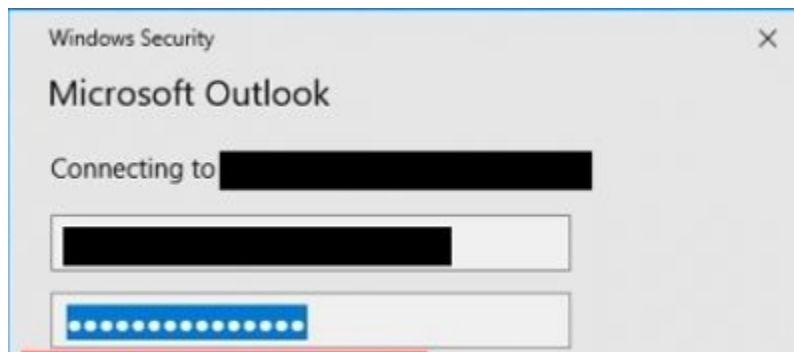



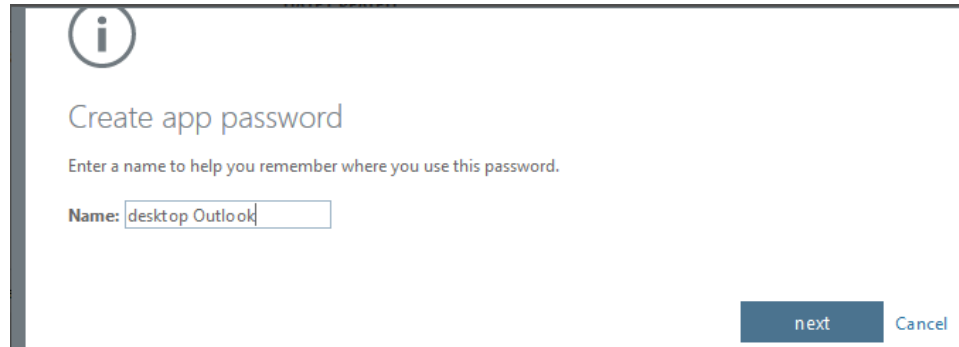
## Creating an App Password for Office 365

- When **Multi-Factor Authentication** is enabled for your account, you may find that you are unable to authenticate yourself within your desktop Outlook application when off-premises. This manifests in a window opening within Outlook which prompts for your username and password, but it won't accept your Averett password.



- This is because you need to generate an **“app password”** to use in in this case. Since this only occurs when working remotely, it is necessary to follow this guide when **not** on an Averett network. To do this, go through the following steps:
  - o Open a web browser tab and navigate to [www.office.com](http://www.office.com)
  - o Log in with your **@averett.edu** credentials
  - o Once logged in, navigate to the user profile bubble in the top right corner of the page 
  - o Choose **My account** from the resulting window, and select the **Security & privacy** tab from the rows on the left-hand side of the page
  - o Select **Additional security verification**, and **Create and manage app passwords**

- On the new tab, select the **create** button and name the password something like: desktop Outlook



- A roughly 16 character password will be generated, which can be copied and pasted directly into the pop-up window within Outlook that is prompting for your password.
- **To ensure that this only needs to be done once, please double-check that the check box that states “Remember my credentials” is checked before click the OK button. Once this is set properly, it should not need to be done again.**

