

Frequently Asked Questions

Legacy Authentication

Updated: 15 September 2022

Microsoft have [announced](#) they will be turning off legacy authentication for all Microsoft 365 applications. All unsupported UNSW applications, that are configured to use legacy authentication, will no longer be accessible.

For help with Legacy Authentication please call **the IT Service Centre on 02 9385 1333**, or alternatively visit the [Cyber Security website](#) to access all support materials and information. If your question is not listed below, please email the [Cyber Security Resilience Program](#).

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FAQs

1. What is Legacy Authentication?

Legacy authentication typically describes a method of accessing an application using basic authentication, with only a username and password. This method of accessing an application doesn't support the use of Multi-Factor Authentication (MFA), allowing a potential attacker to compromise an account using only a username and password.

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2. Why should I upgrade to modern authentication to access University applications?

With the enhanced security and capabilities, 'Modern Authentication' has been developed as the successor to 'Legacy Authentication' and the enhanced capabilities of Modern Authentication help

mitigate password guessing attacks and enables other security controls like multi-factor authentication, that help protect the University against email phishing.

If your email application doesn't support modern authentication, you will be unable to connect to Office 365 applications.

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3. What are the applications that still use legacy authentication?

Any applications integrated with Microsoft Azure AD that still use basic authentication for Outlook, Exchange ActiveSync (EAS), Exchange Web Services (EWS), Remote PowerShell (RPS), Offline Address Book (OAB), POP and IMAP protocols in Exchange Online.

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4. What will happen once legacy authentication is disabled?

If your email application doesn't support modern authentication, when legacy authentication is disabled, you will be unable to connect to Office 365 applications.

To continue accessing your University email and Microsoft 365 applications, you will need to update to the University's recommended email application (Outlook) or to an email application that supports modern authentication (see table below).

Operating System	Application	How to guides
Windows 10	<ul style="list-style-type: none">Outlook for Office 365Outlook 2016 / 2019	Set up UNSW email - Outlook for Windows
Mac OS	<ul style="list-style-type: none">MacOS 10.14 Mail app or laterOutlook for Mac	Set up UNSW email - Outlook for Mac
iOS	<ul style="list-style-type: none">Mail for iOS 11.3.1 or laterOutlook for iOS	Set up UNSW email - Outlook for IOS devices (iPhone/iPad)
Android	Outlook for Android (Suggested Android 8.0 or above)	Set up UNSW email - Outlook for Android devices
Linux Platforms	Outlook on the web	Outlook on the web

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5. Do I need to update my email application to modern authentication on all my devices?

Yes, if you access your University email from multiple devices, an update of your email application authentication will need to be performed separately on each device.

To continue accessing your University emails, please update to a University recommended email application or to a mail client that supports modern authentication. This change will not impact your access to email via webmail.

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6. I access all Microsoft applications via the web version. Do I need to do an update?

No, you do not need to make any changes if you use Outlook Webmail to access your email. Outlook Webmail can be accessed at outlook.office.com/mail.

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7. I'm already using a recommended application, but I still cannot access my email.

In some circumstances it is possible to have legacy profile configurations when using any of the University's recommended applications.

You may need to reconfigure your email application by removing and re-adding your email. Please re-create your email account in the relevant application if necessary:

- Remove your email account with your email apps
- Add your email account again

See table below for detailed guides:

Operating System	Application	How to guides
Windows (Desktops and Laptops)	MS Outlook	Remove and re-add UNSW email - Outlook for Windows
Apple MacOS (Desktops and Laptops)	MS Outlook	Remove and re-add UNSW email - Outlook for Mac
Apple iOS & iPadOS (iPhones and iPads)	Outlook App for iOS	Remove and re-add UNSW email - iOS devices
Android (Phones and Tablets)	Outlook App for Android	Remove and re-add UNSW email - Android devices

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8. My Device is too old to upgrade to a modern version of outlook, what do I do?

In situations where you can't upgrade to a modern version, you can use Outlook Webmail to continue accessing your emails. Outlook Webmail can be accessed at outlook.office.com/mail.

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9. Which mail clients are capable of modern authentication in Office 365?

The following is a list of known client applications that support modern authentication:

- Outlook on the web
- Outlook for Windows (2016 or newer)
- Outlook for Mac (2016 or newer)
- Outlook App for Android (Suggested Android 8.0 or above)
- Outlook App for iOS version 10.x and greater
- Mail app on iOS 11.3.1+
- Mail app on Mac OS 10.14 (Mojave) and later
- Mail app on Android (dependent on manufacturer)
- Thunderbird app version 77.0b1 or later for Windows, Mac, and Linux

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10. I don't want to use Outlook, can I use the mail client I already have?

Applications on your mobile device need to leverage a modern authentication protocol as well. We recommend using Outlook for Mobile. Outlook for Mobile supports modern authentication by default and will satisfy other MFA baseline protection policies.

To use the native iOS mail client, you will need to be running iOS version 11.3.1 or above to ensure the mail client has been updated to support modern authentication.

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