

# 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 (please see the list located the bottom of the page) when accessing email and other systems. Beginning October 9<sup>th</sup>, 2020 Fullerton College will now officially only support email clients that are capable of utilizing Modern Authentication

**Last Updated:** September 9<sup>th</sup>, 2021

## 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 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
- Postbox
  - <https://www.postbox-inc.com/>

### 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 13<sup>th</sup>, 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>

#### Legacy Authentication Protocols include but are not limited to:

- Authenticated SMTP - Used by POP and IMAP clients to send email messages.
- Autodiscover - Used by Outlook and EAS clients to find and connect to mailboxes in Exchange Online.
- Exchange ActiveSync (EAS) - Used to connect to mailboxes in Exchange Online.
- Exchange Online PowerShell - Used to connect to Exchange Online with remote PowerShell. If you block Basic authentication for Exchange Online PowerShell, you need to use the Exchange Online PowerShell Module to connect. For instructions, see Connect to Exchange Online PowerShell using multi-factor authentication.
- Exchange Web Services (EWS) - A programming interface that's used by Outlook, Outlook for Mac, and third-party apps.
- IMAP4 - Used by IMAP email clients.
- MAPI over HTTP (MAPI/HTTP) - Used by Outlook 2010 and later.
- Offline Address Book (OAB) - A copy of address list collections that are downloaded and used by Outlook.
- Outlook Anywhere (RPC over HTTP) - Used by Outlook 2016 and earlier.
- Outlook Service - Used by the Mail and Calendar app for Windows 10.
- POP3 - Used by POP email clients.
- Reporting Web Services - Used to retrieve report data in Exchange Online.
- Other clients - Other protocols identified as utilizing legacy authentication.

#### FREQUENTLY ASKED QUESTIONS AND TROUBLESHOOTING

##### Can I use the built-in Mail App on my iPhone or iPad, if MFA has been enabled for my account?

Yes, the built-in mail app provided by iOS on your iPhone or iPad running iOS version 14.0 or newer supports MFA. We have found that most users need to remove their Fullerton College account from the application and add it back for the application to properly detect that MFA is required and to prompt you for it.

You may receive a warning about Calendar or Note items being unavailable if you remove the Fullerton College account from the device. The staff that we have assisted with this process have seen these items re-appear once the account is added back to the Mail app and MFA sign-in completed.

##### My preferred program for accessing Email stopped working after MFA was enabled, what should I do?

Many applications require that you remove and then add back your Fullerton College email account before the application will properly detect that it needs to use Modern authentication protocols and prompt you for MFA. The steps needed to complete this process vary from application to application. The Academic Computing Technologies support staff has experience with many, but not all applications and may be able to assist you with this process. If you would like assistance, please submit a Service Request and one of our support staff will contact you as soon as possible.

If you are unable to install the Outlook App, or access your email via your preferred Email application, you can access your Fullerton College campus email with a browser by visiting <https://o365.fullcoll.edu> and clicking on the Sign-In link.

##### What if I don't like any of the email clients listed, can I use another?

Yes, there are many mail clients that support Modern Authentication mechanisms, and Multi-Factor Authentication. When evaluating email clients, look to see if they support OAuth 2.0 -- this is the name of the preferred authentication mechanism. Some clients support OAuth 2.0 Authentication along with IMAP or POP for downloading your mail, and this is a supported configuration -- however when connecting your mail client, you may see a message indicating that you must request approval from an administrator. Please fill in the full name of the product, and your information in the Justification field and submit the request. Most requests are reviewed within 3 business days. If you do not receive an approval or denial within 3 business days, please contact the ACT Help Desk with the name of the email service and the day/time you

submitted the request. Not all email clients/systems will be approved, and even if approved our staff are unlikely to be familiar with the configuration of every email client/system.

#### ADDITIONAL INFORMATION AND SUPPORT

If you encountered any difficulties while setting up your email, if you have any questions, or would like additional information about using your email please visit the FCNet website at <https://fcnet.fullcoll.edu>, contact the Academic Computing Technologies (ACT) Help Desk via email at [helpdesk@fullcoll.edu](mailto:helpdesk@fullcoll.edu) or by calling 714-992-7111, or submit a service ticket by visiting <https://www.fullcoll.edu/service-requests/>