

Dear Cal State LA Community:

An upcoming Microsoft security change may disrupt some users' access to Cal State LA email on mobile devices or personal PCs. Please read this message carefully to determine if this change will impact you, and the steps you can take to avoid losing access to your Cal State LA email.

Microsoft will disable the current [basic authentication](#) login method used by some native mail applications on mobile devices to improve email security starting October 1, 2022.

**If you access your Cal State LA email on a mobile device or personal PC using the Microsoft Outlook app, this change will not affect you and you do not need to take any action.**

**If you use a mail app other than Microsoft Outlook to access your Cal State LA email on your mobile device or personal PC, please follow the steps below before Oct. 1 to avoid disruption to your email access.**

1. If you access your Cal State LA emails using the native email application on an iPhone or iPad, please follow the [instructions to reset the Cal State LA Exchange Account on Apple devices](#).
2. If you access your Cal State LA emails using the native email application on an Android phone, then please follow the [instructions to reset the Cal State LA Exchange Account on Android phones](#).
3. If you access your Cal State LA emails using the Windows Mail application in Microsoft Office 2015 and older on your personal PC, please download [Microsoft Office 365 ProPlus](#) and use Outlook to access Cal State LA emails.
4. If you have older mobile devices that only support email applications using legacy protocols (e.g., POP3 or IMAP4), please download Microsoft Outlook app on your mobile device and use it to access Cal State LA emails.

**If you use the Microsoft Outlook mail app, you do not need to take any action.**

If you need clarification or assistance, please contact the [ITS Help Desk](#) at 323-343-6170 or [helpdesk@calstatela.edu](mailto:helpdesk@calstatela.edu).