Duo for Office 365 Guide

Duo for Office 365 Guide

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Introduction

The guide applies to all clients who require access to Office 365 resources when outside of the MTA network. It covers what clients will experience when trying to access their email on a web browser, smartphone or PC as well as other services such as Skype, OneDrive, etc.

It is assumed that the user has already enrolled in Duo. If you haven't enrolled in Duo, please refer to the instructions provided in KB0013941.

What is two-factor authentication?

Two-factor authentication adds another layer of security to your MTA network access. It verifies your identity with a ***second factor*** using your phone or other mobile device, which allows only you to log in even if your password is compromised.

Why is MTA providing this?

Passwords are increasingly easy to compromise. They can often be stolen, guessed or hacked. This second step will increase the security of MTA information, data and documents.

How Duo works

1. **Enter username and password as usual**

2. **Use your phone to confirm your identity**

3. **Log in securely**

Duo Enrollment Guide for Two-Factor Authentication

Once you have enrolled in Duo you are ready to go: Just log in normally with your username and password, and then use your mobile device or another method to verify your access.

General guidelines

The following table shows scenarios where you will require Duo to authenticate and others where you will not:

Outside MTA Network Duo prompt will appear	Inside MTA Network Duo prompt will NOT appear
• Checking email on a PC from your home with Outlook.	• Checking your email on your desktop or Thin Client at any of the MTA locations.
• Registering your MTA account with the Outlook or Skype Apps on a smartphone.	• Checking your email or Skype when already logged into the MTA network with Citrix or SSL VPN (*1).

(*1): When connecting from home to the MTA using Citrix or SSL VPN (which will require you to authenticate with Duo), you will not be required to use Duo again for Outlook, Skype and any other Office 365 services given that you are "virtually" in the internal MTA network.
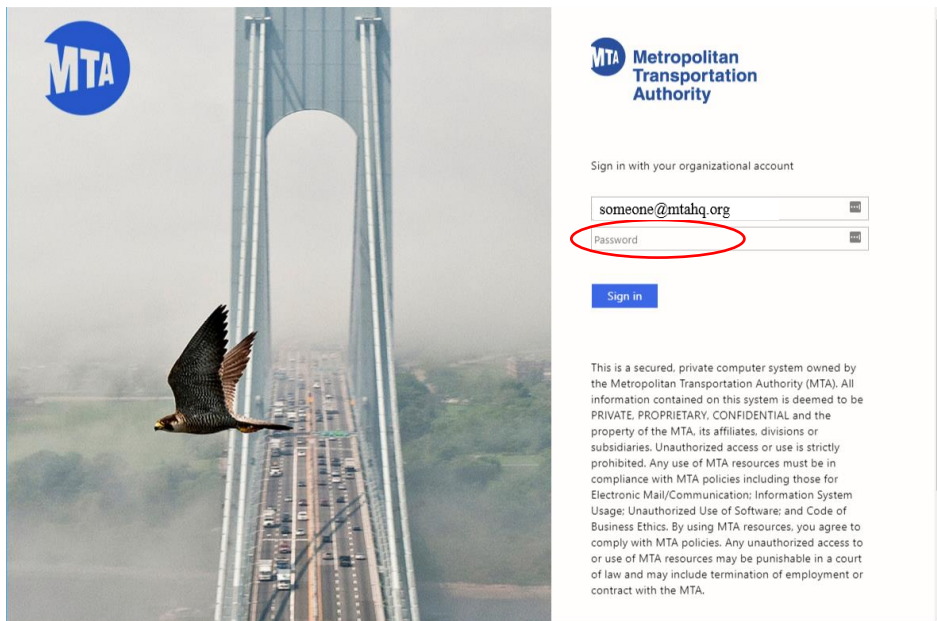
Authenticating to Office 365 resources on a Web Browser

1) Open a Web browser.
2) Go to any of the following links:
   a. https://portal.office.com
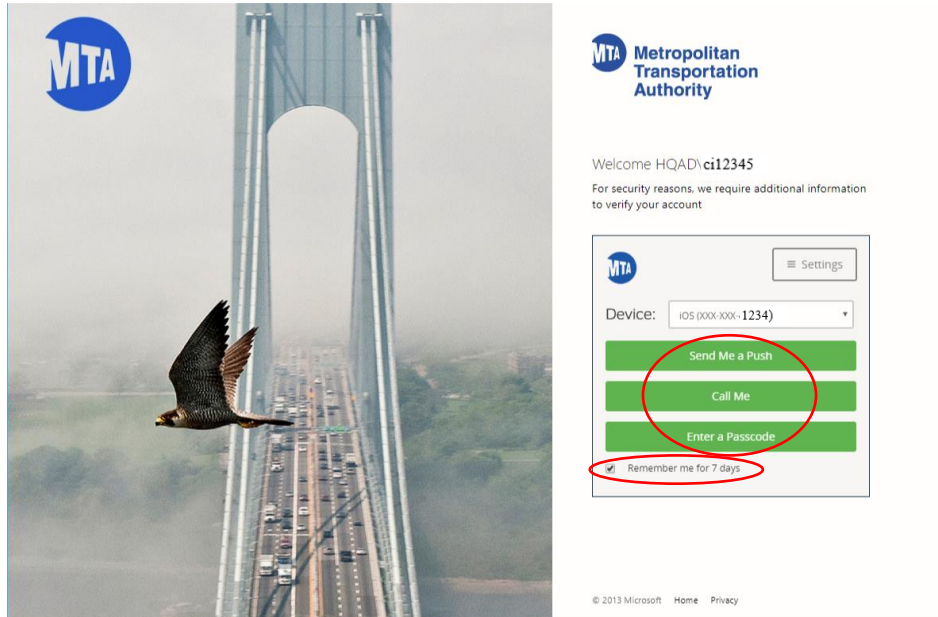   b. https://outlook.office.com
3) Type your user name (email account).
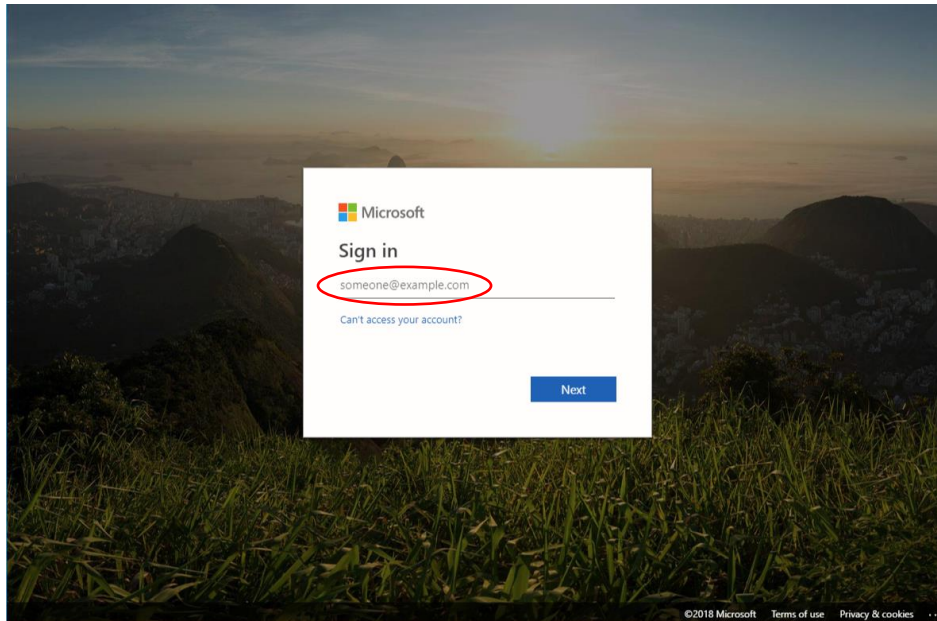
4) You will be presented with MTA's login screen. Type your password (your network password).
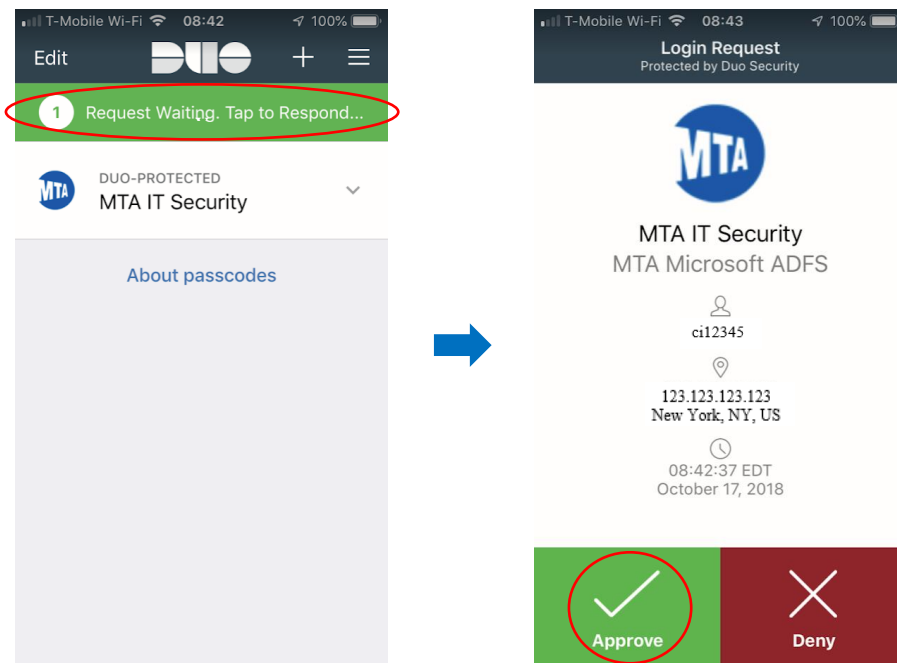
5) Once presented with the Duo screen, choose the authentication method you selected when enrolling with Duo and follow the instructions. To avoid having to re-authenticate with Duo every time you sign in, tick the "Remember me for 7 days" option only if you own or trust the computer you are using. Do not tick this option on shared computers in public locations such as cyber cafes, etc.

a) For users of the Duo App on a smartphone, select "Send Me a Push". When prompted on your smartphone, open the Duo App. Tap on the "Request Waiting" banner and on the next screen select "Approve".
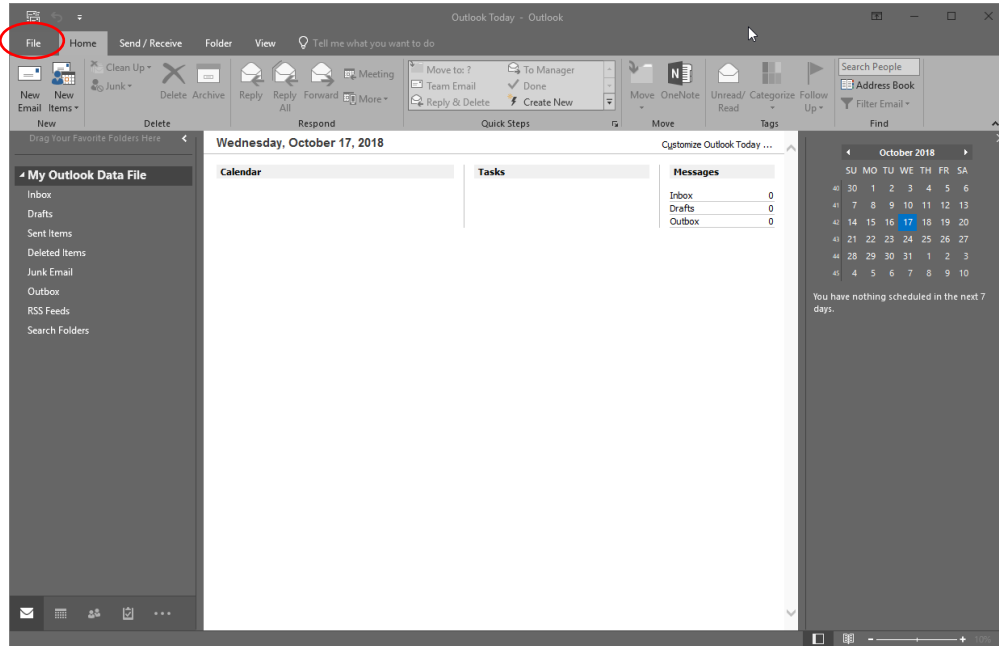

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b) For users who selected the landline option when enrolling with Duo, select "Call Me" and you will receive a call. Answer the call and press any key to authenticate.

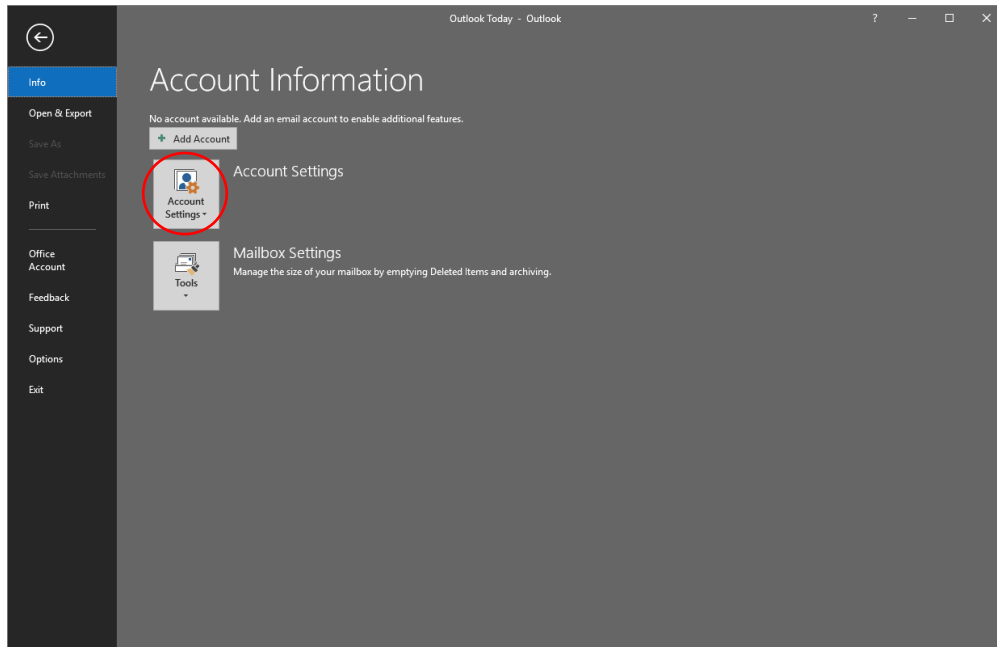6) You can now use Outlook on your Web browser.

Adding an email account to Outlook on a Windows computer
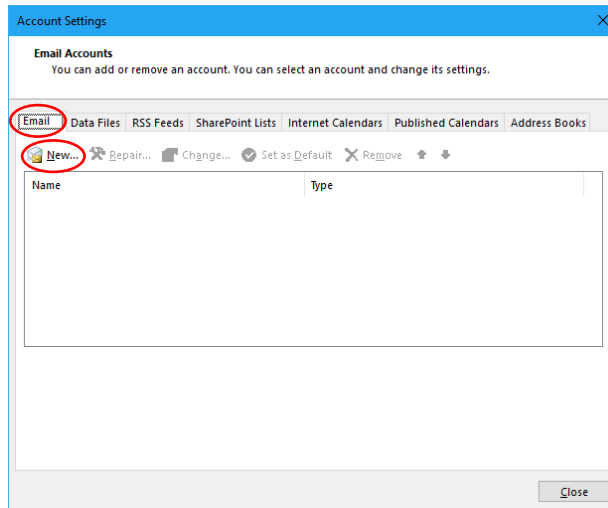
1) Open Outlook and click on the File tab.

2) Clicking on "Account Settings" will bring up a list of three items. Click on "Account Settings…"
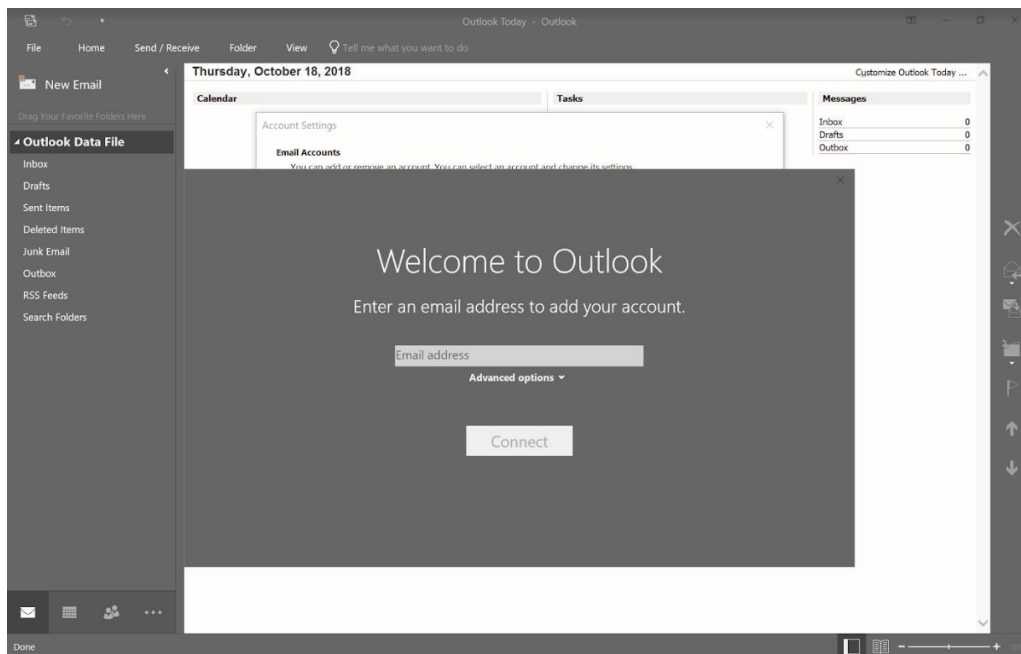
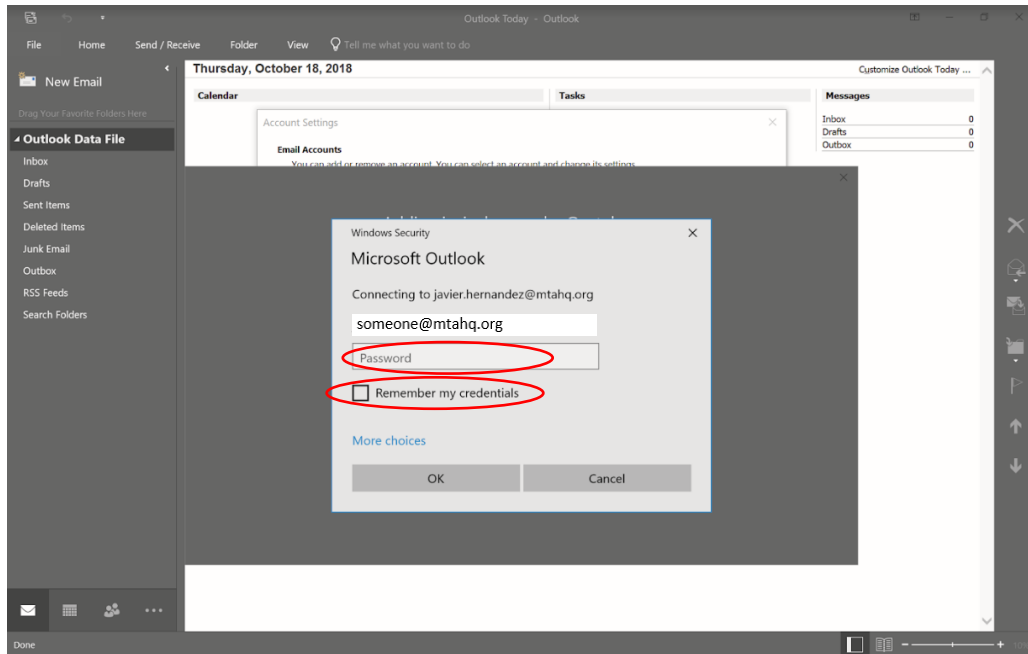3) On the Account Settings window, select the "Email" tab and click "New…"
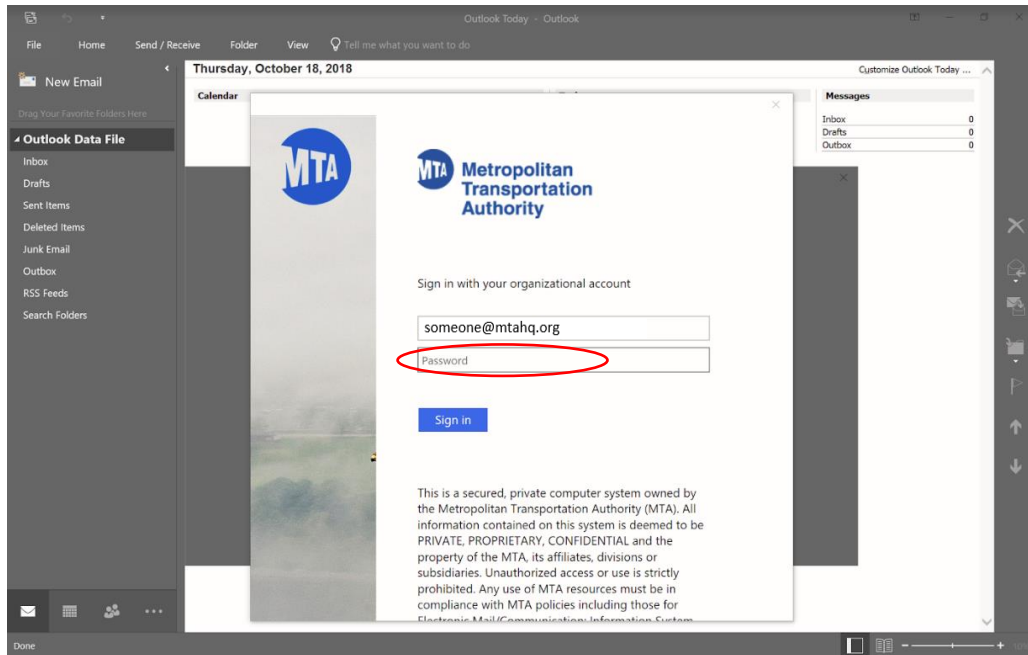

4) Type your user name (email address).

5) Click on "Remember my credentials" if you want to avoid re-typing your password in the future and enter your password.
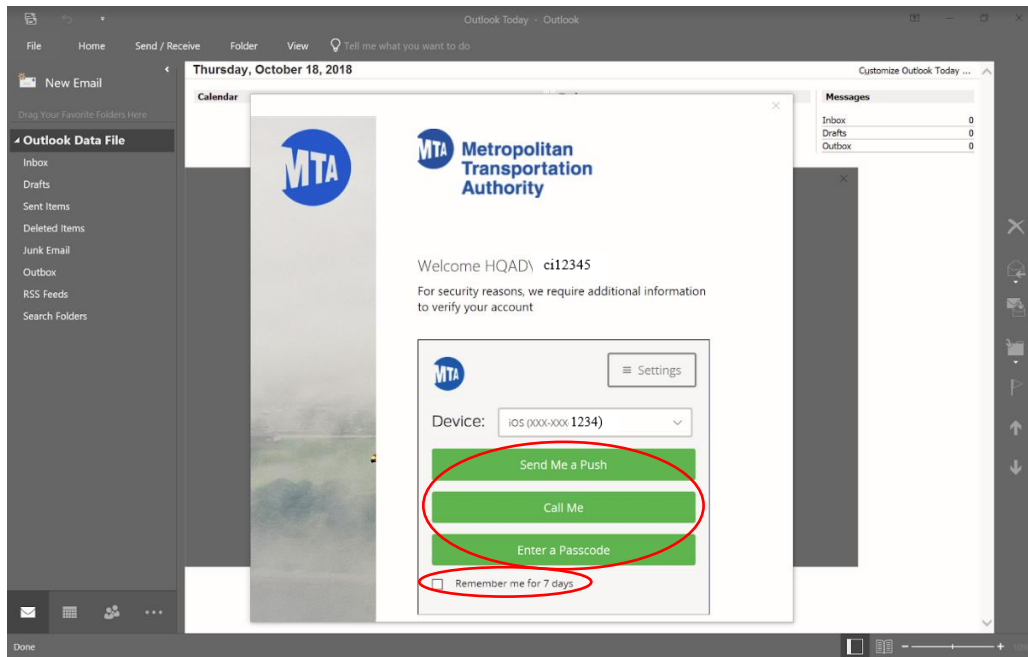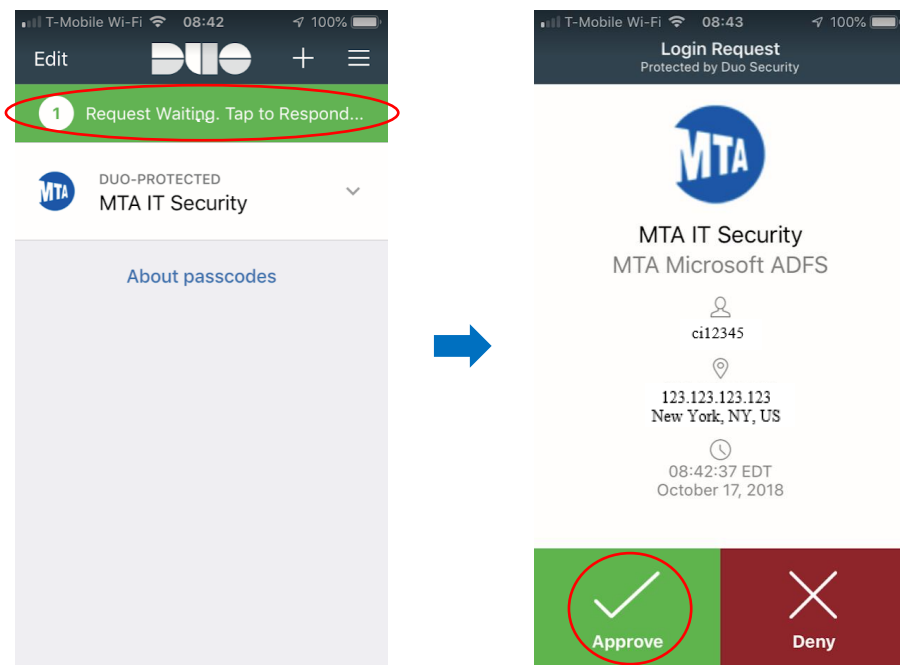

6) Re-type your password at the MTA screen.

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7) Once presented with the Duo screen, choose the authentication method you selected when enrolling with Duo and follow the instructions. To avoid having to re-authenticate with Duo every time you sign in, tick the "Remember me for 7 days" option only if you own or trust the computer you are using. Do not tick this option on shared computers in public locations such as cyber cafes, etc.

a) For users of the Duo App on a smartphone, select "Send Me a Push". When prompted on your smartphone, open the Duo App. Tap on the "Request Waiting" banner and on the next screen select "Approve".
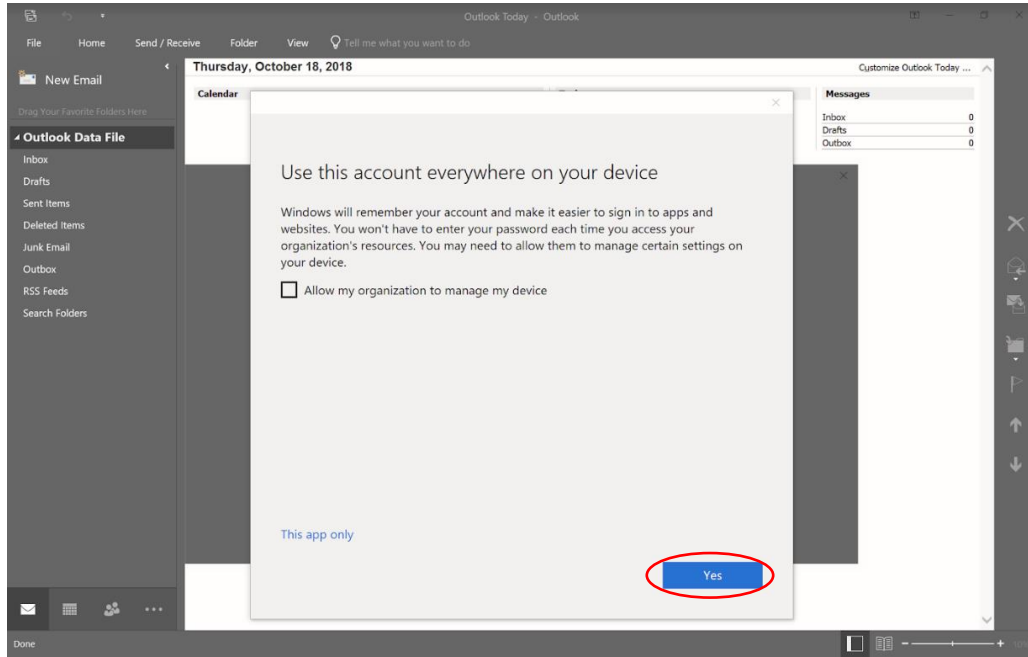

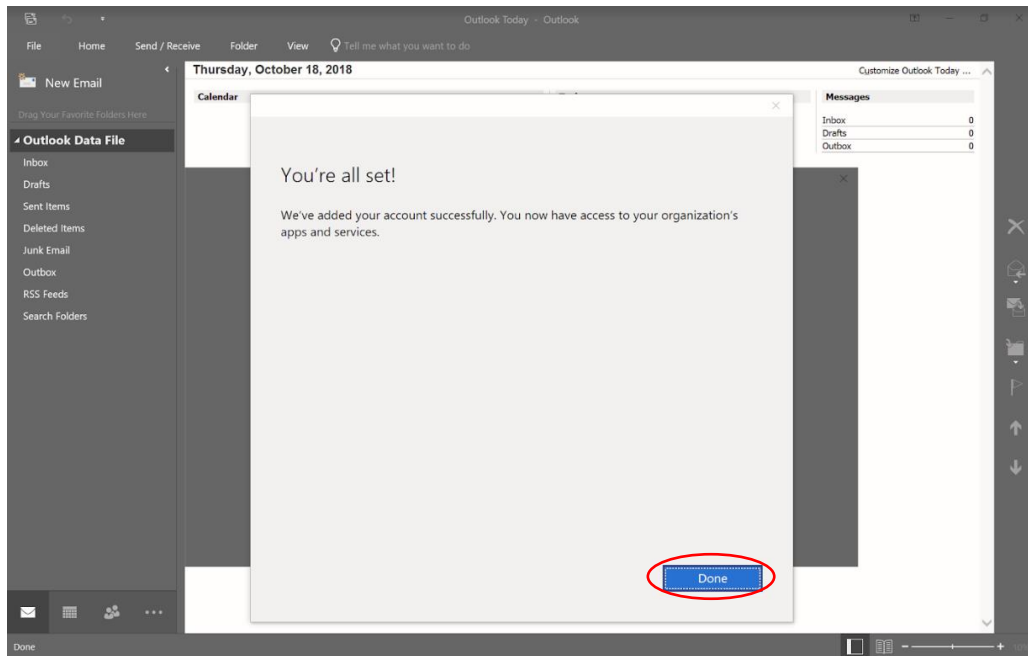Duo Enrollment Guide for Two-Factor Authentication

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b) For users who selected the landline option when enrolling with Duo, select "Call Me" and you will receive a call. Answer the call and press any key to authenticate.
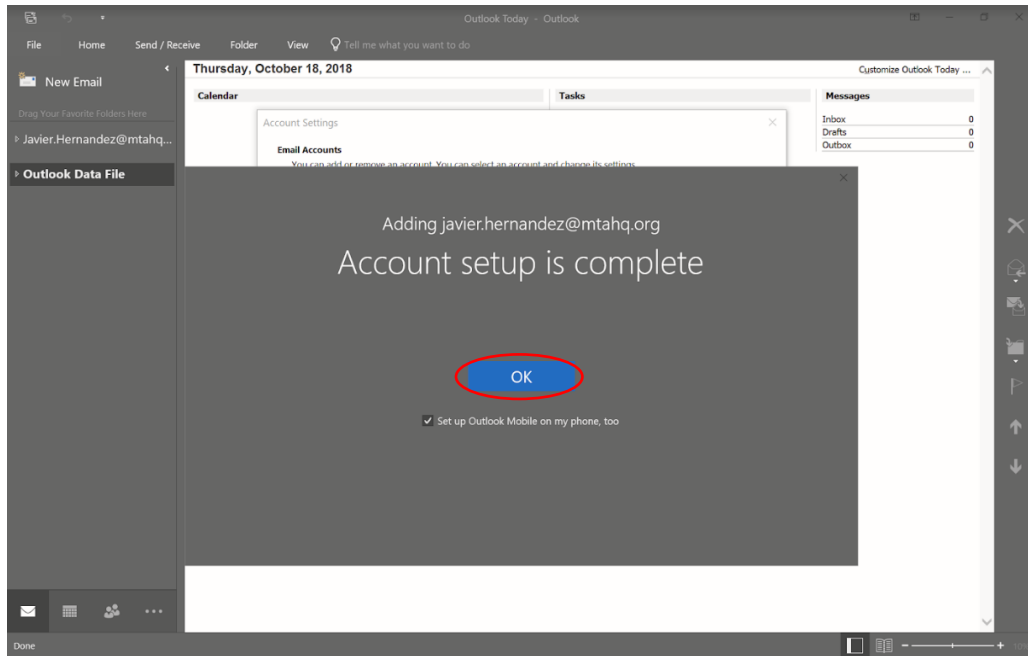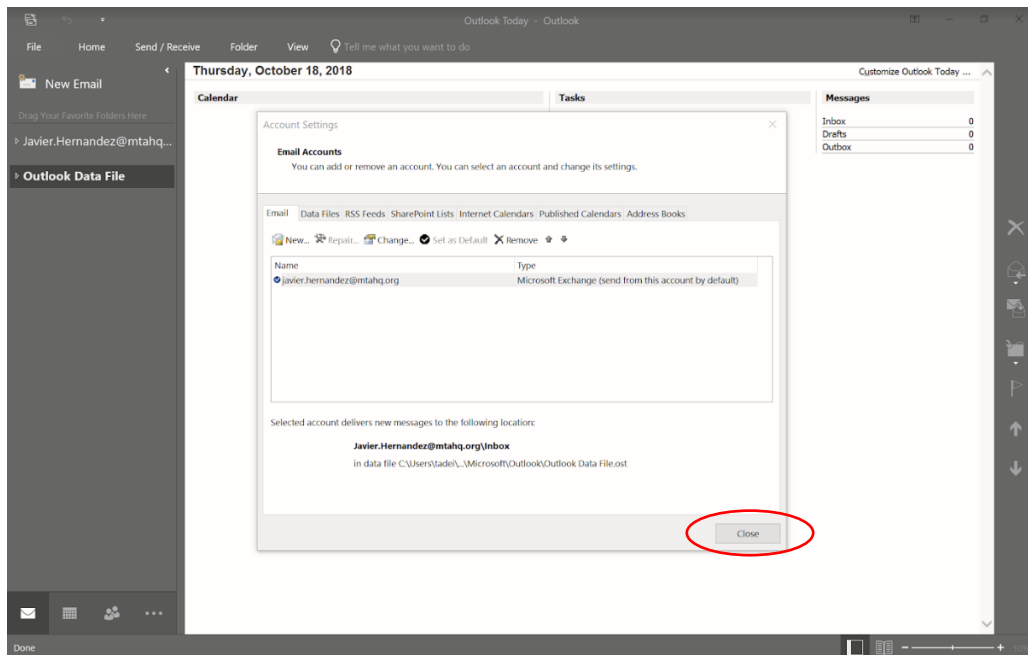
8) Click "Yes".

9) Click "Done".

10) Click "OK".

11) Click "Close". Your account will begin to synch to your computer. This might take a few minutes.

Adding email account to an Android smartphone using the Outlook App

This section applies to users with personal or MTA issued Android smartphones.

Notes:

a) Currently the native Android App does not support two-factor authentication (2FA) such as Duo. You will be required to install the Microsoft Outlook app to access MTA email.
b) If your email account profile is being pushed (configured remotely) please contact the Service Desk. A technician will be assigned to remove the native email profile from your device.

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1) If you have not done so before, open the Play Store and search for the Outlook App. Install and open it.
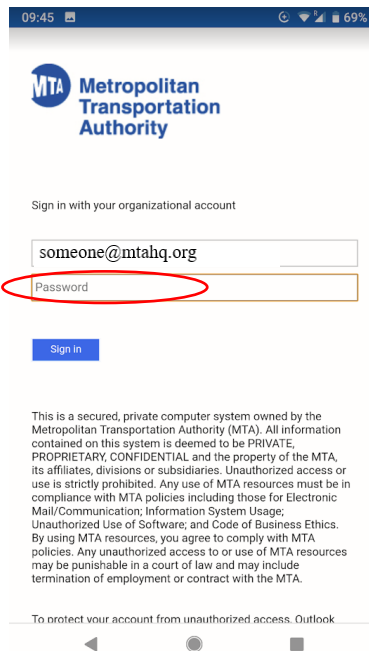
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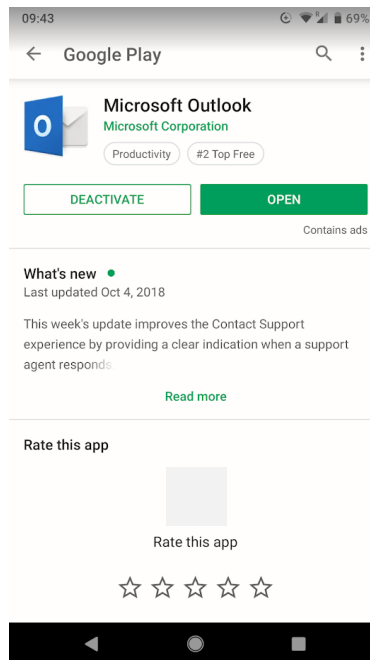
2) Tap "Get Started" and type your email address.
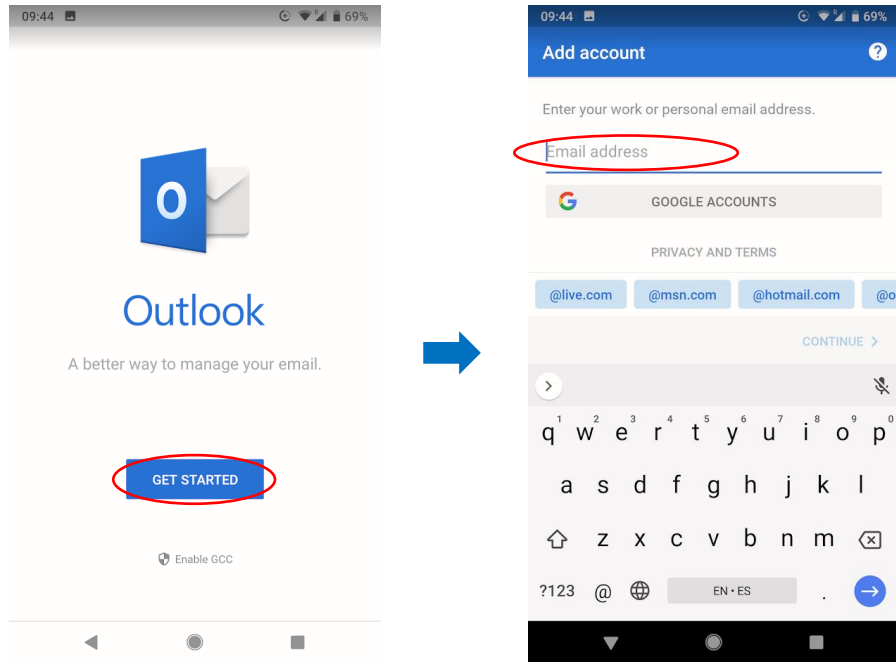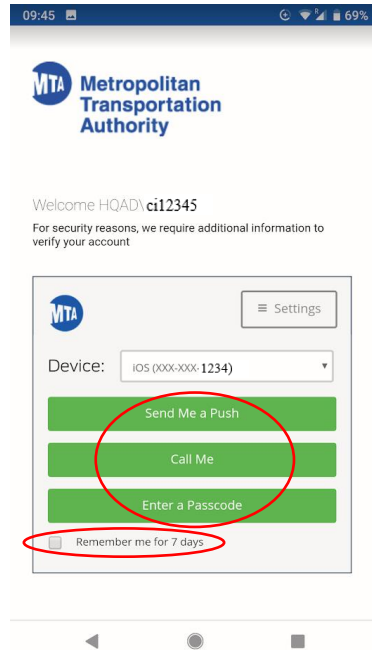

3) When presented with the MTA login screen, type your password:

4) Once presented with the Duo screen, tap on the authentication method you selected when enrolling with Duo and follow the instructions. To avoid having to re-authenticate with Duo every time you sign in, tick the "Remember me for 7 days" option only if you own or trust the device you are registering with MTA's email.

a. For users of the Duo App on a smartphone, select "Send Me a Push". When prompted on your smartphone, open the Duo App. Tap on the "Request Waiting" banner and on the next screen select "Approve".
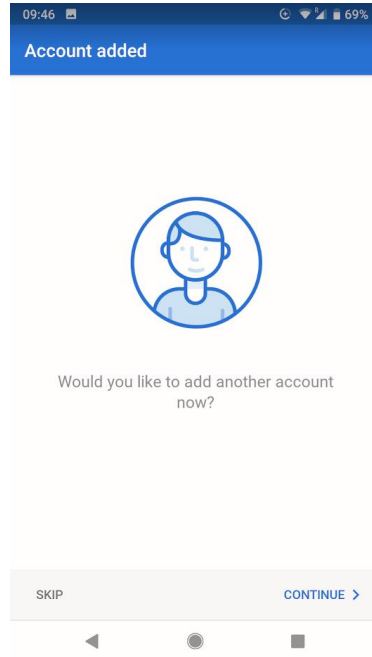

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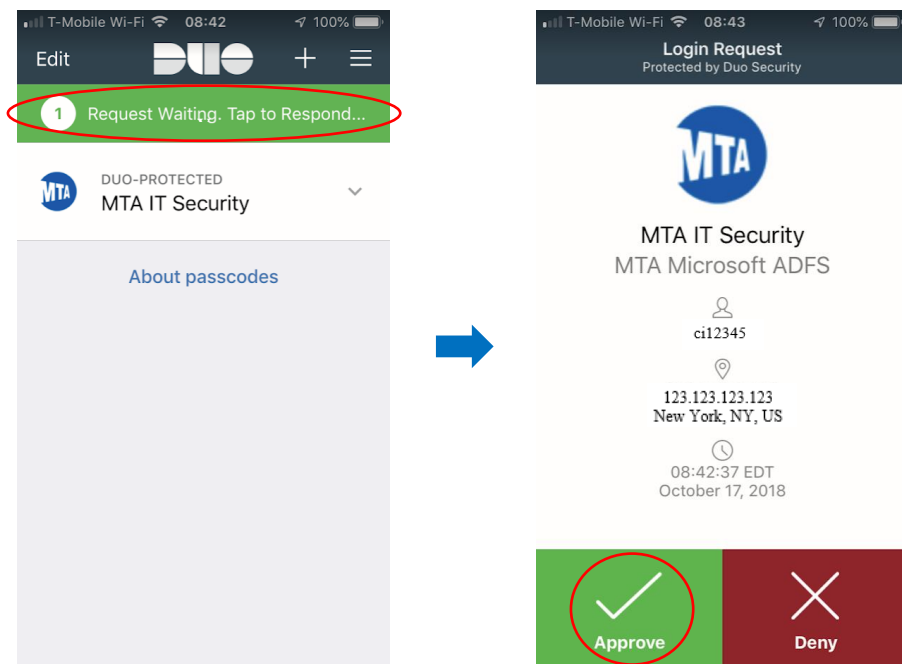
b) For users who selected the landline option when enrolling with Duo, select "Call Me" and you will receive a call. Answer the call and press any key to authenticate.

7) Your MTA email is now available on your smartphone.

Adding email account to an iOS device using the Outlook App

This section applies to users with personal or MTA issued iPhones or iPads that wish to use the Outlook App.

Notes:

a) MTA has standardized on the Microsoft Outlook app for corporate email access.
b) If your email account profile is being pushed (configured remotely) please contact the Service Desk. A technician will be assigned to remove the native email profile from your device.

1) If you have not done so before, open the Apple Store and search for the Outlook App. Install and open it.
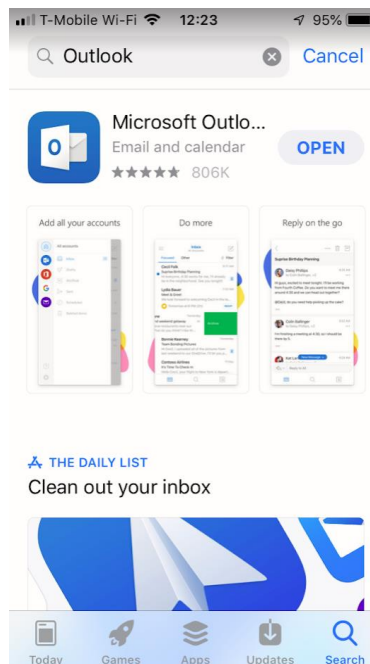
2) Type your email address and at on the next screen type your password.
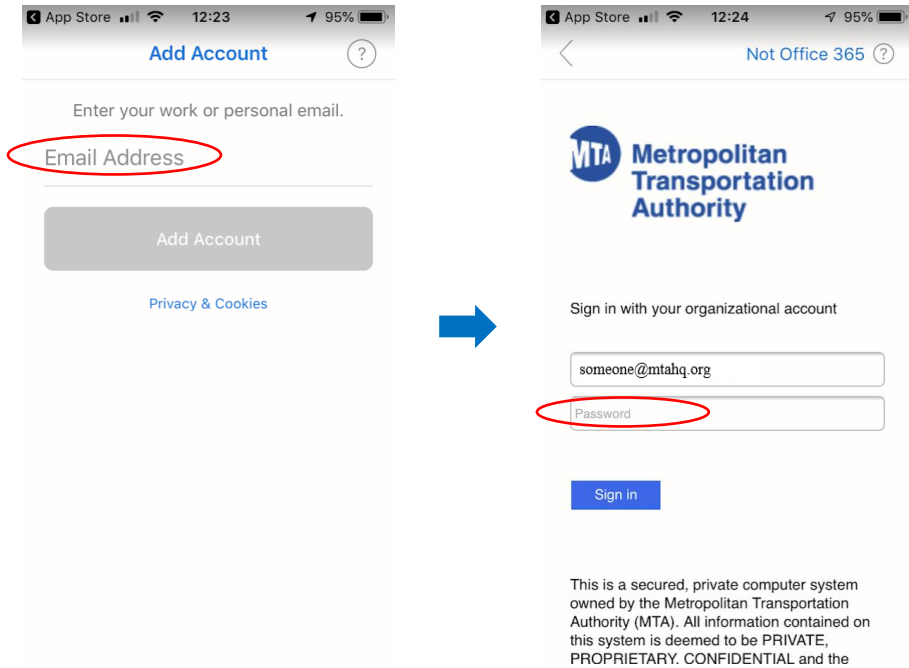
3) Once presented with the Duo screen, scroll up if needed and select the authentication method you selected when enrolling with Duo and follow the instructions. To avoid having to re-authenticate with Duo every time you sign in, tick the "Remember me for 7 days" option only if you own or trust the device you are registering with MTA's email.

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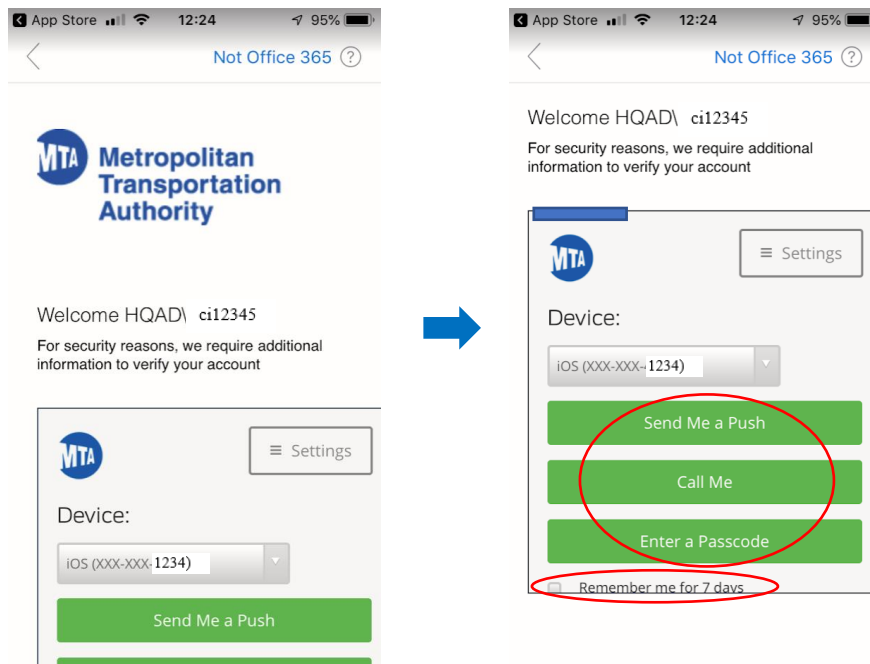
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a. For users of the Duo App on a smartphone, select "Send Me a Push". On your Duo registered smartphone, open the Duo App. Tap on the "Request Waiting" banner and on the next screen select "Approve".
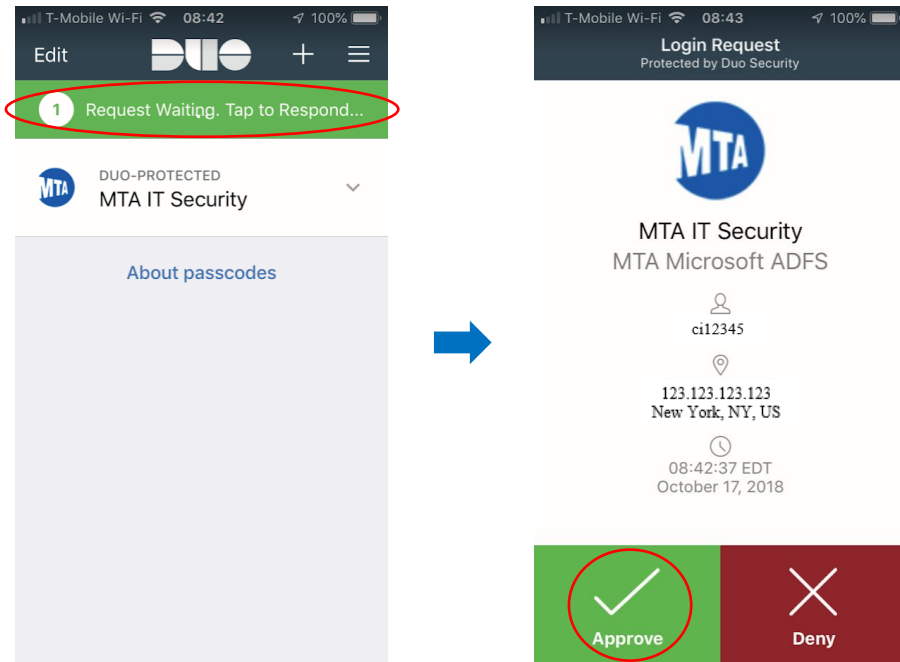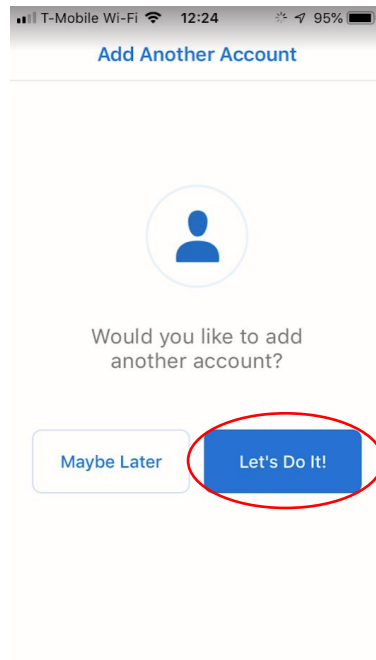

b) For users who selected the landline option when enrolling with Duo, select "Call Me" and you will receive a call. Answer the call and press any key to authenticate.

4) Your MTA email is now available on your smartphone. Tap on "Maybe Later" to finish the process.

If you need help

For additional information please refer to [KB0013756 - Duo Security Training Video and Information](#).

In case you experience any of the following:

- Authentication problems with Duo.

- Not receiving a "Push Notification" on your smartphone.

- Issues getting two-factor authentication working after logging into Office 365, etc.

Please create a ServiceNow incident ticket and select the Assignment Group: SEC IAM Secure Access Management (SAM). Contact the MTA IT Service Desk 646-252-8888 if you need assistance in creating the ticket.