

SUPPORTED EMAIL CLIENTS



SUMMARY:

With our move to Office 365, and in light of the increased hacking and phishing activity worldwide, Microsoft and Fullerton College are transitioning our systems to use Modern authentication and are discontinuing support for Legacy Authentication protocols when accessing email and other systems. Beginning October 9th, 2020 Fullerton College will now officially only support email clients that are capable of utilizing Modern Authentication

Last Updated: November 6th, 2020

DETAILS

Modern authentication enables features like multi-factor authentication (MFA), smart cards, certificate-based authentication (CBA), and third-party SAML identity providers and is based on ADAL and OAuth 2.0.

Fullerton College recommends and can provide support setting up and using the official Microsoft Outlook email client on all platforms including Windows, MacOS, Android and iOS. On mobile devices some built-in mail clients provided by your device's manufacturer, or cell phone carrier may not yet support Modern authentication – or may require that you remove and re-add your FCNet mail account to enable Modern authentication support.

Officially Supported Clients:

The ACT Help Desk can provide full support for installing and configuring the following supported mail clients.

- Microsoft Office 2019 & 365 Outlook
 - Available on all campus issued devices, and can be downloaded and installed from Fullerton College's Office 365 portal by all Full Time Faculty, Classified Staff and Students
 - <https://o365.fullcoll.edu>
- Microsoft Mail and Calendar app
 - <https://www.microsoft.com/en-us/p/mail-and-calendar/9wzdncrfhvqmMicrosoft>
- Outlook App from the Apple App Store
 - <https://apps.apple.com/zm/app/microsoft-outlook/id951937596>
- Outlook App from the Google Play Store
 - <https://play.google.com/store/apps/details?id=com.microsoft.office.outlook>

Unofficially Supported Clients:

The ACT Help Desk can provide only limited support for using the following mail clients.

- Built-in Mail App on iOS devices running iOS version 14.0 or newer
- Built-in Gmail app on Android 9 or newer devices

Microsoft Discontinuation of Legacy Protocols

Legacy Authentication Protocols include POP, IMAP, MAPI and the HTML based protocols used by older versions of Microsoft Office. Support for these protocols was scheduled to be discontinued by Microsoft on October 13th, 2020 but considering Covid-19 that date has been pushed back to 2021. Additional details can be found on Microsoft's website at:

- <https://techcommunity.microsoft.com/t5/exchange-team-blog/improving-security-together/ba-p/805892>
- <https://techcommunity.microsoft.com/t5/exchange-team-blog/basic-authentication-and-exchange-online-april-2020-update/ba-p/1275508>