DUO Two-Factor Authentication (DUO 2FA) User Guide for O365 Applications Login

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<tr>
<th>Version</th>
<th>Update Date</th>
<th>Changes</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.0</td>
<td>2018-05</td>
<td>Initial version</td>
</tr>
<tr>
<td>1.1</td>
<td>2018-06</td>
<td>Added Section 1.3</td>
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</tbody>
</table>
| 1.2     | 2018-07     | Added point 1.1.i and Section 1.2  
Updated Section 1.3 |
| 1.3     | 2018-08     | Updated Section 1.3 note 1 subject |
| 1.4     | 2020-08     | Updated Section 1.2 & 1.3, include “native mail client on Mac OS 10.14 or above” as supported client |
1. About O365 Logon with Duo 2FA

1.1. Prerequisites

i. Updated clients to a version which supports modern authentication.
iii. An enrolled mobile device with ‘Duo Mobile’ app installed.

1.2. Supported Clients

<table>
<thead>
<tr>
<th>OS</th>
<th>Office / Mail clients</th>
</tr>
</thead>
<tbody>
<tr>
<td>Windows OS:</td>
<td>- Office 2016</td>
</tr>
<tr>
<td></td>
<td>- Office 2013 with modern authentication registry key updated</td>
</tr>
<tr>
<td>Mac OS:</td>
<td>- Native mail client on Mac OS 10.14 or above</td>
</tr>
<tr>
<td></td>
<td>- Outlook 2016 for Mac (to be downloaded from Apps store)</td>
</tr>
<tr>
<td>iOS:</td>
<td>- iOS 11 or above + native mail client (bundled in iOS)</td>
</tr>
<tr>
<td></td>
<td>- iOS 10 or above + Outlook App (to be downloaded from apps store)</td>
</tr>
<tr>
<td>Android OS:</td>
<td>- Android 6 or above + Outlook App (to be downloaded from apps store)</td>
</tr>
</tbody>
</table>

1.3. Behaviors Change

After you enrolled your account and device in Duo Self-Service Portal, the login behavior for supported clients will be changed as below:

i. Redirected to CUHK login page;
ii. Requires your login with your
   - Login ID (i.e. alias@cuhk.edu.hk)
   - OnePass Password (1st factor)
   - Duo push response / one-time passcode (2nd factor)

Details are described in below table.

And, you have to follow the User Action to trigger the change in order to use DUO 2FA for O365 login.
**Implementation Item:** DUO 2FA for Staff & Students  
**Affected User:** Enrolled Staff & Students

<table>
<thead>
<tr>
<th></th>
<th>Web Browser</th>
<th>Office Client on Windows OS</th>
<th>Office Client on Mac OS</th>
<th>Mobile (iOS)</th>
<th>Mobile (Android OS)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Outlook Web Access (OWA)</td>
<td>Outlook 2016</td>
<td>Office 2013 with Modern Authentication Registry Key Updated</td>
<td>Office 2010</td>
<td>Outlook 2016 for Mac (to be downloaded from apps store)</td>
<td>iOS (11 or above) native mail client (bundled in iOS)</td>
</tr>
<tr>
<td></td>
<td>Outlook 2013</td>
<td>Office 2013 without Modern Authentication Registry Key</td>
<td>Native mail client on MacOS 10.14 or above (bundled in Mac OS)</td>
<td>iOS (10 or above) Outlook App (to be downloaded from apps store)</td>
<td>Android (6.0 or above) native Gmail client (bundled in Android OS)</td>
</tr>
<tr>
<td></td>
<td>Office 2010</td>
<td></td>
<td></td>
<td></td>
<td>Android Outlook App (to be downloaded from apps store)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Support Modern Authentication?</th>
<th>Yes</th>
<th>Yes</th>
<th>Yes</th>
<th>No</th>
<th>No</th>
<th>Yes</th>
<th>Yes</th>
<th>Yes</th>
<th>No</th>
<th>Yes</th>
</tr>
</thead>
</table>

| Behavior Change | CUHK Login page + DUO login (DUO Push, passcode) | Redirect to CUHK Login page + DUO login (DUO Push, passcode) | Redirect to CUHK Login page + DUO login (DUO Push, passcode) | Redirect to CUHK Login page + DUO login (DUO Push, passcode) | Redirect to CUHK Login page + DUO login (DUO Push, passcode) | Can't login since DUO requires clients support modern authentication | Can't login since DUO requires clients support modern authentication | Redirect to CUHK Login page + DUO login (DUO Push, passcode) | Redirect to CUHK Login page + DUO login (DUO Push, passcode) | Redirect to CUHK Login page + DUO login (DUO Push, passcode) | Can't login since DUO requires clients support modern authentication | Redirect to CUHK Login page + DUO login (DUO Push, passcode) |
| User Action | Nil | Clear Credential Manager [note 1] in order to trigger DUO 2FA login | Clear Credential Manager [note 2] in order to trigger DUO 2FA login | Update Modern Authentication Registry Key [note 3] | Update to supported Office version | Recreate email account in order to trigger DUO 2FA login | Recreate email account in order to trigger DUO 2FA login | Recreate email account in order to trigger DUO 2FA login | Download and switch to use Outlook App | Recreate email account in order to trigger DUO 2FA login | Recreate email account in order to trigger DUO 2FA login | Recreate email account in order to trigger DUO 2FA login |

[note 1] Clear Keychain Access [note 2] in order to trigger DUO 2FA login | Recreate email account in order to trigger DUO 2FA login | Recreate email account in order to trigger DUO 2FA login | Download and switch to use Outlook App | Recreate email account in order to trigger DUO 2FA login | Recreate email account in order to trigger DUO 2FA login | Recreate email account in order to trigger DUO 2FA login
[Note 1: Steps to clear Credential Manager in Windows OS]

1. Quit all Office applications.
2. Click Start > Control Panel > User Accounts > Credential Manager > Windows Credential. (Or, click Start > Control Panel > Credential Manager > Windows Credential)
   a. Select each item whose type is MicrosoftOffice16_Data:ADAL:<GUID>, and then press Delete. Repeat this step to delete all items for your account.
3. Close the Credential Manager window and restart the MS Outlook, it will redirect to CUHK Login page and request for DUO 2FA login.

[Note 2: Steps to clear Keychain Access in Mac OS]

1. Quit Outlook and all other Office applications.
2. Start Keychain Access by using one of the following methods:
   a. Select the Finder application, click Utilities on the Go menu, and then double-click Keychain Access.
   b. In Spotlight Search, type Keychain Access, and then double-click Keychain Access in the search results.
3. In the search field in Keychain Access, enter Exchange.
   a. In the search results, select each item to view the Account that's listed at the top, and then press Delete. Repeat this step to delete all items for your Exchange account.
4. In the search field, enter adal.
   a. Select all items whose type is MicrosoftOffice15_2_Data:ADAL:<GUID>, and then press Delete.
5. In the search field, enter office.
   a. Select the items that are named Microsoft Office Identities Cache 2 and Microsoft Office Identities Settings 2, and then press Delete.
6. Quit Keychain Access and restart the Outlook 2016 for Mac, it will redirect to CUHK Login page and request for DUO 2FA login.

[Note 3: Steps to update Modern Authentication Registry Key for Office 2013]

2. **Login O365 applications with Duo 2FA**

**Steps:**

i. Open the supported Office application or email client, it will be redirected to CUHK Login page.

ii. Input your O365 credential in the fields for
   - **Login ID**, i.e. alias@cuhk.edu.hk and
   - **OnePass Password**, i.e. the 1st factor
   then click Sign in.

![CUHK Login page](https://www.cuhk.edu.hk/en)

iii. Then, you will be asked to provide the 2nd factor. Follow either one of the following steps to continue.

   - **Automatically send a Duo Push**

     During the Device Enrolment in the Self-Service Portal, if you selected “Automatically send this device a Duo Push”, a Duo Push notification will be sent to your enrolled mobile automatically by default when you log in.
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**, the O365 applications should be login successfully.

- **Select ‘Send Me a Push’**

During the Device Enrolment in the Self-Service Portal, it will set “Ask me to choose an authentication method” by default when you log in.
So, when you login O365 applications, you can click **Send me a Push** button for getting a Duo Push notification.

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**, the O365 applications should be login successfully.
• Select ‘Enter a Passcode’

During the Device Enrolment in the Self-Service Portal, it will set “Ask me to choose an authentication method” by default when you log in.

So, when you login O365 applications, you can click Enter a Passcode button.

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.
Input the passcode in the login page, then click **Log In** button.

The O365 applications should be login successfully.

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