

The Office of Information Technology is glad to say that the Multi-Factor Authentication (MFA) deployment was a success and we have been able to work through reports of any minor issues. Since the deployment, we have learned a few lessons and want to share that information with you.

Setting up MFA

During the initial setup of MFA on your mobile device, please indicate your personal or work cell phone number for email authentication. OIT suggests that you do not use your office number for MFA because in the event you are working remotely, you will not receive the verification code that is required to access your email account.

Microsoft Notification

You may have received a notification from Microsoft requiring the download of the Outlook app to access Delgado email. Please be advised that this is a legitimate communication from Microsoft specifically targeting users who do not have the Outlook app installed on their mobile device. **If you wish to continue receiving Delgado emails on your mobile device, you must download and install the free Microsoft Outlook app which is necessary to complete the email authentication process.**

To download the free Microsoft Outlook app, visit the [Apple](#) or [Google Play](#) App stores.

Apple users: Your mobile device must have the most recent software update (iOS 15.5). Reference the below links for written instructions and video tutorials.

[How to update Apple Device - OS Version](#)

Video: <https://www.youtube.com/watch?v=csJAEyvvrUy>

[How to find and install apps \(Microsoft Outlook\) on Apple device](#)

Video: <https://www.youtube.com/watch?v=bl0HluzG9oc>

Android users: The Android interface varies based on the specific model so updating to the latest software version may require assistance from the vendor where the device was purchased.

[How to install apps on Android](#)

Video: <https://www.youtube.com/watch?v=6kEal8ckJZo>

As usual, if you encounter any technology-related issues or have questions, please [submit a ticket](#), email dcchelpdesk@dcc.edu, or call (504) 671-5500.