Modern Authentication Migration coming Sept. 19

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Microsoft is phasing out Basic Authentication on Saturday, Oct. 1, 2022.

When Microsoft’s mandated disablement occurs, any email application that uses Basic Authentication will no longer work properly. To reduce the impact of this change, University Information Services will proactively migrate identified Basic Authentication users and will require Modern Authentication to access Microsoft Office 365 on Sept. 19, 2022.

Additionally, in December 2022, Microsoft plans to cease supporting applications using Active Directory Authentication Libraries (ADAL) and Azure AD Graph.

Any department or employee using email accounts or applications with Basic Authentication should reach out to modernauthentication@cu.edu to coordinate transition plans.

What is the difference between Basic and Modern Authentication?

Basic Authentication (also known as legacy authentication) relies on sending usernames and passwords with every request, increasing the risk of attackers abusing users’ credentials.

Modern Authentication offers several authentication alternatives that do not rely on the basic exchange of username and password, such as OAuth and SAML. Modern Authentication eliminates some of the risks associated with the exchange of a username and password every time a user needs to authenticate.

This change is happening to better protect your accounts.

Who will be affected?

Most CU System employees will not be impacted as Microsoft 365 already prefers Modern Authentication and most users have already switched. The Office 365 Outlook Web App will not be affected.

You may be affected if you are using a third-party email application, such as Thunderbird, Eudora, PINE or Apple Mail, or running an outdated application.

If you are using a Microsoft Outlook application for your laptop or desktop, we suggest using Microsoft 365 Outlook. Outlook 2016 and older versions might still use basic authentication and will fail to authenticate.
Outlook mobile apps for iOS and Android are fully compatible with the Microsoft’s secure login requirement and no action is needed.

**How can I ensure my mobile device is using Modern Authentication to access Outlook?**

Mobile devices not configured to use modern authentication may display password prompts when checking for e-mail.

To configure your mobile device for modern authentication, you will need to remove the existing profile and add a new profile.

Our recommendation: Remove the existing profile and use the Microsoft Outlook mobile app instead of the built-in mail client on your mobile device. This provides the best compatibility with the Microsoft 365 service. Simply search for and install the Microsoft Outlook app from the [Google Play](https://play.google.com) store or [Apple App](https://apps.apple.com) store.

For iOS devices that support modern authentication, you would remove the existing profile and then add a new one. Modern authentication will automatically be used when setting up the account. Apple added support for modern authentication in iOS 12. However, it is recommended that you keep your mobile devices on the most recent OS version that is supported on your device.

To remove the old profile in IOS/iPadOS: Tap on Settings > Mail > Accounts > tap on your old account > Delete Account.

To add a new profile in IOS/iPadOS: Tap on Settings > Mail > Accounts > Add Account > Microsoft Exchange > Enter your e-mail address then follow the prompts. Choose Sign In. Do not choose to configure manually.

Each Android device has their own stock e-mail app. Many do not support modern authentication; therefore, the Microsoft Outlook app in the [Google Play](https://play.google.com) store is the recommended client for all Android devices.

**How do I get help?**

For assistance in upgrading your email application to a newer version of Outlook or other Microsoft applications, please contact [help@cu.edu](mailto:help@cu.edu).

Any department using email accounts or applications that use Basic Authentication and that require additional assistance — beyond upgrading their Microsoft Outlook application — should reach out to [modernameauthentication@cu.edu](mailto:modernameauthentication@cu.edu) to coordinate transition plans.

**Where can I learn more?**

- Basic Authentication Deprecation in Exchange Online
- Deprecation of Basic authentication in Exchange Online
- Migrate applications to the Microsoft Authentication Library (MSAL)
- Migrate Azure AD Graph to Microsoft Graph