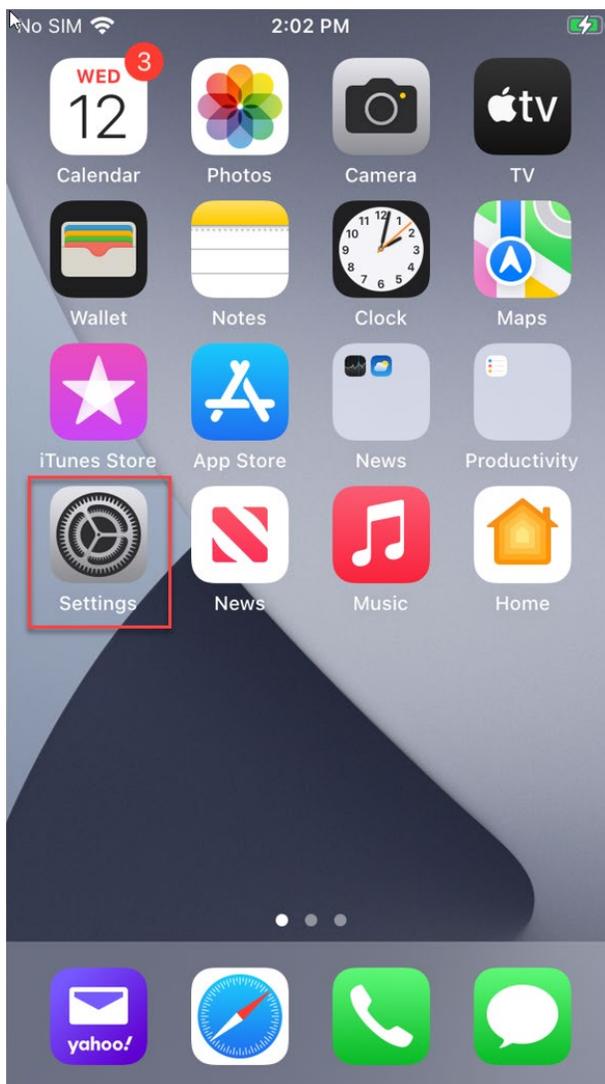


Using Apple iPhone Mail to Access Your USC M365 Mailbox

You will need to ensure that the profile used with your iPhone Mail mobile app to connect to your USC Microsoft 365 mailbox is the “Microsoft Exchange” option. If your current profile was set-up with the generic “IMAP” and “SMTP” manual settings or “Other” was used to configure the Mail account provider, those settings can not be edited to be compatible with modern authentication and Duo 2FA. Instead, you will need to create a new Account profile, then delete your existing profile. Removing you old Account from your iPhone will not delete messages because messages are stored on the Microsoft 365 servers. When you add the new, compatible account to you iPhone Mail mobile app, all the messages from your mailbox will be available. See the instructions below for this procedure.

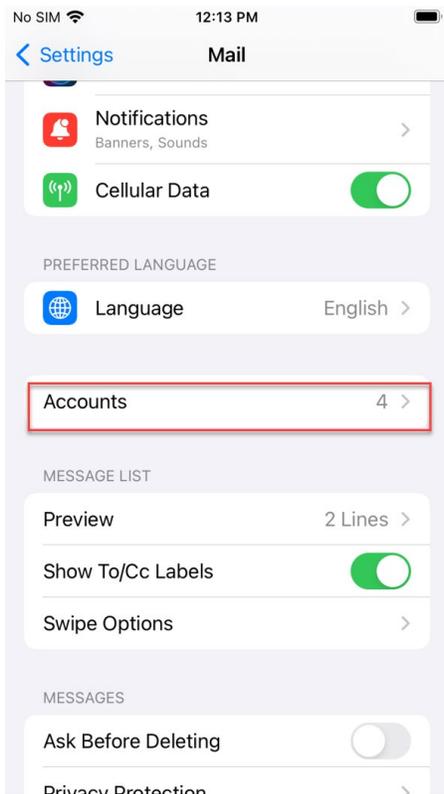
First, check the existing connection type for your @usc.edu account in the iPhone Mail mobile app. You want to confirm that your connection profile is an “Exchange” profile. Open Settings.



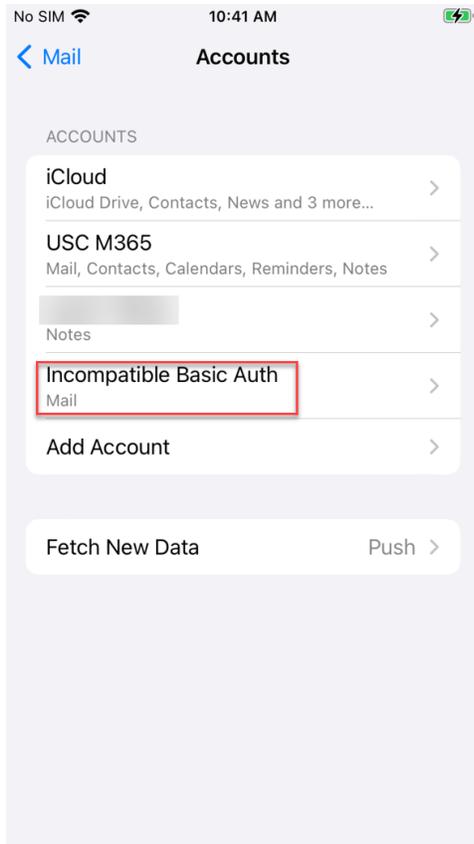
Then select Mail



Then Accounts

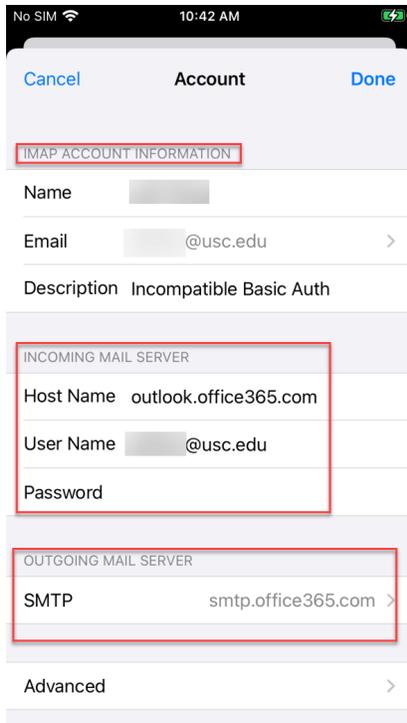


Select the Account associated with your USC Microsoft 365 mailbox. You should open each account that references “Mail” to check if it is associated with your @usc.edu Microsoft 365 account. The following screens will check the settings for the Mail Account that was labeled “Incompatible Basic Auth”.



In the Account details screen for the “Incompatible Basic Auth” account we are examining for signs that this account profile is incompatible with modern authentication. Examples of signs of incompatibility with modern authentication are:

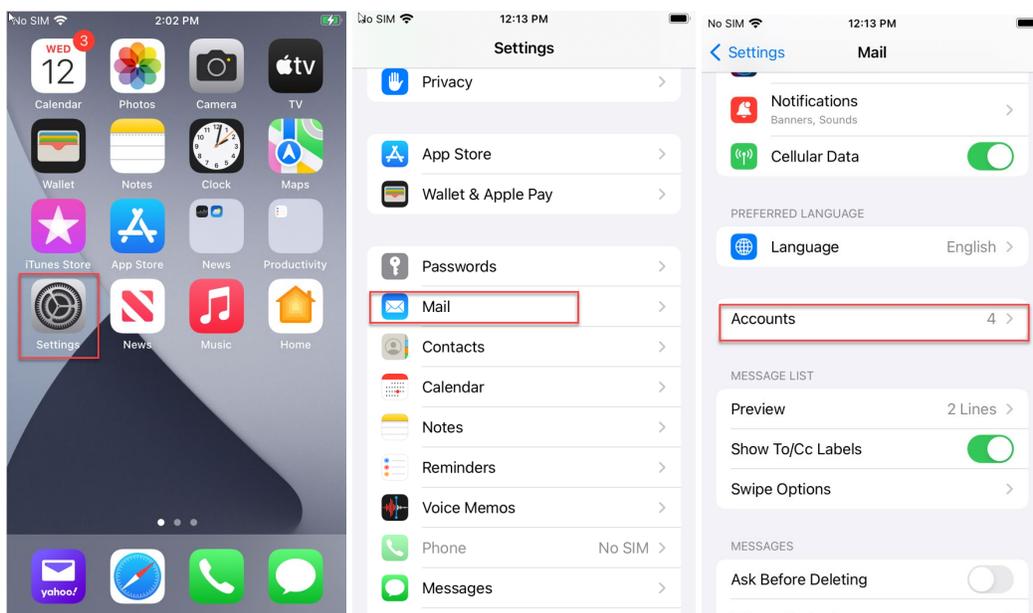
- Any reference to “IMAP”
- Specific configuration options for “Incoming Mail Server” or “Outgoing Mail Server”. Even though the server settings for this profile work currently, there is no way to edit the configuration to ensure the connection uses modern authentication and thereby Duo 2FA.



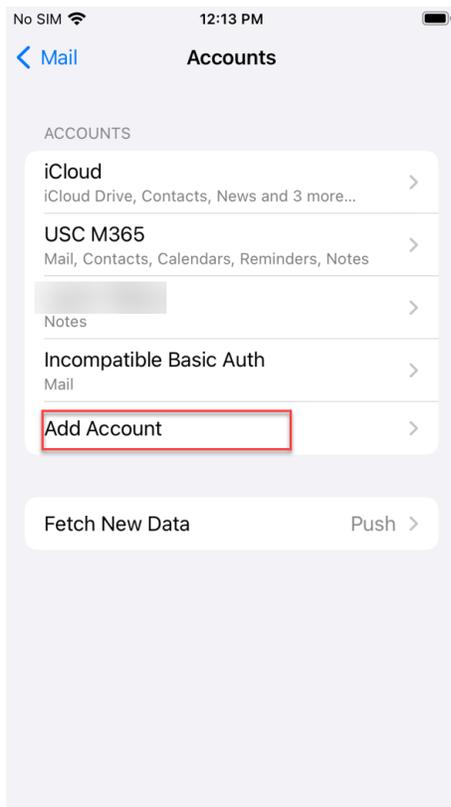
If you see indications that the current account profile associated with your @usc.edu Microsoft 365 mailbox is incompatible, you will need to add a new compatible account profile and remove your incompatible account profile. Messages remain in the server mailbox so removing the account from your phone will not delete messages from your mailbox. When you configure the compatible account, you will have access to the same messages you had with your incompatible account profile.

Use the following procedure to create a new Exchange profile, then delete the incompatible profile.

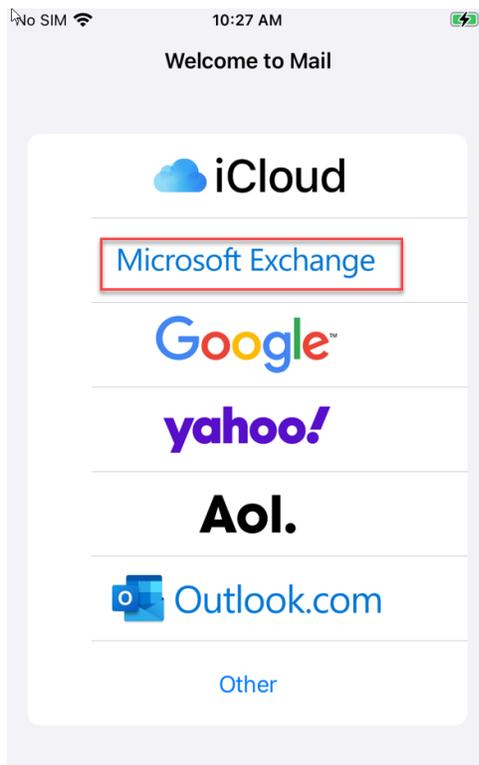
Open Settings, Mail, Accounts...



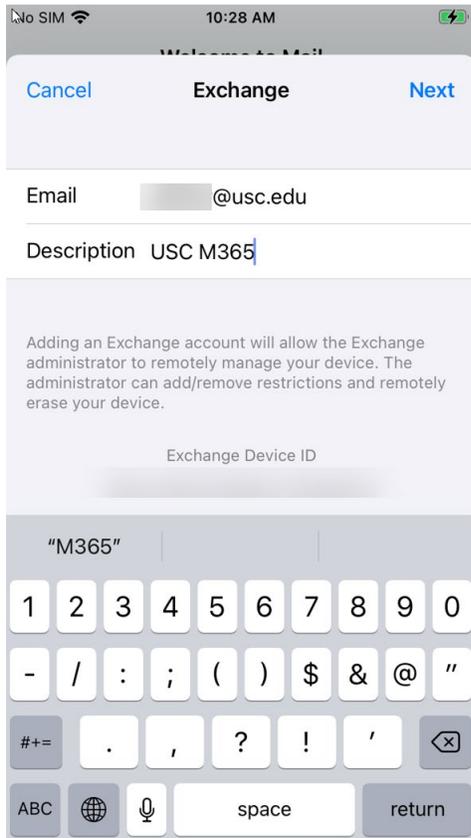
Select "Add Account."



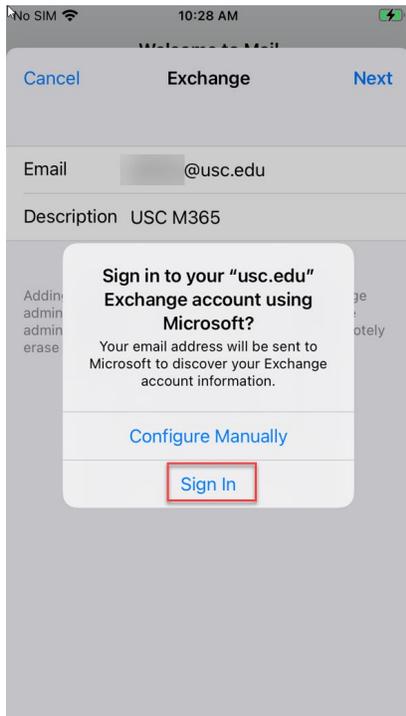
Select "Microsoft Exchange"



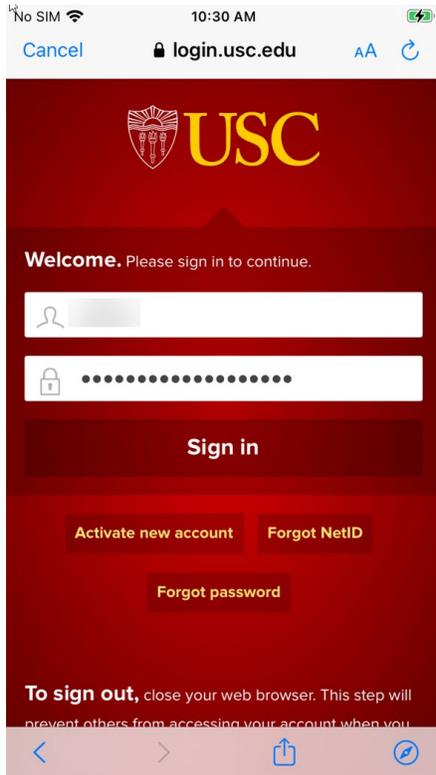
Enter your NetID@usc.edu email address and give the Account a name like "USC M365".



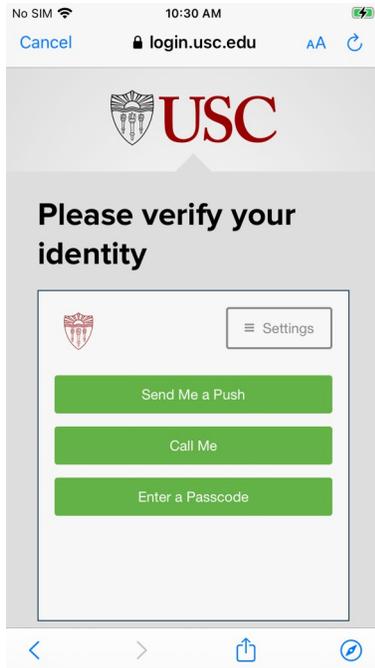
Click on "Sign In" to your Exchange account using Microsoft. **DO NOT SELECT "Configure Manually"**



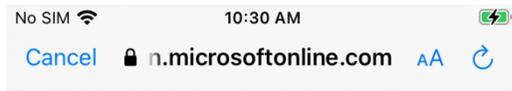
Sign-in to the USC authentication page with your NetID.



Verify your identity with Duo 2FA



Click continue.



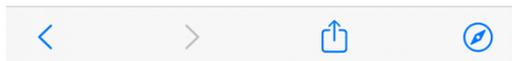
@usc.edu

Are you trying to sign in to Apple Internet Accounts?

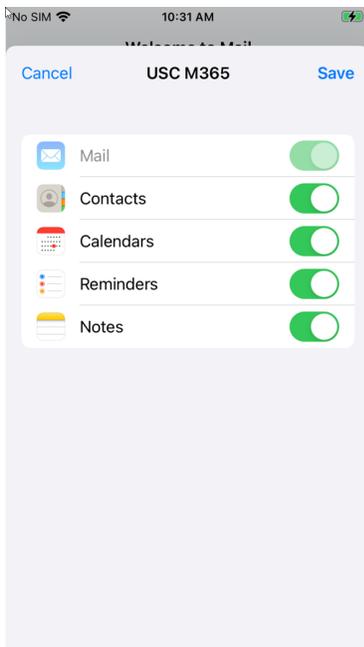
Only continue if you downloaded the app from a store or website that you trust.



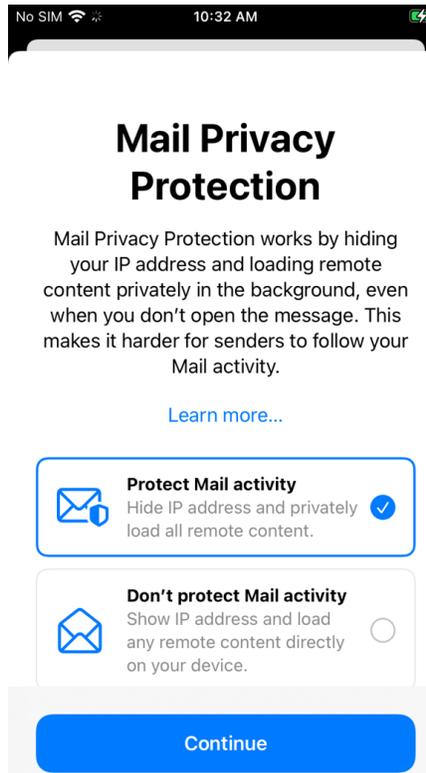
[Terms of use](#) [Privacy & cookies](#) ...



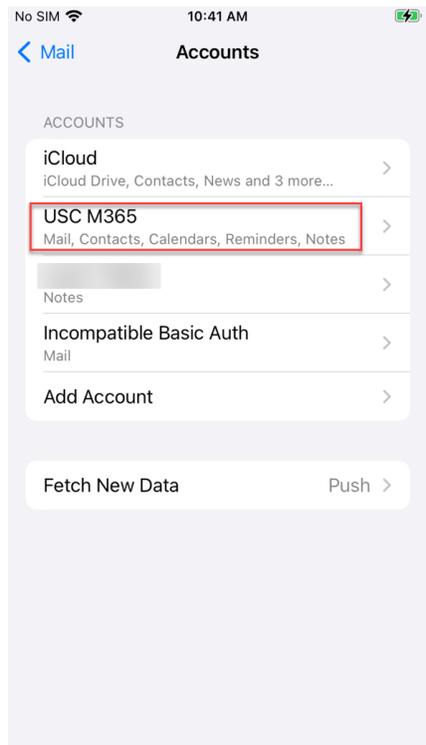
Select the M365 applications you wish to use with your iPhone, then click “Save”



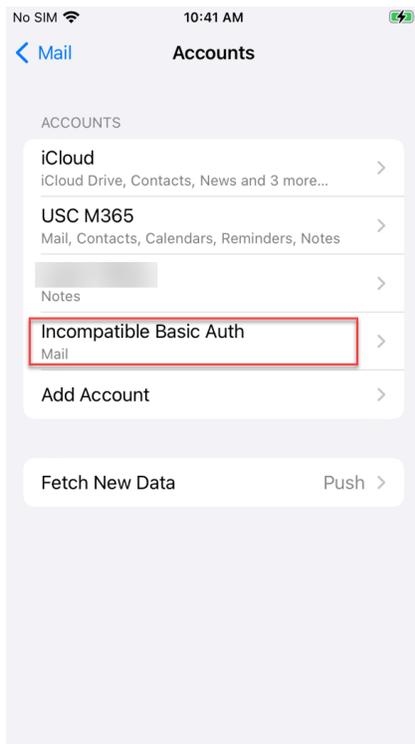
Select "Protect Mail activity", then Continue



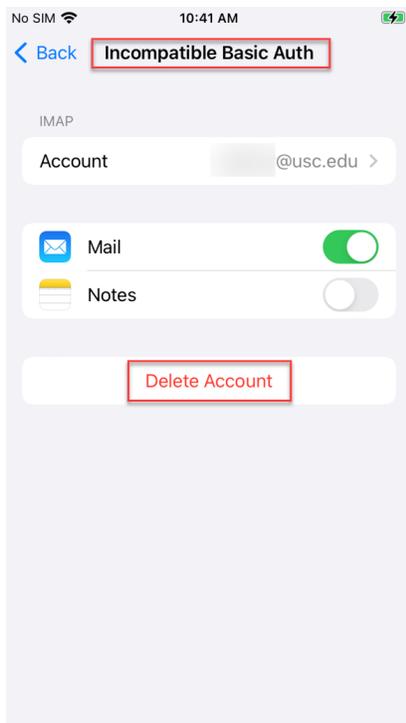
Now your new account has been created and messages should begin to download soon to this account in your iPhone.



Now select your old, incompatible account so that you can remove it in the next screen.



Confirm the account description of the account you are about to delete, then click “Delete Account”



You should now be left with only the Account configured with Exchange that is compatible with modern authentication and Duo 2-Factor Authentication.