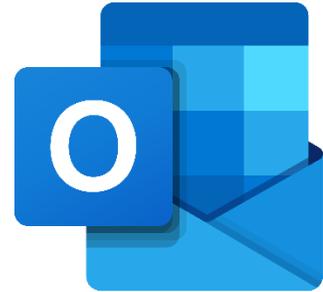


Switching to Modern Authentication

Please be advised that EPCC IT will end support for basic authentication methods used by older desktop and mobile apps to access or sync your EPCC email, calendar, and other Office 365 tools. These apps could include older versions of iOS Mail, 3rd party Android mail apps, or Outlook 2013 or older desktop clients. If any of your applications are not updated to use modern authentication by October 2022, you will lose access to those services.



Contents

Switching to Modern Authentication	1
What is "legacy" authentication (ActiveSync) vs. modern authentication?	1
iOS - Updating your Mail App to use Modern Authentication	2
Delete Your Account from iOS Mail:.....	2
Add Your Account to iOS Mail:	2
Android - Switching to Modern Authentication	3
Removing EPCC Outlook account:	3
Re-adding the account via Outlook App:	3

What is "legacy" authentication (ActiveSync) vs. modern authentication?

"Legacy" authentication, also referred to as "basic" authentication or ActiveSync, is a method of sign in that does not support two factor authentication and therefore poses more potential risk for attackers. Devices that use legacy authentication are typically devices that are older or that have older OS software; these devices don't have the security capabilities of newer devices and up-to-date software that can use multifactor authentication.

Modern authentication offers additional security for EPCC accounts through support for multifactor authentication, which makes it less likely for attackers to gain access to an account. The Outlook desktop app and Outlook mobile apps use modern authentication and are recommended for accessing your EPCC email.

iOS - Updating your Mail App to use Modern Authentication

Are you running iOS 11 or older on any of your Apple devices? If you plan to continue using iOS Mail, you should delete and re-add your mail and calendar account. To begin, [check your iOS version](#) and [Upgrade](#) if necessary. If you have an [older device that is not compatible with iOS 12](#), please use the Outlook App for iOS instead. Alternately you may also log in to outlook.office.com to check your email through your mobile browser.

If you are running iOS 12 or newer, your Mail and Calendar app may work, however, you may need to delete and remove the app to get the latest version and avoid losing access.

Delete Your Account from iOS Mail:

1. To remove your account, click on Settings.
 - In older versions of iOS, go to Passwords & Accounts, or alternately Accounts & Passwords.
 - In iOS 14+, go to Mail then Accounts
2. Select the account in question and hit Delete Account.
3. If you are asked to Confirm, select Delete Account once again.
 - If Delete Account is greyed out or not available, you may first need to deselect all other Apps that are using this data and then try again.
4. Your account is now removed

Add Your Account to iOS Mail:

Once your Mail account has been removed, you may proceed with re-adding your account to iOS.

1. Open the Settings app.
2. Tap on "Passwords & Accounts." Alternately you may need to select Mail, then Accounts.
3. Tap on "Add Account."
4. Tap on "Exchange."
5. Type in your full EPCC email address in the "Email" field (ex.: tjack123@my.epcc.edu or tjack123@epcc.edu).
6. Type in a name for the account in the "Description" field. This can be anything you want, such as "EPCC" or "EPCC Email."
7. Select the option to Sign In.

8. Enter your EPCC email address into the Username field.
 9. Enter your EPCC password in the Password field. Then hit Next.
 10. Select the services you would like to sync with your device. To access email, "Mail" must be selected. Selecting "Contacts" will allow searching in the Global Address Book, as well as the syncing of your Outlook contacts to your device.
 11. Tap Save.
-

Android - Switching to Modern Authentication

To begin using modern authentication, users can remove their account on their Android device and begin using the Outlook application.

Follow the steps below to switch from legacy to modern authentication.

Removing EPCC Outlook account:

1. Open your phone's Settings app.
2. Tap Passwords & accounts. If you don't see "Accounts," tap Users & backup.
3. Tap on "Accounts," tap the account you want to remove.
4. To confirm, tap Remove account.

Re-adding the account via Outlook App:

1. Install the Outlook App through your device's [native app store](#), if you have not done so already. This is recommended for Android devices.
 2. Once installed, open the Outlook app and tap "Get Started"
 3. Select "Add Account" and enter your EPCC email address (username@epcc.edu)
 4. Enter your EPCC password and hit "Sign in"
-

If you experience any issues or have questions, please call the IT Help Desk at (915) 831-6440.