Post-Migration and Modern Authentication Office 365 Email and Calendaring Setup

Please see the Office 365 Pre-Migration Information article for details about what to do before migrating your account.

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Context

During mailbox migrations, there will be a brief service interruption on your mail clients. Outlook for PC and Outlook for Mac do not generally require intervention to use Modern Authentication. They will switch automatically. Mobile device apps and other clients more frequently require you to delete and re-add your account. Deleting and re-adding does not affect any of the data stored on the server, no data is at risk of loss. After you re-add, you will be required to authenticate through Touchstone.

Below are steps for getting up and running on the most popular mail clients in use by the MIT community.

For more information on the switch to requiring Modern Authentication (Touchstone), see: Why can't I login to my Office 365 account using just my username and password?

For any questions surrounding errors you encounter or strange behavior, please contact servicedesk@mit.edu.

Email Clients

Workstations (Laptop and Desktop)

Web
- OWA - Outlook Web App

Windows 10
- Outlook for Windows 10

MacOS
- Apple Mail
- Outlook for MacOS
Mobile Devices

In general the solution for mobile devices is to delete and re-add your MIT email account.

iOS

- Apple Mail on iOS
- Outlook for iOS

Android

The native android mail application will not work with Modern Authentication (Touchstone). You'll need to download and configure the Outlook app, which is part of the O365 mobile suite.

- Office 365 Post-Migration - Outlook for Android

Email Alias Moria list Setup

- How to create and use an email alias
  - How do I send mail FROM a mailing list when using Exchange?
    - [Office 365 Post-Migration - Configuring Outlook for MacOS to send from a moira list]
    - Office 365 Post-Migration - Outlook 2013 or 2016 (windows) with my Exchange account?- TBA
    - Office 365 Post-Migration - Configuring Apple's Mail app for MacOS to send from a moira list.- TBA

See Also

- Office 365 - Email and Calendaring Landing Page
- Office 365 Pre-Migration Information