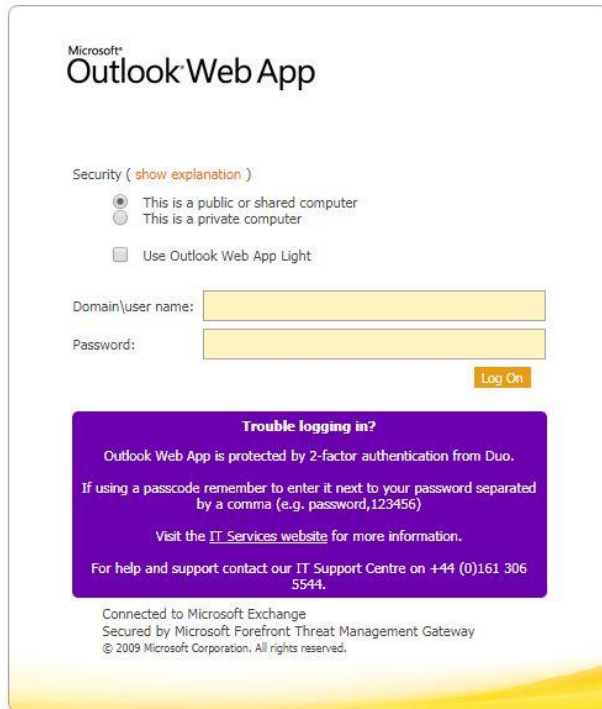


# Outlook Web App (OWA)

## How to log in with 2-factor authentication



Microsoft  
Outlook Web App

Security ( [show explanation](#) )

This is a public or shared computer  
 This is a private computer

Use Outlook Web App Light

Domain\user name:

Password:

[Log On](#)

**Trouble logging in?**  
 Outlook Web App is protected by 2-factor authentication from Duo.  
 If using a passcode remember to enter it next to your password separated by a comma (e.g. password,123456)  
 Visit the [IT Services website](#) for more information.  
 For help and support contact our IT Support Centre on +44 (0)161 306 5544.

Connected to Microsoft Exchange  
 Secured by Microsoft Forefront Threat Management Gateway  
 © 2009 Microsoft Corporation. All rights reserved.

From Tuesday 6 November 2018 staff and postgraduate research students will need to use 2-factor authentication from Duo to log in to the Outlook Web App (OWA).

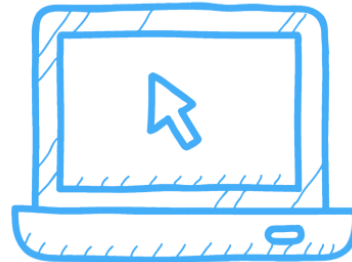
This guide tells you how it works using different 2-factor authentication options:

- A smartphone or tablet
- A Duo key fob
- A text message sent to a mobile phone
- A call sent to a landline phone

To log in to OWA visit: <https://outlook.manchester.ac.uk/>



# Check! Are you set up with Duo?



**The University IT Account Manager offers self-service options to manage your 2-factor authentication method and devices**

- Go to the IT Account Manager at [www.manchester.ac.uk/iam](http://www.manchester.ac.uk/iam)
- Sign in to IT Account Manager with your University username and password
- Click the '2-factor (Duo)' tab
- Follow the Duo enrolment instructions if you're not already set up. You can also add or manage your 2-factor devices

# OWA: How to log in using a smartphone or tablet

**Check!**



**Step 1**



**Step 2**



**Done!**

Ensure that you have downloaded the Duo Mobile app to your device and registered your device in the IT Account Manager

On the OWA login page, enter your username and password as normal then click Log On

A notification will be sent to your smartphone or tablet (via the Duo Mobile app) – accept it by pressing the green button

You should now be logged in to OWA

You can also use the Duo Mobile app to generate a passcode by clicking the 'down indicator' within the app. Refer to our 'How to login using a Duo Key fob' guide for information on logging in with a passcode.



# OWA: How to log in using a Duo key fob

## Step 1



## Step 2



## Done!

Press the green button on your Duo key fob to generate a code

On the OWA login page, enter your username and password.  
At the end of your password, insert a comma followed by the code from your Duo key fob (eg password,123456)\* and click Log On

You should now be logged in to OWA

\* The comma is important because it tells the system where your password ends and your security code starts.  
No space is required before or after the comma.



# OWA: How to log in using the text message option

**Step 1**



**Step 2**



**Step 3**



**Done!**

On the OWA login page, enter your username and password. At the end of your password, insert a comma followed by 'sms' (eg password,sms) then click Log On\*

Make a note of the code in the text message you receive

Re-enter your username and password, with the code from the text message next to your password (eg password,123456)\*

You should now be logged in to OWA

\* The comma is important because it tells the system where your password ends and your security code starts.  
No space is required before or after the comma.



# OWA: How to log in using a call to a landline

**Step 1**



**Step 2**



**Done!**

On the OWA login page, enter your username and password. At the end of your password, insert a comma followed by 'phone' (eg password,phone) then click Log On\*

Answer the call and follow the instructions

You should now be logged in to OWA

\* The comma is important because it tells the system where your password ends and your security code starts.  
No space is required before or after the comma.