Modern Authentication – IMAP and POP3 Protocol Removal

Effective: January 20th, 2022
Last Updated: January 20th, 2022

To enhance email security for students using Office365, Graduate Center IT will no longer support less secured email legacy protocols. The IMAP and POP3 protocols will be disabled for users accessing the Office 365 cloud environment respectively on January 20th and January 27th.

How to use Outlook Web Access (OWA) for Office 365:

Outlook web app (OWA) for Office 365 is browser-based (e.g., Microsoft Edge, Firefox, Google Chrome, etc.) access to your Office 365 account. With OWA, it is only necessary to open your web browser and type in a web address; you do not have to install an email client program on your machine.

Logging In to OWA
1. Open your web browser and go to [https://outlook.office.com/](https://outlook.office.com/)
2. In the Sign In field, type in your username@gradcenter.cuny.edu
3. In the Password field, type your Password
4. Click Sign In. You will be prompted to complete Two-Step authentication

1. What are the Systems Requirements and Supported Email Applications required in Modern Authentication?

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<tr>
<th>Operating Systems</th>
<th>Supported Email Apps</th>
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<td>Windows 10</td>
<td>• Outlook for Office 365</td>
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<td></td>
<td>• Outlook 2016 / 2019</td>
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<td>MacOS 10.14 or above</td>
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<td>Linux Platforms</td>
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</table>
2. **What are the hardware requirements for Microsoft Office 365?**

Check [Microsoft 365 and Office Resources](#) for hardware requirements.

3. **How to download a copy of Microsoft Office?**

You can download MS Office (including Outlook) for free from CUNY. Instructions are available; [How to download a copy of Microsoft Office](#).

4. **How do I install the Office 365 software and set up email on my personal devices?**

The Microsoft Outlook app is the recommended way to access your email on your personal devices. You will need to *remove* your existing account (configured to use IMAP/POP3 protocol) and add a new Exchange account.

*Highly recommended to back up a copy of your email before removing your account*

To delete an existing account:

1. Start **Outlook**
2. Tab the menu button on the upper left corner
3. Tab the **Settings** button
4. Select the account that you want to remove
5. Tab **Delete Account**

To add your Exchange Online email account:

1. Start **Outlook**
2. Tab the menu button on the upper left corner
3. Tab the **Settings** button
4. Tab **Add Account** and then select **Add Email Account**
5. Enter your **email address** (i.e., username@gradcenter.cuny.edu) and **Add an account**
6. Enter your password when prompted to sign-in
7. Approve the MFA login request
8. Add another account if necessary
9. Enable the notification if necessary

Please enter your email address/password during the first sign-in and then approve the MFA sign-in request when prompted.

Microsoft’s support page also contains additional installation instructions for PCs, Macs, and mobile devices.

- [Install Apps on Mobile Devices](#)
- [Install Office Using Office 365](#)
- [Phone and Tablet Setup Reference](#)
- [How to set up email on Apple iPhone, iPad, and iPod Touch](#)
- [How to set up email in Mac OS X](#)
5. **How to add my GC email as an Exchange account to various mail applications?**

You will need to remove your existing account and add a new Exchange account after migrating to Exchange Online for all mail clients. When adding your student email, make sure you select 'Exchange' as an account type, sign in with your email address (i.e., username@gradcenter.cuny.edu) and password (as well as 2FA sign-in) accept the permission request if prompted. In case you need to specify the outgoing email server, please use the following SMTP server as below:

- Server: outlook.office365.com
- Port: 587
- Encryption method: STARTTLS

6. **What is Multi-Factor Authentication for Office365?**

Multi-factor authentication (MFA) is a security enhancement that requires two forms of verification when using your Office365 Login and adds critical protection for your sign-on credentials.

7. **Why is the GC deploying MFA?**

We are deploying MFA for CUNY Office 365 in response to a dramatic rise in the scope and sophistication of phishing, spear phishing, and malware attacks targeting our students, faculty, and staff. The high rate of successfully compromised passwords is a severe and pervasive threat to information security at the Graduate Center. [How do I Enroll in MFA? [support.microsoft.com]]

8. **How do I protect Office 365 accounts from cybercriminals?**

The Graduate Center is enforcing **180 days password expiration policy**. Passwords that have not been modified within 180 days will expire on that date.

9. **How do I change my Office 365 password?**

- Sign in to [https://login.microsoftonline.com](https://login.microsoftonline.com) using your @gradcenter.cuny.edu account
- Go to Settings (gear icon), click on "Change my Password"
- Enter your old password
- Create a new password and confirm it
- Select the Submit to finish and change your password

You will need to know your account username (the part before the @ sign in your email address) as well as your current password. Your new password must comply with the password complexity requirement.
10. What happens if your password expires?

- In a web browser, go to the Office 365 Portal at Office365 Login
- Attempt signing into your account using your existing (expired) password; you will see a message that your password has expired
- Follow the prompts to change your password
- Restart your browser (or switch to another browser) and sign in to Office365 Login again with your new password to ensure the new password is working
- On your iPhone and/or Outlook for Mac email application, edit the password to match the one you created in the previous step

11. What happens if I forgot my O365 password?

Follow these instructions to use Self-Service O365 Password Reset to reset your password.

12. How do I register for self-service O365 password reset?

Follow these instructions to Register 0365 self-service password reset.

13. How to configure MFA to use another authentication app?

By default, the MFA validate code is sent to your phone. If you prefer to use another authentication app, follow these instructions to setup authentication app.

14. I don't have a phone. Can I still enroll in MFA?

Yes, Google Voice and Twilo Authy are 3rd party products that you can be utilized on a desktop computer as a workaround.

After you have installed Authy, follow these instructions to set up an authentication app by selecting "I want to set up a different authentication app."

*Note that GC does not provide support for 3rd party products