









Verify Your Email Application Will Work with Duo

The Outlook app for iOS and Android is the only supported app for mobile device access.

Some email applications for workstations may not work with Duo Multi-factor authentication. Please check the table below to see if your email application will work.

Note: All smartphones/mobile devices used to access the UCDHS network or email server must conform to the following Policies & Procedures:

- a) UCDHS Policy & Procedures #1313 regarding PHI (Protected Health Information) on mobile devices
- b) UCDHS Policy & Procedures #2442 regarding email

Platform	Email Application	Supported	Notes
Windows/Mac	 Outlook 2016	Yes	Fully supported.
Windows/Mac	 Outlook 2010, 2011, 2013, and earlier	No	Will not work off-network unless connected to the network via VPN. Use Outlook Web App (OWA) https://365.ucdavis.edu
iOS	 Outlook	Yes	The Outlook app for iOS is available at: https://itunes.apple.com/us/app/microsoft-outlook/id951937596?mt=8
iOS	 iPhone Built-in Mail	No	Use the Outlook app for iOS. Download the app at: https://itunes.apple.com/us/app/microsoft-outlook/id951937596?mt=8
Android	 Outlook	Yes	The Outlook app for Android is available at: https://play.google.com/store/apps/details?id=com.microsoft.office.outlook&hl=en
Android	 Android Mail Clients	No	Use Outlook app for Android. Download the app at: https://play.google.com/store/apps/details?id=com.microsoft.office.outlook&hl=en
Web	 Outlook Web Access (OWA)	Yes	Use https://365.ucdavis.edu
Mac	 Mac Mail	No	Use Outlook Web App (OWA) https://365.ucdavis.edu

Logging in with Duo-protected Application (Office 365)

- Outlook for Windows, Mac, IOS, and Android does not require a second-factor challenge each time you check your email. Outlook saves a logon token on your device and re-uses it for days or even weeks before it expires.
- Using a browser to check email from off-network using OWA <https://365.ucdavis.edu> will require a second-factor each time to log on.