

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

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Document History		
Version	Update Date	Changes
1.0	2018-05	Initial version
1.1	2018-06	Added Section 1.3
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
2.0	2022-12	Updated content and screens in Section for the new look and flow of Duo Universal Prompt
2.1	2023-02	Updated Section 2.iii on page 10, include more details for Trust Browser
2.2	2025-10	Updated supported client versions in Section 1

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1. About O365 Logon with Duo 2FA

1.1. Prerequisites

- i. Updated clients to a version which supports modern authentication.
- ii. Enrolled O365 user account & his/her mobile device via Self Service Portal (<https://duo.itsc.cuhk.edu.hk>).
- iii. An enrolled mobile device with 'Duo Mobile' app installed.

1.2. Supported Clients

OS	Office / Mail clients
Windows OS:	- Office 2021 - M365
Mac OS:	- Native mail client on Mac OS 14 or above - MS Outlook app for Mac (to be downloaded from Apps store)
iOS:	- iOS 16 or above + native mail client (bundled in iOS) - iOS 16 or above + MS Outlook App (to be downloaded from apps store)
Android OS:	- Android 11 or above + MS Outlook App (to be downloaded from apps store)

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

	Web Browser	Office Client on Windows OS		Mac OS		Mobile (iOS)		Mobile (Android OS)	
	Outlook Web Access (OWA)	Office 2021	M365	Native mail client on MacOS 14 or above <i>(bundled in Mac OS)</i>	Outlook app for Mac <i>(to be downloaded from apps store)</i>	iOS (16 or above) native mail client <i>(bundled in iOS)</i>	iOS (16 or above) Outlook App <i>(to be downloaded from apps store)</i>	Android (11.0 or above) native Gmail client <i>(bundled in Android OS)</i>	Android Outlook App <i>(to be downloaded from apps store)</i>
Support Modern Authentication?	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Behavior	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)	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)

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**.

Sign In

https://sts.cuhk.edu.hk/adfs/ls/?wa=wsignin1.0&wtrealm=urn:federation:MicrosoftOnline

Welcome to
CUHK

CUHK LOGIN

xxxxx@cuhk.edu.hk

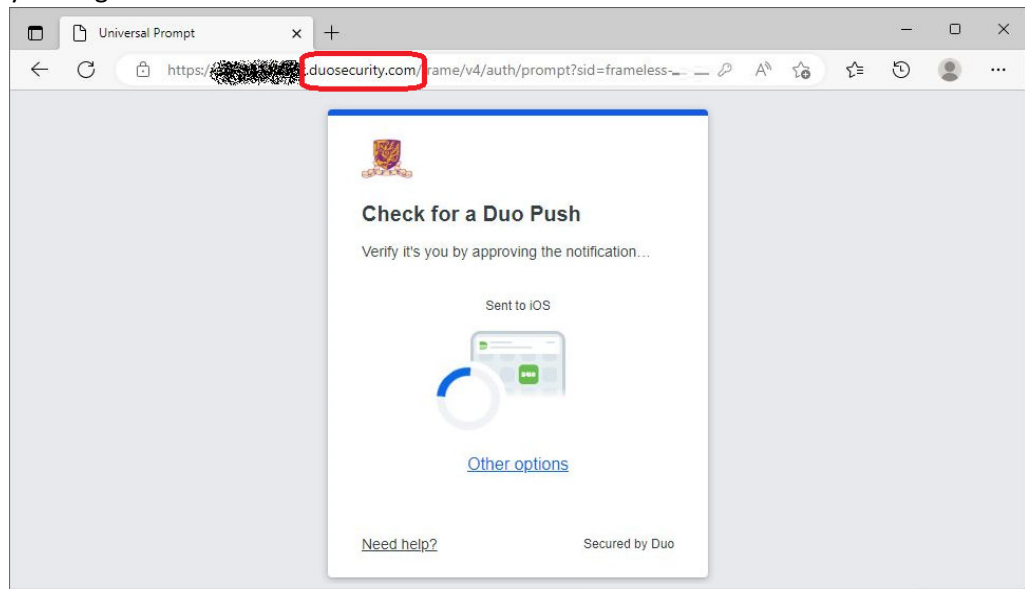
Sign in

- > Login Help
- > Change Password | Forgot Password
- > Forgot Alumni ID | Password
- > Contact ITSC
- > Maintenance Schedule

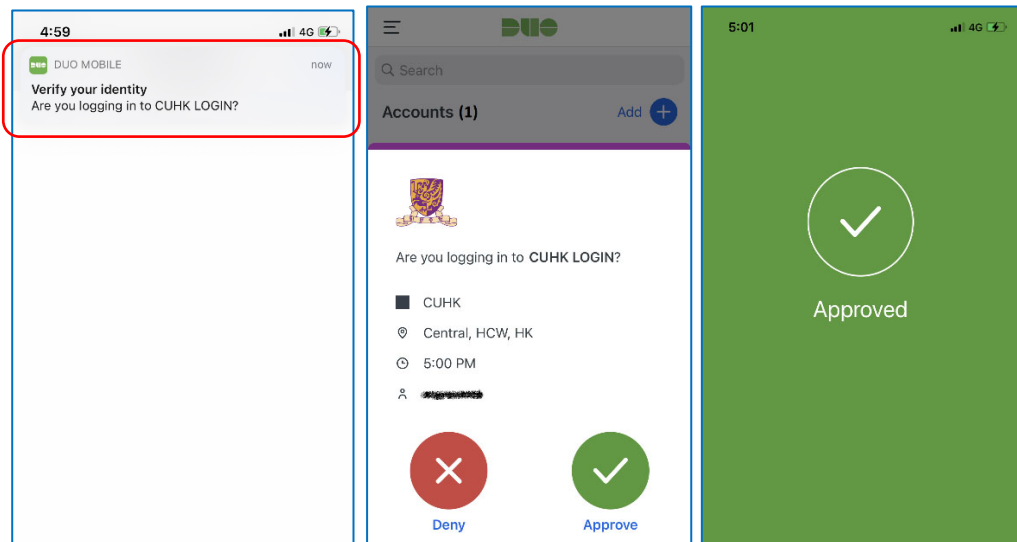
- iii. Then, you will be redirected to a webpage hosted by DUO at “*.duosecurity.com” for 2nd authentication, and you can continue using your last authentication method or select “Other options” to choose another authentication method.

- **Check for a Duo Push**

If you used Duo Push in last authentication, it will automatically send a Duo Push to your registered mobile device.



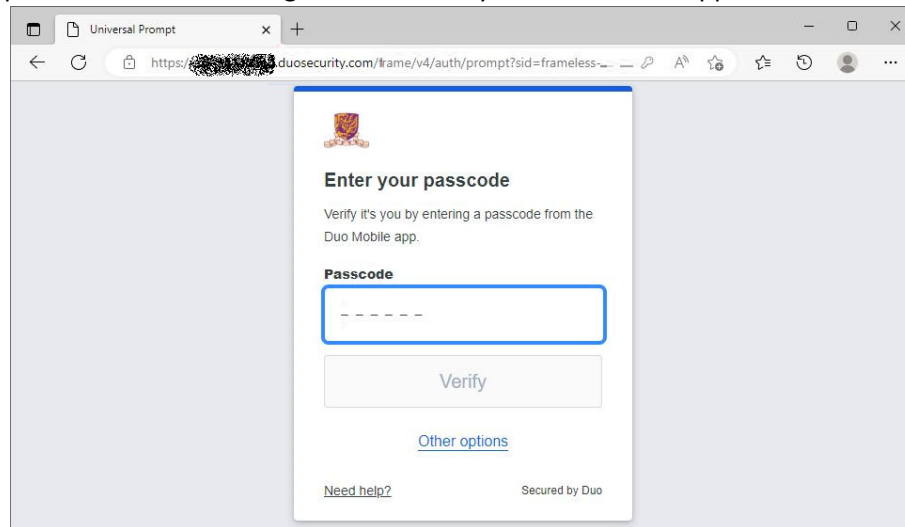
Open the **DUO Mobile App** on your mobile device, then **tap on the notification message**, a Login Request with the information of requesting source is displayed.



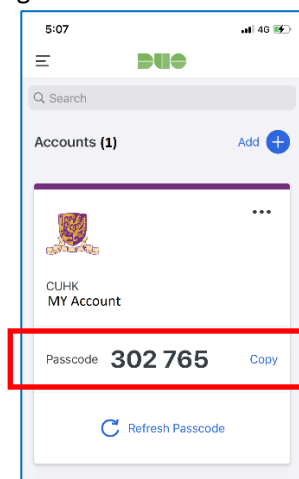
Tap **Approve** to login the O365 application.

- **Enter your Passcode**

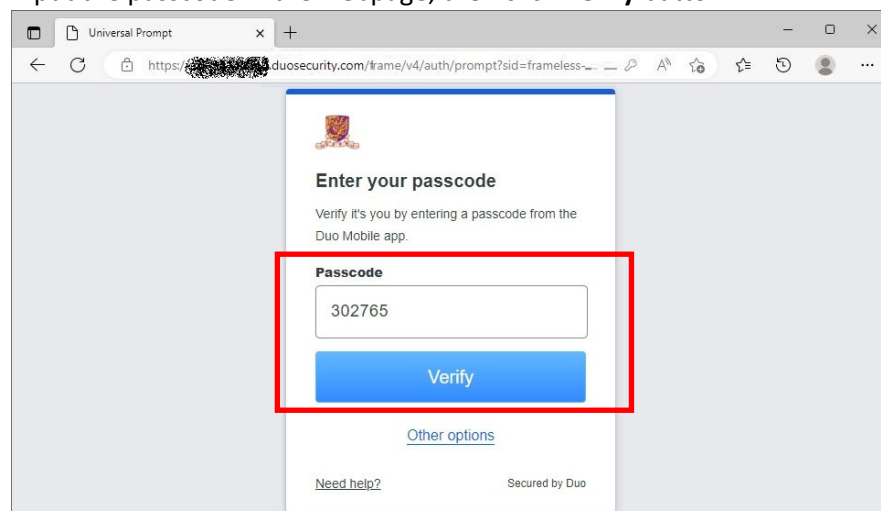
If you used Duo Passcode in last authentication, it will prompt you to enter a Duo passcode which can be generated from your Duo Mobile app.



Open the Duo Mobile App on your mobile device, then **tap on your account**, a one-time passcode is generated.

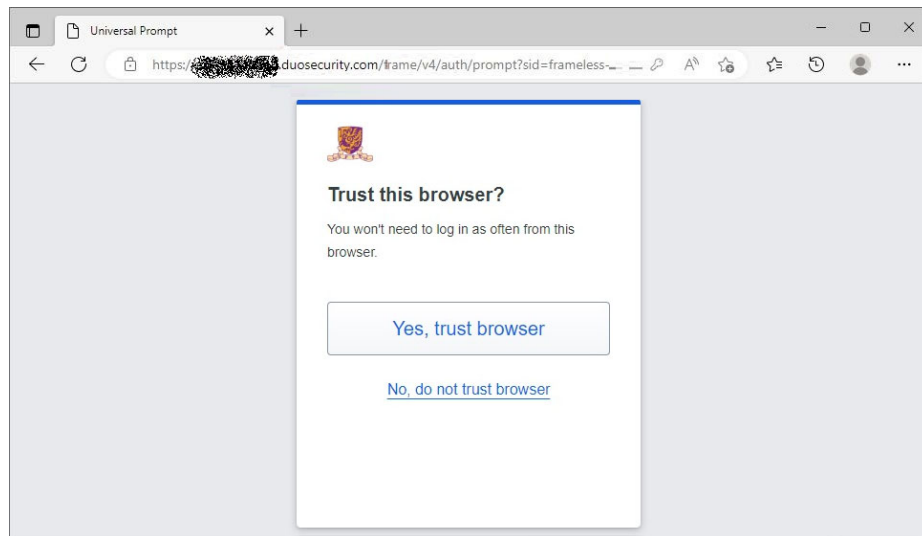


Input the passcode in the webpage, then click **Verify** button.



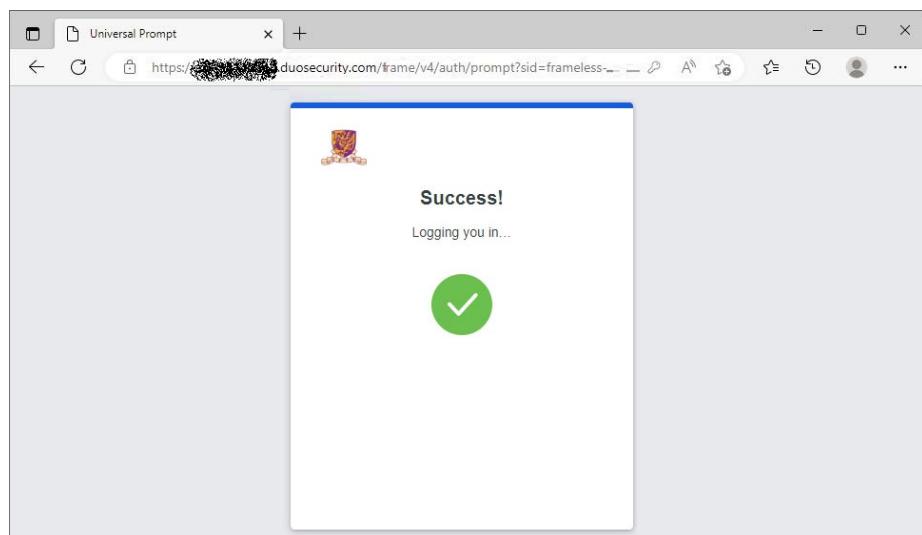
After you pass the authentication, it will show a "Trust This browser?" message.

It is a remember device feature which allows you to skip Duo 2FA when you login any Duo-2FA integrated web application again within 12 hours with the same browser and device.

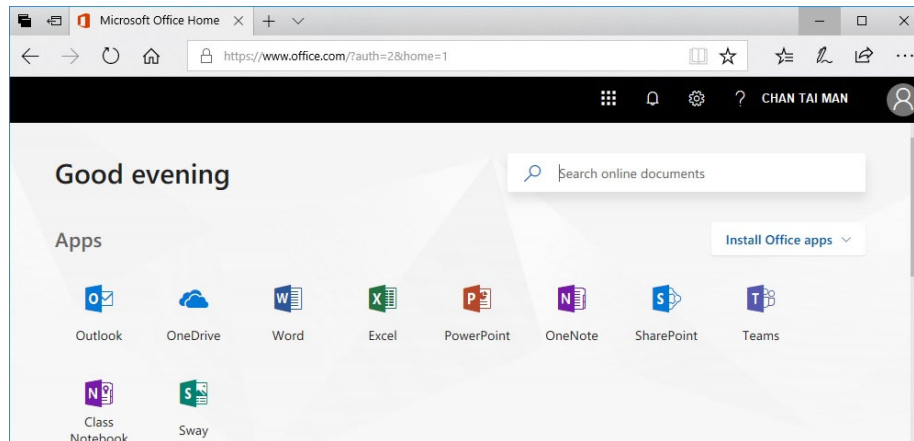


- Click "Yes, trust browser", only if you trust the browser from your own computer.
- Otherwise, click "**No, do not trust browser**" if you don't trust the browser, especially when using a public/shared/untrusted computer.

iv. A Success page will be shown once you are authenticated successfully.



- v. And it should return to the O365 application and login successfully.



- END -