

2FA for Office 365 Tip Sheet



This tip sheet provides information on what to expect as you start using Two-Factor Authentication (2FA) with Office 365. When 2FA for Office 365 is enabled on your account, you will need to take action to ensure you are seeing / receiving your email on your devices. For most up to date information, see <https://its.gmu.edu/service/2fa-for-o365/>.

General Compatibility

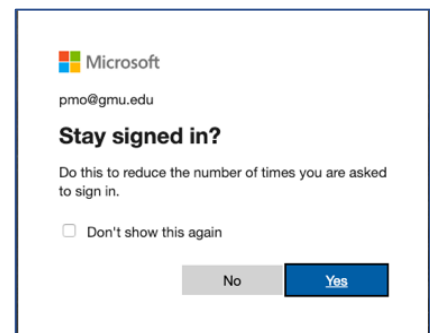
- **Fully Supported (will work with 2FA):**
 - Web: Outlook on the Web (OWA) at <http://mso365.gmu.edu/>
 - Mobile: Outlook mobile apps (Android 5.0+ or iOS 12+)
 - Desktop: Outlook 2016 or higher (desktop)
- **Not Supported (may work, but not guaranteed):** Mac Mail (requires Mojave OS), iOS native mail app (requires iOS 11+)
- **Not Compatible (will not work):** Android native mail and calendar apps; IMAP mail clients such as Thunderbird, Gmail, and more

Access Your Office 365 Account After the Change

Web – Do this first

Log in using your credentials at <http://mso365.gmu.edu/>.

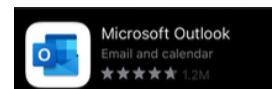
1. Log out and log back in – this refreshes your session and guarantees the 2FA prompt is seen
2. If prompted and not on a shared machine, ITS recommends that you use the "Stay Signed In" option; This reduces the number of login prompts



Mobile

Apple iOS Users

- Ensure your device is running the latest operating system (requires: iOS 12+)
- Outlook Mobile App: Install Outlook Mobile from your device's app store or from <https://products.office.com/en-us/outlook-mobile-for-android-and-ios> and log in using your Mason credentials & 2FA. Turn off your existing iOS native mail and calendar when enabling Outlook Mobile to prevent data loss and prompts for login from that account; See [How to Set-Up Outlook Mobile Email and Calendar for Apple iOS](#)
- Apple Native Mail: If you wish to continue using Apple's native mail client (not recommended and not supported), you may need to reset your account by DELETING and RE-ADDING your Mason Exchange Account on your device; See [How to Use Apple iOS Mail Client and Use 2FA](#)



Android Users

- Ensure your device is running the latest operating system (requires: Android 5.0+)
- Outlook Mobile App: Install Outlook Mobile from your device's app store or from <https://products.office.com/en-us/outlook-mobile-for-android-and-ios> and log in using your Mason credentials & 2FA; See [How to Set-Up Outlook Mobile Email and Calendar for Android](#)
- Android Native Mail: The Android native mail app is NOT COMPATIBLE with 2FA; Remove your Mason account



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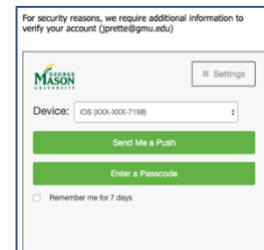
Desktop Clients

ITS supports the Microsoft-based applications as these are guaranteed to work with the Microsoft modern authentication and 2FA. For additional information about application support with Duo and Office 365, visit https://help.duo.com/s/article/4614?language=en_US.

- Outlook Desktop Client (**Requires Office 2016 or higher**)
 - Windows/PC or Apple/Mac devices
 - 2FA prompt will appear the next time the application checks for your password
 - You may need to re-enter your password and 2FA multiple times in a row as your account refreshes
 - If you experience repeated issues, you may need to remove and re-add your account
- Mac Apple Mail (**NOT SUPPORTED**)
 - Apple Mail may work with 2FA and Office 365 for computers running OSX 10.14 (Mojave) or newer. You may have to perform additional steps to set this up, including deleting and re-installing your email account within the application
- Thunderbird/Gmail/Other Clients (**NOT COMPATIBLE**)
 - These are not compatible with 2FA, as they do NOT support the technology Microsoft requires for 2FA; you must either use the Web Browser or MS Outlook

Overall Expectations

1. **Frequency:** You won't be prompted to log in any more than you already do. You will just see 2FA when you DO need to log in.
2. **Requirements:** Applications must support "modern authentication" – the web-based login used by Office 365 that provides a standard login experience regardless of application or type of device.
3. **2nd Factor Options:** Only Duo Push and Passcode (e.g. via Duo Mobile, printed bypass code, or Yubikey) options are available for Office 365 applications. For the full list of authentication options, see [List of 2FA Authentication Options](#).



Why 2FA for Office 365

2FA for Office 365 provides additional security on ALL Office 365 applications, including email, calendar, OneDrive, etc. This also allows for use of additional applications within the Office 365 Suite such as MS Teams, Windows Virtual Desktop (VDI), and Project Online. 2FA for Office 365 will be required for all Mason employees in Late Spring 2020.

Unlike other applications that already use Mason's 2FA, Office 365 is a service that has multiple points of entry including, desktop applications, mobile applications, web applications, and 3rd party applications. Each point of entry may behave slightly differently based on user, operating system, hardware, and/or browser.