



July 15 UMail, Office 365 security upgrades will affect your account

Dear faculty, staff, and students,

Starting July 15, 2020—in a phased approach—UMail and Office 365 security upgrades will be implemented for everyone at the University of Utah and University of Utah Health. Thereafter, if you're unable to access UMail from your mobile device (smartphone, tablet), desktop computer, or laptop, please refer to the "[UMail and Office 365 apps security upgrade](#)" article for instructions.

Security upgrade impact

July 15

- Main campus and U of U Health users who use mobile apps to access UMail will need to delete and then rebuild UMail accounts on their mobile devices using new settings. This should take less than five minutes.
- Some users will need to rebuild their UMail accounts through their preferred email clients on their desktops or laptop computers. This should take less than five minutes.
- UMail will continue to be accessible via [Outlook Web Access \(OWA\)](#) using a web browser. OWA is accessible from the bottom of [utah.edu](#), and via a tile in Campus Information Services (CIS). If you experience any issues after following the device-specific instructions, please use OWA until the issues are resolved.
- U of U Health employees and others who potentially have access to [sensitive and restricted data](#) will be required to use Duo 2FA to log in to UMail and Microsoft apps.

Mid-September (September 15 target date)

- Main campus employees, including faculty, will be required to use Duo 2FA to log in to UMail and Microsoft apps. Students who don't have access to sensitive or restricted data will not be required to use Duo for UMail or Microsoft apps.

If you experience any difficulty accessing UMail or O365 with the new settings after July 15, or have questions, please contact your local IT support staff or your central IT support provider.

Main Campus UIT Help Desk

801-581-4000 option 1
helpdesk@utah.edu

University of Utah Health ITS Service Desk

801-587-6000
servicedesk@hsc.utah.edu

This security upgrade has been previously announced via [@theU](#), [Pulse](#), [Researcher's Corner](#), [Campus Connect](#), the [MobileU app](#), CIS, Canvas, [UIT Node 4 newsletter and website](#), [Twitter](#), webinars for IT staff, presentations for several university committees and management groups (including Council of Academic Deans), and emails to IT managers. The upgrades were approved by the university's [Strategic IT Committee](#).

Sincerely,

University Information Technology

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