



## Use Office 365 email with multi-factor authentication in Apple Mail on a desktop mail application

This guide is aimed at users of Mac OS devices who want to setup an Office 365 Exchange account for use with their native email and calendaring apps, following the set-up of multi-factor authentication. If you already have an O365 Exchange account set up, you must remove and then re-add it following the steps below.

Depending on when your local mail profile was set up will determine how the application behaves when introduced to an account with multi-factor authentication.

If the account was previously created using Microsoft Exchange then complete the following steps:

1. When the Oxford Single Sign-On page appears enter your Single Sign-On username. Your username will need to be entered as follows: [abcd1234@OX.AC.UK](#) (where abcd1234 is your existing SSO username).
2. The Oxford Single Sign-On password page appears. Enter your **Single Sign-On password**
3. You will be prompted for your multi-factor authentication method. Complete your multi-factor process

If the account was not set up using Microsoft Exchange, it will not operate as intended. You will need to remove the mail account and add it back onto your device.

However, if you are still operating on v13 or earlier then you will require an App Password as this version does not work with multi-factor authentication. For support with App Passwords, please see the [current guidance](#).

## Remove your existing desktop mail account

Follow the steps below to remove your account and then add the account back onto your device.

1. On your device, open the Mail app
2. Click **Preferences**
3. Click **Accounts**
4. Find the Exchange account (or the name of your Nexus365/O365 Oxford account)
5. Click **Remove**

The Exchange account will no longer be present on your account

## Adding an Office 365 email account to the Apple Mail client with multi-factor authentication on a desktop computer

1. On your device, open the Mail App
2. Open the Mail menu

# Multi-Factor Authentication Project

## Setting up an Exchange account on Apple Mail



3. Click **Add Account**
4. Choose **Exchange**
5. Enter your **Name** and **Oxford email address in full**
6. Click **Sign In**
7. A second Exchange window will pop-up asking if you want to use Microsoft. Click **Sign In**
8. Enter your Oxford Single Sign-On username. Your username will need to be entered as follows: [abcd1234@OX.AC.UK](#) (where abcd1234 is your existing SSO username)
9. The Oxford Single Sign-On password page appears. Enter your **Single Sign-On password**
10. You will be prompted for your multi-factor authentication method. Complete your multi-factor process
11. Choose which options you want to use with the account such as Mail, Contacts, Calendars etc.
12. Click **Done**

Office365 is now available on your desktop through the Apple Mail application