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Date: August 13, 2021 at 4:37:55 PM PDT
To: Office of the Chief Information Security Officer <ociso@it.ucla.edu>
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Subject: [EXT] Follow-Up on Email Authentication Efforts

Dear colleagues,

On 8/20/2021, yourOffice365 email account will be changed to use UCLA's single sign-on (SSO) method of access. Please note that this will require you to update configurations on your devices to make this change.

What to Expect
In order to improve security, your Enterprise Messaging (EM Office365) account will be converted to use UCLA's single sign-on (SSO) with multi-factor authentication (MFA) overnight on Thursday 8/19/21. This will mean that you will see a change in how you access Office365 email on Friday morning, 8/20/21.

Reason for Email MFA
As you know, the Office of the Chief Information Security Officer (OCISO) is actively working on the implementation of an Email Multi-Factor Authentication (MFA) solution, which will improve security of our Office 365 accounts. This is a critical initiative, as we have seen active exploits of email accounts across the UC system. Email MFA will add a layer of protection to our accounts to prevent these activities from occurring.

What to Do
- On 8/19 prior to 10pm, log out of OneNote, OneDrive and Outlook365. On 8/20 in the morning, you should be prompted with the UCLA single sign on page.
- We recommend signing on to Outlook Web Access at outlook.office365.com first, then updating devices that you access email from.

What to Know
- We are working to implement Email MFA across campus starting with the ITS managed Office 365 environment.
- Email MFA uses Duo Single Sign-On (SSO) Two-Factor Authentication to verify the identity of users attempting to access any Office 365-managed application, such as Outlook, OneNote, or OneDrive.
- Email MFA will go live on 8/20/21 for end-users with accounts that pass an examination for any conflicts. A series of communications leading up to the launch will be sent out, as well as resources in support of this transition, to prepare for this launch.
- End-users with accounts that did not pass an examination for conflicts will receive information about their subsequent launch dates once they are cleared.

Resources
Instructions for updating your devices (including desktops, laptops, tablets and phones) is available in our Knowledge Base: https://ucla.in/mfaforemail

If you experience email access issues that you are unable to troubleshoot using the Knowledge Base, the IT Support Center is available via email at help@it.ucla.edu or phone at (310) 267-HELP (4357). Support analysts will address questions, resolve if possible, and route to other teams as needed for further assistance. Our after-hours phone support service will be available to assist you 24/7.

Thank you for your continued support in our ongoing efforts to secure our UCLA community and assets.

Best,

-David

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