

REMINDER: The desktop version of MS-Outlook is being retired!

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To: MCC Emp - All <MCC-Emp-All@mohave.edu>

Dear MCC Community,

Recent changes to the authentication and security procedures for e-mail and logins – multifactor authentication – has caused issues with some installations of Microsoft Outlook. The issue revolves around how Microsoft Outlook processes MFA credentials (poorly), what version of Active Directory your account might have been created under or migrated to, and which initial build of Outlook the end user has installed on their computer; there are lots of moving parts around this known issue. In most environments 95% of the user base is able to regain some functionality in Outlook; unfortunately the failure rate with Outlook clients in our environment is closer to 25%. To date there is no expectation that Microsoft will attempt to resolve the issue, especially given their push to fully online versions of all MS-Office products, not just e-mail. The guidance the IT department received from the vendor was to deprecate Outlook in our environment and move all users to the online mail client that can be accessed at <https://portal.office.com>. **To this end, the college will no longer install or support the desktop version of the MS-Outlook client beginning March 1, 2022. If your installation has issues during this time we will recommend moving rather than attempt to resolve the issue.**

The online version has similar functionality to the desktop version though some things need to be done a little differently and some features work in a different way. I have attached to this e-mail all of the differences and questions the IT department has received to date about the web version. This information can also be found at <https://www.mohave.edu/owa>. As more users move to the online version and more questions come in we will update the OWA website and will send continual reminders about the deprecation date.

On a personal note, I feel the pain of those who are being forced to the new format – I’ve been using some version of Outlook daily since 1997. If I felt there were an alternative I assure you I’d take it, but the problems are unfortunately inconsistent and unpredictable and would present a support issue that would be nearly impossible to navigate. I’m happy to answer your questions about this issue, so please feel free to reach out to me directly.

Thanks for your patience as we move toward newer, more stable, more secure technologies – your support is priceless.

Kind regards,
Mark



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