User Login Change & Microsoft Duo Authentication

Presented by IT Training & Support
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Overview

User Login Change

• CSUF app login used on applications such as Office 365, Outlook email and Adobe Creative Cloud are currently configured using username@ad.fullerton.edu

• Faculty/Staff configuration will be changed to username@fullerton.edu to allow IT to roll out cloud-based applications in the future.

Microsoft Duo Authentication

• Duo two-factor authentication (2FA) is also being applied to Office 365, Outlook email, and Adobe Creative Cloud.

• Greatly improves security of Outlook email accounts
When is this happening?

• Look for an email from IT Communications with the date that the change will be applied to your account.

• Some applications will prompt you to update your login within a few hours of the change. For all other applications, update them even if you have not received a prompt within 24 hours of the change.
Affected Apps

- Outlook (PC, Mac, iOS, Android)
- Microsoft Office desktop, mobile, and online apps (e.g., Word, Excel, PowerPoint, OneNote, MS Teams)
- Other Web Apps (e.g., Adobe.com, Adobe Sign, and Smartsheet)
- Adobe Creative Cloud
- Splashtop
- Skype for Business

Apps we no longer support

Please use Outlook Mobile App downloaded on the Apple App Store and Google Play Store

- iOS mail
- Android mail
- Thunderbird
Updating Outlook Desktop App

- Remove **AD** from your email address (e.g., [username]@Fullerton.edu)
- Enter your campus password and then click Sign In. Authenticate with Duo 2FA.
Updating Outlook Desktop App (cont’d)

• Didn’t see the prompt? Getting an error?
• You may need to remove your account from Outlook and re-add it.

View Updating the Outlook Desktop App with Duo Authentication step-by-step guide
Updating Outlook Mobile App

• Delete your campus account from the Outlook mobile app and re-add it.
• If you are using the Mail or Gmail app, you will need to switch to the Outlook app.

View Updating the Outlook Mobile App with Duo Authentication step-by-step guide
Updating Office Desktop & Mobile Apps

- Sign out of the app and sign back in.
- Word, Excel, PowerPoint are connected so only need to update one.
- Microsoft Teams and OneNote must be updated separately, but steps are the same.
- Mobile versions of the apps also need to be updated.

View Updating Office Apps with Duo Authentication step-by-step guide
Updating Skype for Business App

- Sign out of the app, delete sign-in info, and then sign back into the app.
- Need to update both desktop and mobile apps.

View Updating Your Skype for Business App step-by-step guide
Updating Other Web Apps

- Office apps online (e.g., Word Online), Adobe.com, Adobe Sign, and Smartsheet all use Microsoft authentication
- Enter your campus email address and password and then click Sign In. Authenticate with Duo 2FA.

View Updating Web Apps with Duo Authentication step-by-step guide
Updating Adobe Creative Cloud App

• Sign out of the Creative Cloud app and then sign back in.
• Should not impact other Adobe apps that are not part of Creative Cloud.
• May have to update Adobe mobile apps with same steps.

View Updating Adobe Creative Cloud App with Duo Authentication step-by-step guide
Additional Resources

More Information & User Guides

• User Login Change website

• User Login Change & Microsoft Duo Authentication user guides

Questions & Support

Faculty/Staff Help Desk
657-278-7777
helpdesk@fullerton.edu