

# Tips for Using Duo with University Email

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Islanders will be asked periodically to authenticate via Duo when accessing their University email.

The following email clients are compatible with Duo two-factor authentication:

1. **Microsoft Outlook 2016** for Windows and Mac desktops. This is the standard email program that A&M-Corpus Christi puts on all desktop computers.
2. **Microsoft Outlook Mobile Client** for Apple iOS devices (e.g. iPhones, iPads) and Android devices. This is the Outlook client for smartphones. It is available for free from the Play Store (Android) and the App Store (Apple).
3. **Microsoft Outlook web site**. This is a website you can access with any browser on any device.
4. **iOS Mail, version 10.14 or higher** (for iOS). This is Apple's own mail client for the iPhone, iPad, etc.

Device Type	Mail App	Outlook App	Outlook Web App
Windows PC	√	√	√
Apple PC	X	√	√
Android Device	X	√	√
iPhone/iPad	√	√	√

Any application that is not on the above list cannot be used to access your University employee email.

**Please Note:** Mail for Apple computers (macOS) is NOT compatible with Duo and will not work with Islander email

Below are some tips to help clients quickly get their devices working again if they are having issues. Please find your device type below and follow the instructions associated:

**Windows Computer:** Make sure that your Microsoft Office suite to the latest version (2016 or 365). Follow these instructions to update your Microsoft Office suite on your University computer to the latest version, choosing Microsoft Office instead of Google Chrome:  
<https://it.tamucc.edu/Training/PDF/softwarecenter.pdf>

Students can download the latest version of Microsoft Office by going to [outlook.tamucc.edu](http://outlook.tamucc.edu) and clicking the Office 365 link in the upper left hand corner.

**Apple Computer:** If you have lost access to your email on your Apple computer this may mean that you have been using the **Mail** app to check your email OR you have not updated your **Microsoft Office suite to the latest version (2016 or 365)**. The Outlook 2016 app is typically installed on all University owned Mac computers therefore all you need to do is open the app from the **Applications folder** to begin checking your mail. To install the latest version of Outlook, go to [outlook.tamucc.edu](http://outlook.tamucc.edu) and choose Office 365. Download and install the Outlook application. If you have been using Outlook for Mac, you will need to remove your account and add it back now that the Duo changes are in place. Within Outlook, go to Tools > Accounts and remove the TAMUCC email account. Set up the account again by entering your email account information.

**iPhone or iPad:** If you have lost access to your email on your iPhone or iPad this may mean that your device has not been updated to the latest **iOS version (10.14 or higher)** or you simply need to remove your Exchange account and readd it. To remove the Exchange account from your Mail app select

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**Settings>Accounts and Passwords>Exchange>Delete Account.** Please follow these instructions to add the account back to your Mail application: <https://it.tamucc.edu/Training/PDF/mobileemailios.pdf>

**Android Device:** If you have lost access to your email on your Android Devices this may mean that you have been using the **Mail** app to check your email. Android users will only be able use the **Outlook** application to access their email which can be downloaded from the **Play Store**. Please follow these instructions to setup the Outlook app on your Android device:  
<https://it.tamucc.edu/Training/PDF/mobileemailandroid.pdf>

As a temporary work around, please remember that clients can access TAMUCC email by going to [outlook.tamucc.edu](https://outlook.tamucc.edu) on any device, in any web browser.

If you are still experiencing technical difficulty after following these instructions, please call the IT Help Desk at (361) 825-2692 for immediate assistance.