

## Use O365 / @Link Mail through Web Access

(This user guide suits for DUO 2FA enabled users.)

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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. Note

- For unexpected error, please **clear the browsing data** ([Chrome](#), [Firefox](#), [IE](#)) then retry.

### B. Use O365 / @Link Mail through Web Access

1. Visit <http://www.cuhk.edu.hk/o365>

Enter

- **\*CUHK Email Address**
- **OnePass Password**

\*CUHK Email Address

- Student: *Student-ID@link.cuhk.edu.hk*
- Staff: *alias@cuhk.edu.hk*
- Alumni: *alumni-ID@link.cuhk.edu.hk*

Click **Sign in**.

Click **No** to not stay signed in or **Yes** if you want to stay signed in.

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

2A. password (DUO Mobile App – Push)

Click **Send Me a Push**

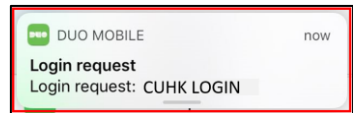
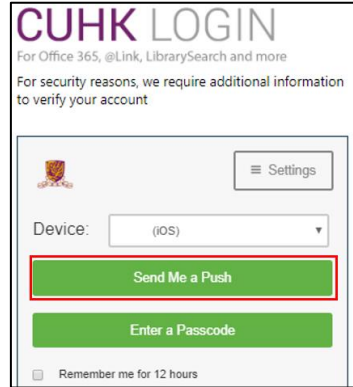
DUO Notification will be prompt on your mobile.  
Tap **Login request**

OR

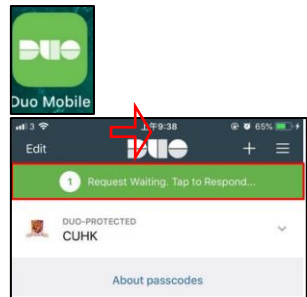
Open the **DUO Mobile App** on your mobile device, then **tap on the notification message**, a Login Request with the information of requesting source is displayed.

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.

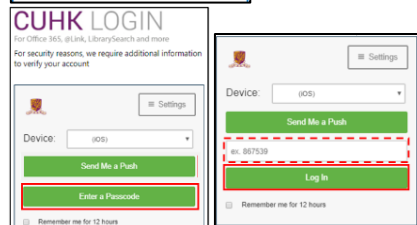
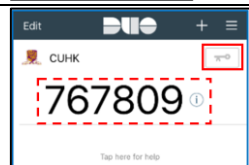


OR



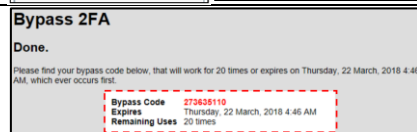
2B. password,passcode (DUO Mobile App – Generate Codes)

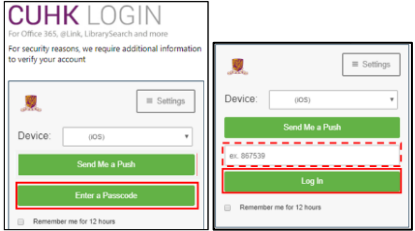
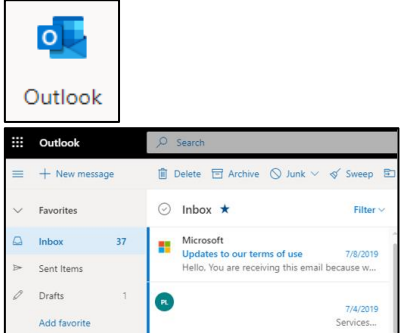
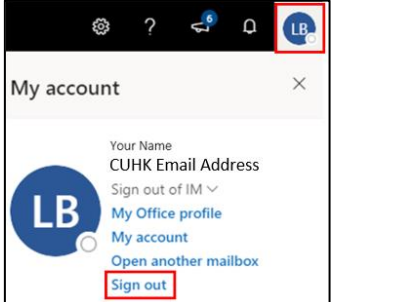
You can get the passcode from your DUO Mobile App. Open the **DUO Mobile App** on your mobile device, then **tap on the key icon** next to your account, a one-time passcode is generated. Click **Enter a Passcode**, Log in with **DUO passcode**.



2C. 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



<p>yourself via DUO Self-Service Portal at <a href="https://duo.itsc.cuhk.edu.hk">https://duo.itsc.cuhk.edu.hk</a>.</p> <p>Click <b>Enter a Passcode, Log in with <i>DUO Bypass Code</i></b>.</p>	
<p>3. Click <b>Outlook</b> to check your mailbox.</p>	
<p>4. After use, click <b>your profile icon &gt; Sign out</b></p>	

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