

Modern Authentication Microsoft 365 Email and Calendaring Setup

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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 Microsoft 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

- <https://outlook.office.com>

Windows 10

- [Outlook for Windows 10](#)
- [How do I get M365 Email and Calendaring to stop prompting me for my username and password constantly on Windows 10?](#)


MacOS

- [Apple Mail](#)
- [Outlook for MacOS](#)

Linux

- [Thunderbird](#)


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](#).

- [Microsoft 365 Post-Migration - Outlook for Android](#)

See Also

- [Microsoft 365 - Email and Calendaring Landing Page](#)
- [\[archive:Microsoft 365 Pre-Migration Information\]](#)