

User Login Change & Microsoft Duo Authentication

Presented by IT Training & Support



Agenda

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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

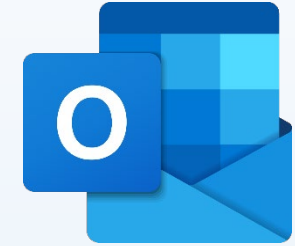
- Outlook (PC, Mac, iOS, Android)
- Microsoft Office desktop, mobile, and online apps (e.g., Word, Excel, PowerPoint, OneNote, MS Teams)
- Other Web Apps (e.g., Adobe.com, Adobe Sign, and Smartsheet)
- Adobe Creative Cloud
- Splashtop
- Skype for Business

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.

CSUF Faculty/Staff Authentication

Sign in with your username and password

larthur@AD.FULLERTON.EDU

Password

Sign in

CSUF Faculty/Staff Authentication

Sign in with your username and password

larthur@FULLERTON.EDU

.....

Sign in

CSUF Faculty/Staff Authentication

For security reasons, we require additional information to verify your account (larthur@fullerton.edu)

CSUF Settings

Device: iOS (XXX-XXX-8115)

Send Me a Push

Call Me

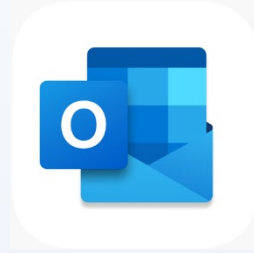
Enter a Passcode

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