

Microsoft Office 365 Authentication Changes

Explanation

What is this?

To improve the security posture of Office 365, a change to authentication services will be made on September 14th, 2021 at 4:00 PM. After the change, all Outlook for Windows clients will be prompted to re-authenticate.

How does this affect me?

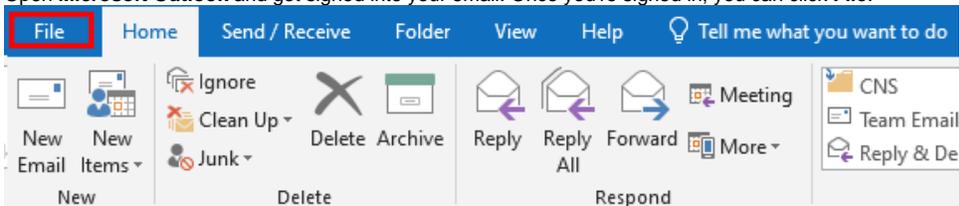
- If your computer is already running Office 2016 or greater, you shouldn't have to do anything.
- If your computer is running Outlook 2013 or below, we recommend upgrading.

Determining Your Microsoft Office Version

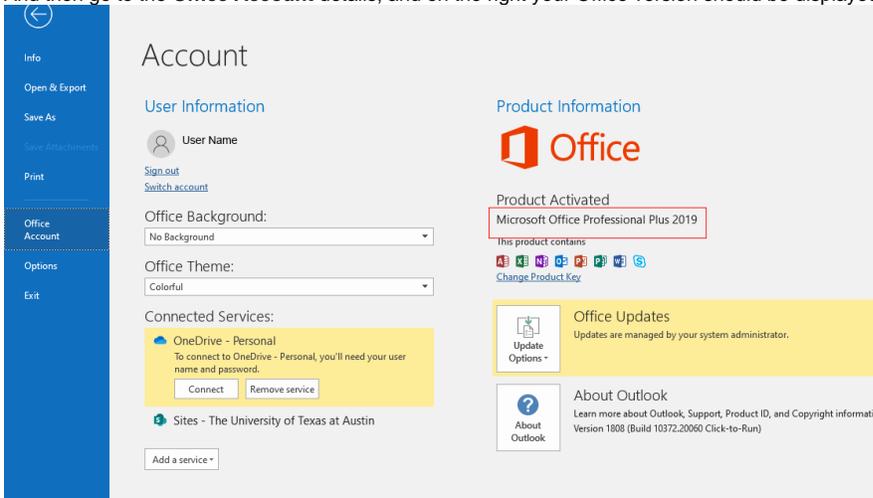
Information

If you open Outlook and it asks you to sign in, or if you haven't signed in before, and don't plan to use the desktop app, you probably don't have to continue reading this page.

1. Open **Microsoft Outlook** and get signed into your email. Once you're signed in, you can click **File**:



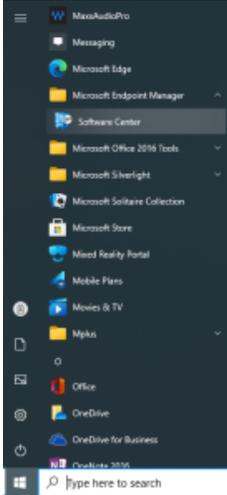
2. And then go to the **Office Account** details, and on the right your Office version should be displayed.



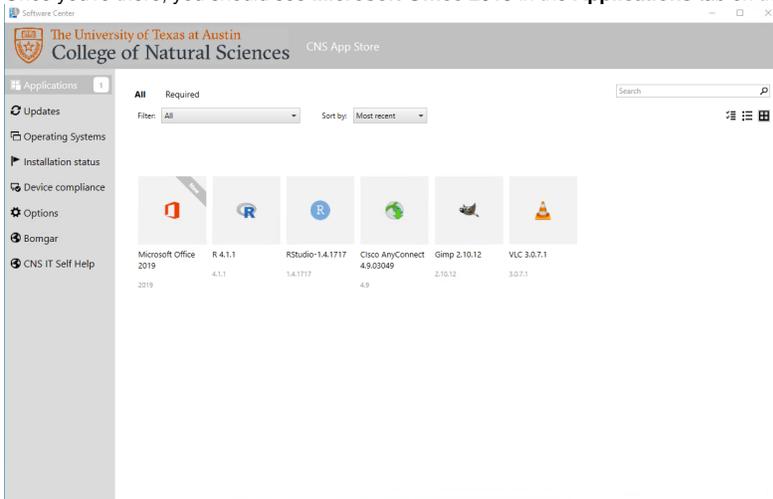
Upgrading Office

For computers that the CNS Office of IT has installed management software on:

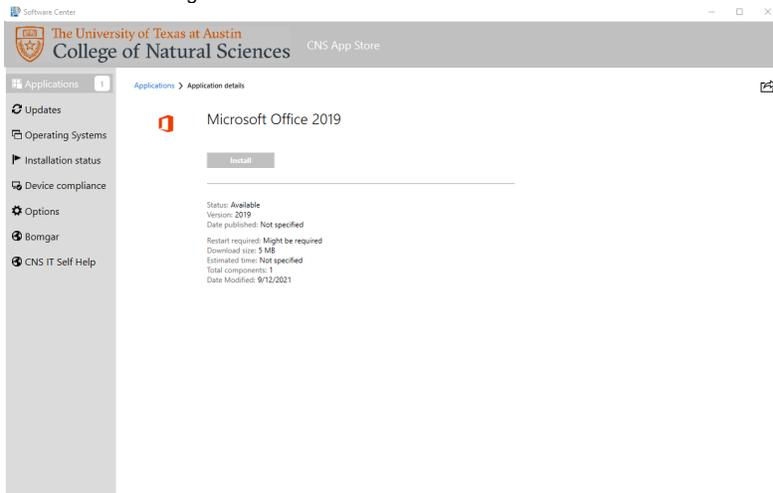
1. First, open the **Software Center**. You can find it in the **Start Menu** by searching, or under the **Microsoft Endpoint Manager** folder.



2. Once you're there, you should see **Microsoft Office 2019** in the **Applications** tab on the left.



3. Click on **Microsoft Office 2019**, and then press **Install** on the subsequent page. This does take a while to install, averaging around **15 minutes** - but could take as long as **1 hour** in some cases.



4. If you need help finding this, or if it gives you an error message, please take note of what happened and any error details, and [submit a ticket to the helpdesk](#) to assist you.

For computers that the CNS Office of IT has not installed management software on:

If you don't find the **Software Center** installed on your computer, or if you know your computer isn't equipped with our management software, please [submit a ticket to the helpdesk](#) for guidance.

