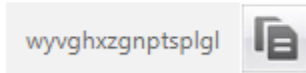


MS Outlook for Desktop:

Note: If you utilize MS Outlook Desktop, Skype for Business, and in some cases your mobile device, you need to use your **app password** and **NOT** your normal password. Your app password was given to you on the last screen when you enabled MFA. See below.

Get started with this app password:



Since Office365 is in the cloud, I have seen it take up to 24 hours before MS Outlook desktop begins to require the new app password. Don't worry, Outlook will continue to function normally until it is sync'd in the cloud. BUT!!! You need to pay attention to the status bar at the bottom of your MS Outlook. (See screenshot below.) It may say disconnected without showing you the pop-up authentication window. If it indicates "disconnected", simple close MS Outlook and reopen it. At that time, MS Outlook will give you a pop-up requesting you type in your password. **Please NOTE:** When MS Outlook asks for your password, it does not state that it needs your new "APP PASSWORD". It is a normal authentication window and you have to know to use your new APP PASSWORD. A rule of thumb for all devices is if you are unsure which to use, you can always try both your old password and the new app password. One of the two will certainly work. Once MS Outlook has asked you type in your new password the first time, it will never ask you for the password again. Every time you open MS Outlook, it will automatically log you in as before.

