8. Choose **File** on the top menu bar and click **Account Settings > Account Settings...**



9. Double click on the email account you just set up.



10. To enhance your experience on using Outlook, please check Use **Cached Exchange Mode**. Click **Next** to finish the setting.



B. Reference from Microsoft:

- [Download Microsoft and Recovery Assistant for Office 365 to fix Outlook and Office 365 problems](#)

- [Set up email account with different version of Outlook](#)
- [Get started with Office 365](#)
- [Back up your email as an Outlook data file](#)
- [A Youtube video illustrating Outlook file export \(folders, emails and contacts\)](#)

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