BASIC AUTH TO MODERN AUTH REMEDIATION FOR MACOS 10.14 AND LATER

Applies to:

Macs using Apple Mail that were upgraded from an earlier version of macOS to macOS 10.14 and later

This document provides steps to convert the Apple Mail client from Basic Auth to Modern Auth (OAuth).

Apple started supporting Modern Auth (OAuth) in the Native Mail client starting in 10.14. Macs that were configured to access PHS/MGB Email prior to 10.14 that were later upgraded to 10.14 and later must be reconfigured. Failure to reconfigure your Mail client will result in the loss of email and calendar access via Apple's native Mail and Calendar applications.

VERIFICATION

- **Apple Menu** () > **System Preferences** > **Internet Accounts**
- Click on **Exchange** on the left
  - If you do not see "Exchange" listed on the left, your Mac is not configured to use Apple Mail. Stop Here
- Select "**Details**"
  - If you see your **Email Address** Listed, your Mac is already using Modern Auth. Stop Here
  - If you see a **Network ID** (i.e. zex2), proceed to the **RESOLUTION** Section below
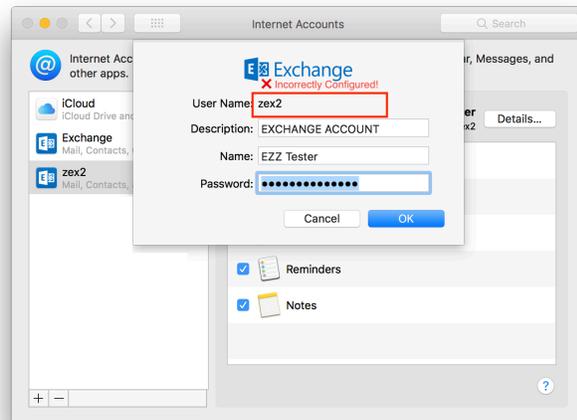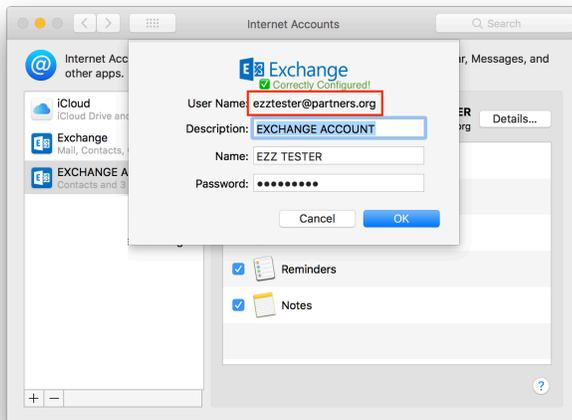
RESOLUTION: REMOVE EXISTING BASIC AUTH EMAIL SETUP

1. Click on the **"-"** symbol on the bottom left
2. Click "**OK**" or "**Remove from All**" to remove the account from your Mac
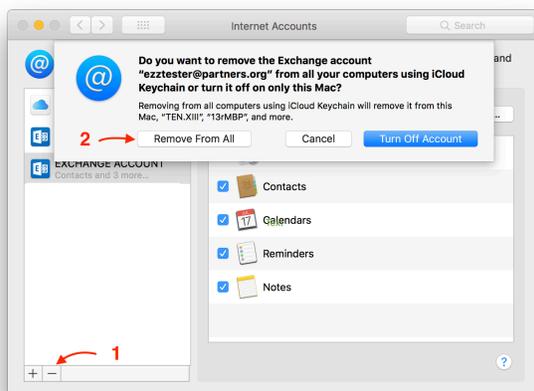
MODERN AUTH (OAUTH) SETUP

1. **Apple Menu (🍎)** > **System Preferences** > **Internet Accounts**

2. Select **Exchange** on the right
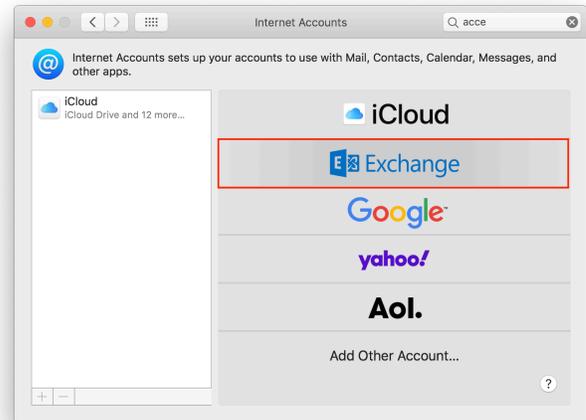
   a. Enter your **Full Name**
   b. Enter your **PHS/MGB Email Address**
   c. Click on **Sign In**
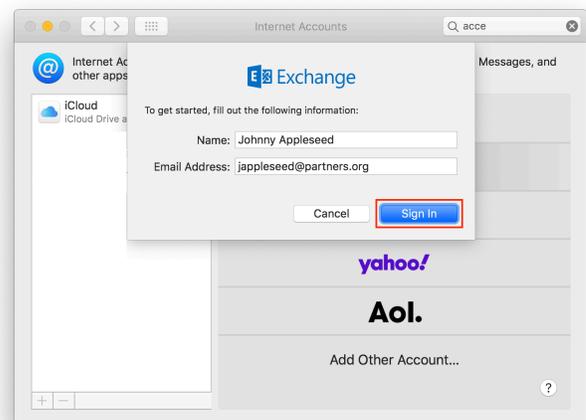
3. Click **Sign In** to allow Mail to Auto-Discover your PHS/MGB Email Account
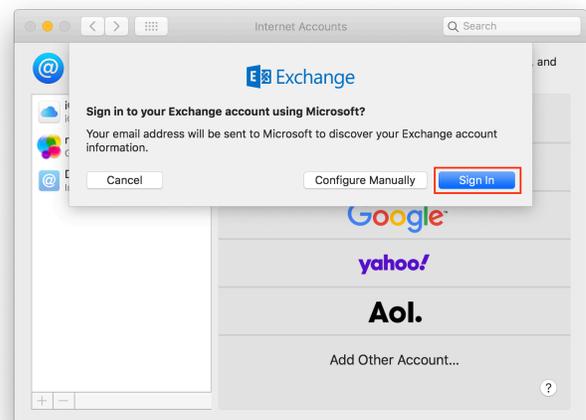
4. You will automatically be redirected to Okta 2FA
   a. Enter your **PHS/MGB Network ID** (e.g. jha12)
   b. Enter your **PHS/MGB Password**
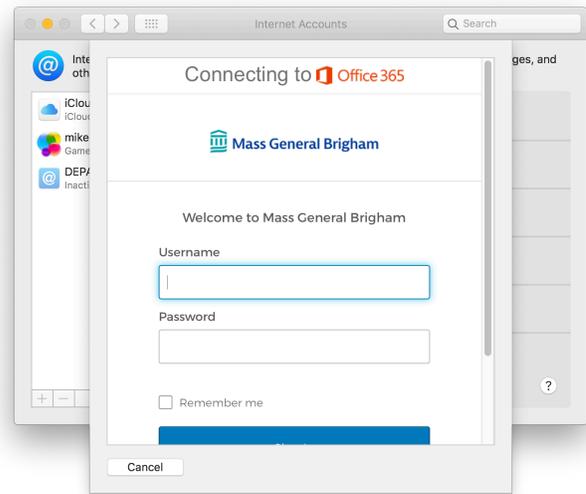
5. If prompted, **send the SMS** Verification Code, **Enter** it, and click **Verify**
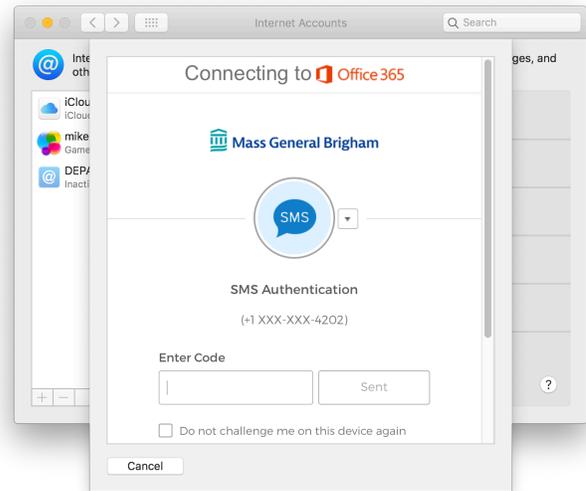
6. Select the **Data** you want to sync with your Mac

7. Click on **Done**