

Everyone: Verify Authenticator Setup

Begin by verifying you have completed your authenticator setup. You can do this by opening your Microsoft Authenticator app. A successful authenticator account should look like the following:



If your account looks like the example below, this means your account was not linked properly and you must remove the account and start over.

Azure AD
YourEmailAddress@Cooperhealth.edu

To remove your account and start over, please complete the steps found at the links below.

- [iPhone \(iOS\) MFA](#)
- [Android MFA](#)

For iOS users

A note for iOS users who sync contacts through mail: To avoid any problems caused by the way that iOS stores external contacts, go to your Phone Settings > Contacts > Default Account and set to iCloud

If you already used the Outlook app prior to migration for your Cooper account, please tap the settings sidebar, then select your Cooper account and remove this account before proceeding.

- Install Outlook from the App Store. You may scan the provided QR code in the sidebar.
- Once the Outlook app is installed, you will be presented with the option of adding your Cooper account if you have signed into it previously. If this is your first time signing in, please select **“Add Account”** or **“Add Work Account”** and enter your Cooper email address. If prompted for account type, select Office 365. *(The prompts may differ depending on prior logins or device.)*
- Once your account is added, you will be prompted to open the authenticator to approve your login.
- If the authenticator was installed and configured correctly, tapping the **“Open Authenticator”** button should open authenticator directly to your Cooper account for approval. Enter your password at the login screen and approve the sign-in request.
- If approved successfully, you will be taken back to Outlook with the option to add another account. Select **“Maybe Later.”**
- Enable notification access when prompted to receive notice of new messages as they come in.
- A message will appear stating, **“Your organization is now protecting its data in this app.”** Select **“OK”** and re-open Outlook.
- Your account will now be connected. At some point when re-opening the app, you may be prompted to setup a personal identification number (PIN) to protect your data. *(There is no specific time in which this prompt triggers, but it cannot be bypassed.)* This is an application-specific PIN that can be reset at any time with your Cooper login if forgotten. Please enter a six-digit unique PIN to protect your Cooper Outlook account. If you have biometrics enabled on your device (FaceID or TouchID) you may use this instead of the pin. **You must set a PIN regardless of biometric status.**
- If you followed the instructions correctly, you should now begin seeing emails come in.

Scan here!

Below you will find scannable QR codes to take you directly to the apps for your device.

Apple Outlook



Microsoft Authenticator



For Android Users

If you already used outlook prior to migration for your Cooper account, please tap the settings sidebar, then select your Cooper account and remove this account before proceeding

- Install Outlook from the Google Play store. You may scan the provided QR code in the sidebar.
- Once Outlook is installed, you will be presented with the option of adding your Cooper account if you have signed into it previously. If this is your first time using the Outlook app, please select **"Add Account"** or **"Add Work Account"** and enter your Cooper email address. If prompted for account type, select Office 365 as the account type. *The prompts may differ depending on prior logins or device.*
- You will be prompted to install Intune Company Portal to use the account. Select **"Go to store"** and install Intune.
- Once Intune is finished installing, open the app. It should complete your sign-in and redirect you back to the Outlook app.
- A prompt will appear to activate device administration for your Outlook work account. Select **"Activate."** This allows the device to remain in compliance with security policies when accessing company data.
- Once your account is added you *may* be prompted to open the authenticator to approve your login.
- If the authenticator was installed and configured correctly, tapping the **"Open Authenticator"** button should open authenticator directly to your Cooper account for approval. Enter your password at the login screen and approve the sign-in request.
- If approved successfully, you will be taken back to Outlook with the option to add another account. Select **"Maybe Later."**
- Enable notification access when prompted to receive notice of new messages as they come in.
- Your account will now be connected. At some point when re-opening the app, you may be prompted to set up a personal identification number (PIN) to protect your data. *(There is no specific time in which this prompt triggers but it cannot be bypassed.)* This is an application-specific PIN that can be reset at any time with your Cooper login if forgotten. Please enter a six-digit unique PIN to protect your Cooper Outlook account. If you have biometrics enabled on your device (Face, Iris, or Fingerprint), you may use this instead of the PIN. However, you must set a PIN regardless of biometric status.
- If you followed these instructions correctly, you should now begin seeing emails come in.

To access webmail from your computer, please use: <https://mail.cooperhealth.edu>

Please report any issues via the ServiceNow portal or call the Service Desk at 856.968.7166 or x100-7166. Please indicate on your submission or to the tech that this is related to the M365 project

Scan here!

Below you will find scannable QR Codes to take you directly to the apps for your device.

Android

Outlook



Microsoft Authenticator



Intune Company Portal



Troubleshooting Mail Issues

Unable to connect to email post-migration (remote worker)

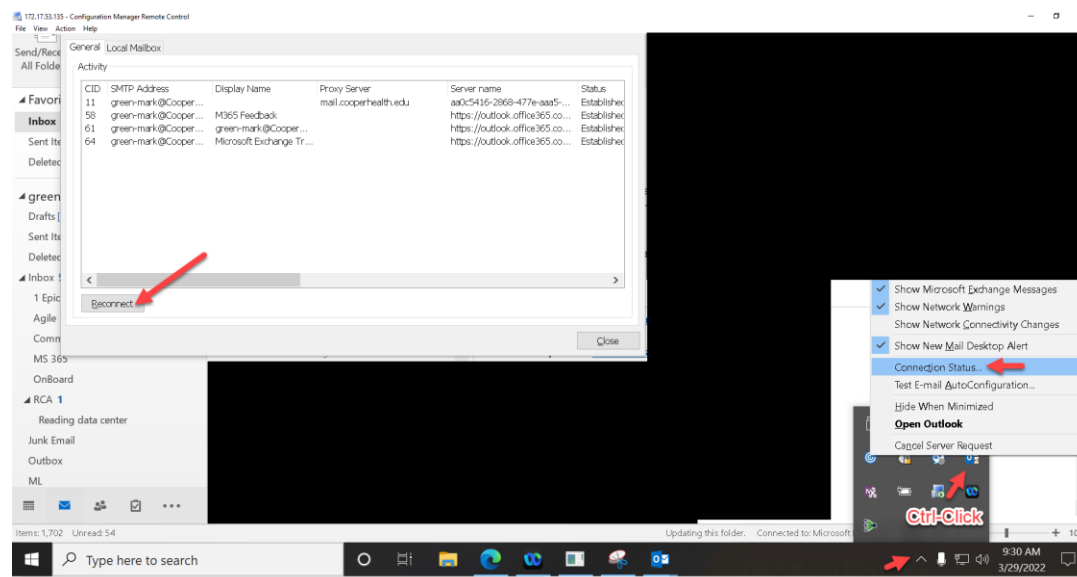
Due to security policy changes, users will need to be connected to the Cooper network to access email via Outlook. Please connect to the Cisco AnyConnect VPN on your Cooper laptop and ensure you are connected prior to launching Outlook. In certain circumstances, you may need to clear and update your saved credentials. Try restarting your computer first, then connecting to the VPN prior to launching Outlook. If this does not work, please submit a Service Desk ticket for further assistance.

Connection Issues - Possible Alternative Solution for On-Prem or Remote Workers

CTRL + right click Outlook icon in the system tray, as illustrated below.

Select **Connection Status**.

Under the **General** tab, select **Reconnect**.

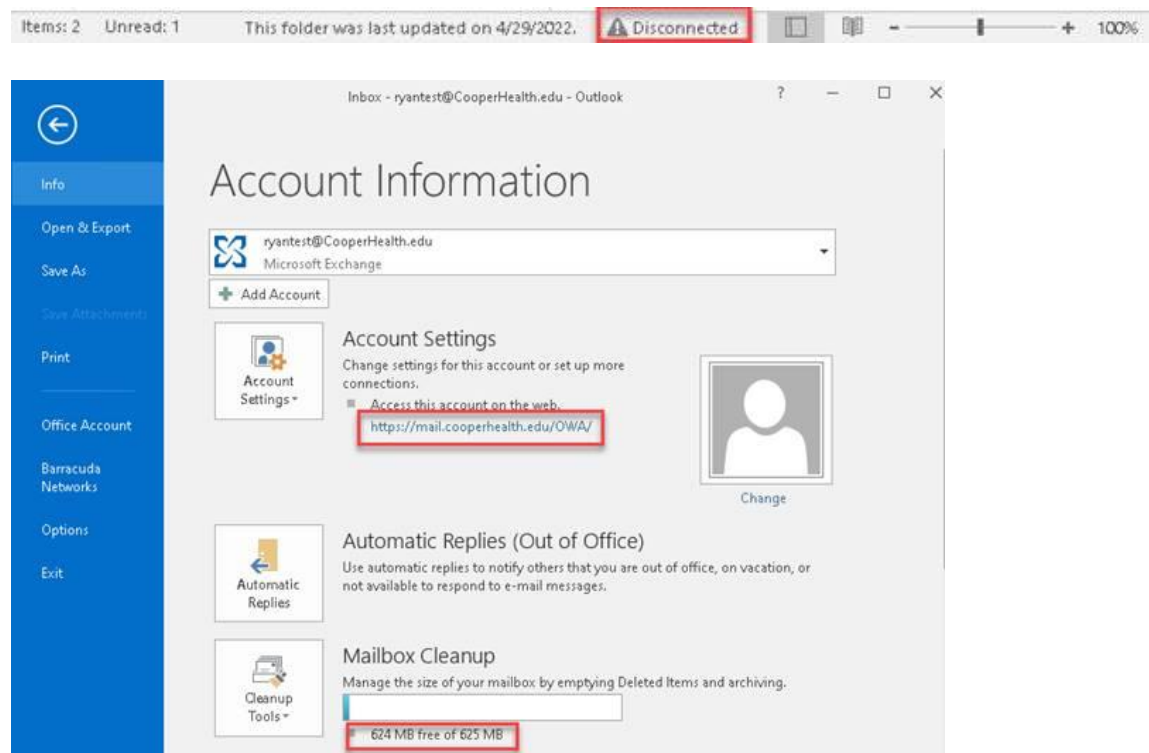


At this point email should reconnect for you. If email does not reconnect, see the following instructions.

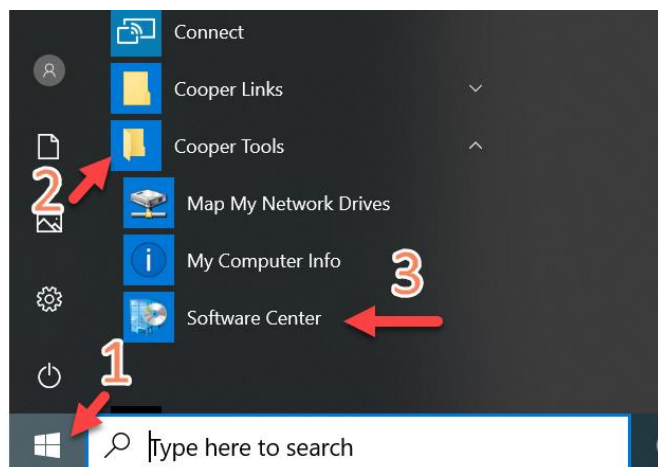
Connection state: Disconnected | Unable to update profile (post-migration)

Due to Webex calendar integration, Outlook profiles may be caught in limbo during migration, as the Jabber/Webex integration sometimes prevents local Outlook profiles from being updated. Please follow the steps below to resolve this issue.

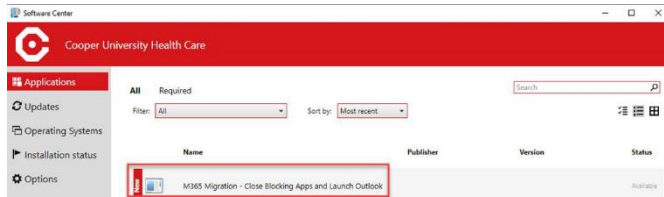
You may see the following alert at the bottom of your Outlook window and, if you click on the File menu, you may see the old OWA address of mail.cooperhealth.edu and the old mail quota.



If so, navigate to the Software Center by going to **Start > Cooper Tools > Software Center**



Once **Software Center** opens, under the applications tab you should see "**M365 Migration - Close blocking apps and launch Outlook**".



Select this entry and click **install** on the following screen.



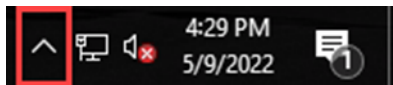
Jabber and/or Webex should now be closed and Outlook should restart to complete your profile migration.

Once Outlook opens, please sign in with your Cooper credentials when prompted and verify that the connection status changes to **Connected to: Microsoft Exchange**

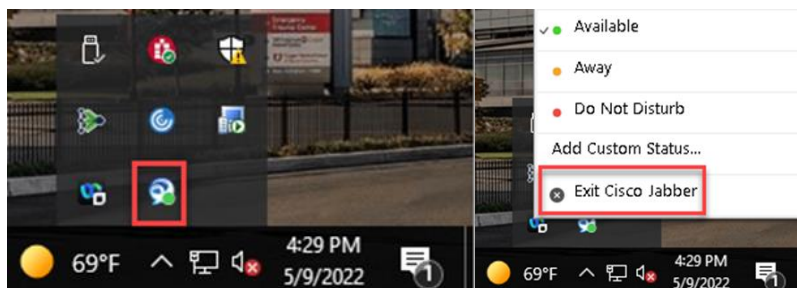
Remember to relaunch any apps that were closed during this process.

If you do not see the fix described above in your Software Center, you may manually complete the steps.

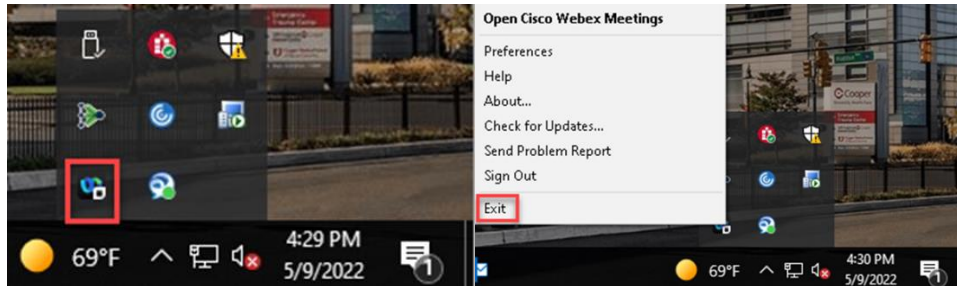
In the taskbar, select the "**Show Hidden Icons**" arrow in the lower right.



If you are using Cisco Jabber, **right click** on the Jabber icon and select "**Exit Cisco Jabber.**"



If you are using either Webex Meetings or Webex Teams, **right click** on the Webex icon and select **“Exit.”**



Once this is complete, you may re-launch Outlook and complete your profile migration.

Once Outlook opens, please sign in with your Cooper credentials when prompted and verify that the connection status changes to **“Connected to: Microsoft Exchange.”**

Remember to relaunch any apps that were closed during this fix.

If you are still experiencing issues, please contact the Service Desk.