Multi-factor Authentication (MFA) was introduced when GC mailboxes were migrated to M365. With MFA enabled, re-authenticating every two weeks on every device is required. MS Outlook will stop sending and receiving any emails until it is re-authenticated.

Instructions to re-authenticate the M365 Outlook.

For M365 Outlook on Mac OS:

1. In M365 Outlook, click on the button (the color of the warning icon may vary) next to your email address on the left pane, see Figure 1 or Figure 2:

2. You will get a prompt to authenticate. Enter your CUNYfirst password and select your authentication method:

3. After completing MFA re-authentication, you will see your GC M365 mailbox updating and displaying your latest emails.