



Multi-factor Authentication for HKSYU Email

Choose 1 of 4 below MFA methods

1. [SMS Verification Code](#) ([setup](#), [use](#))
2. [Approve Notification](#) ([setup](#), [use](#))
3. [Authenticator Verification Code](#) ([setup](#), [use](#))
4. [Call to Phone](#) ([setup](#), [use](#))

More Information

5. [Setup App Password to access SYU email from Gmail](#)
6. [Frequently Asked Questions](#)



樹仁大學
香港樹仁大學
HONG KONG SHUE YAN UNIVERSITY

Sign in

someone@hksyu.edu.hk

.....

Sign in

[Change or Reset your password](#)

If you have not created your personal password in WebSIMS

Method 1: Setup for using SMS Verification code

1. Visit below website on smartphone <https://www.hksyu.edu/webmail>
2. Enter SYU email username in the format:
"user@domain"
e.g. someone@hksyu.edu.hk for student
someone@hksyu.edu for staff
3. Enter password
4. Click "Sign In"

Outlook



996999@hksyu.edu.hk

More information required

Your organization needs more information to keep your account secure

[Use a different account](#)

[Learn more](#)

[Next](#)

1. Click “Next”

📶 97% 11:17 AM

Additional security verification

Secure your account by adding phone verification to your password. [V](#)

Step 1: How should we contact you?

Authentication phone ▼

Hong Kong SAR (+852) ▼ 97805740

Method

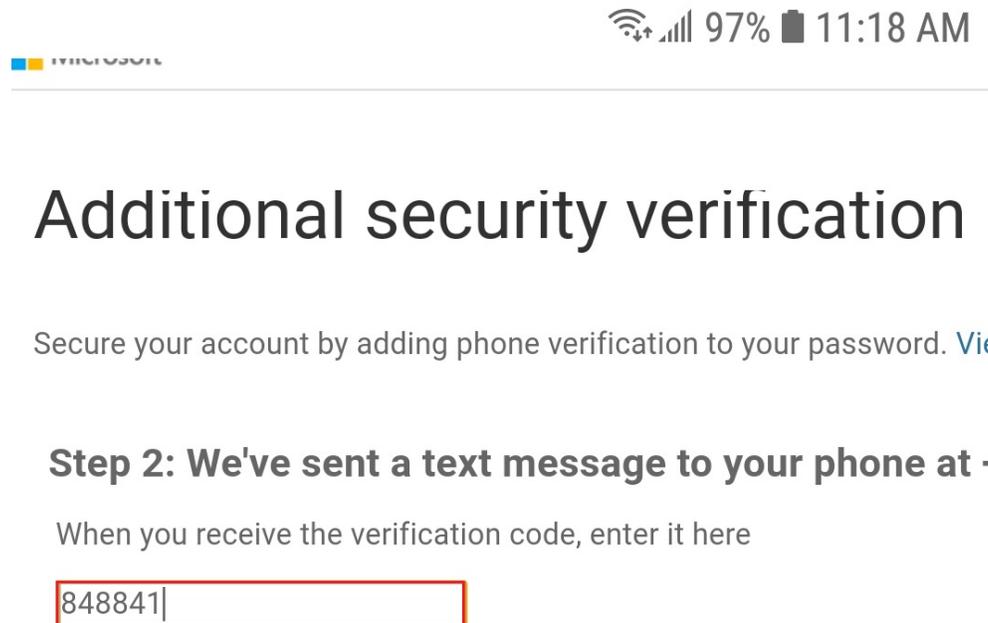
Send me a code by text message

Call me

1. Select “Authentication phone”
2. Select “Send me a code by text message”



1. Click “Home” button to minimize the web browser
2. Click “Messages” App to check SMS
3. Read the 6-digit code, e.g. 848841



1. Click “Home” button to minimize Messages App
2. Go back to webmail
3. Enter the 6-digit code e.g. 848841
4. Click “Verify”

📶 96% 🔋 11:19 AM

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1. Click “Next”

Additional security verification

Secure your account by adding phone verification to your password. [View video to l](#)

Step 3: Keep using your existing applications

In some apps, like Outlook, Apple Mail, and Microsoft Office apps, you'll need to create a new "app password" to use in p

Get started with this app password:

glxfjgxrllkswggf





Sign in

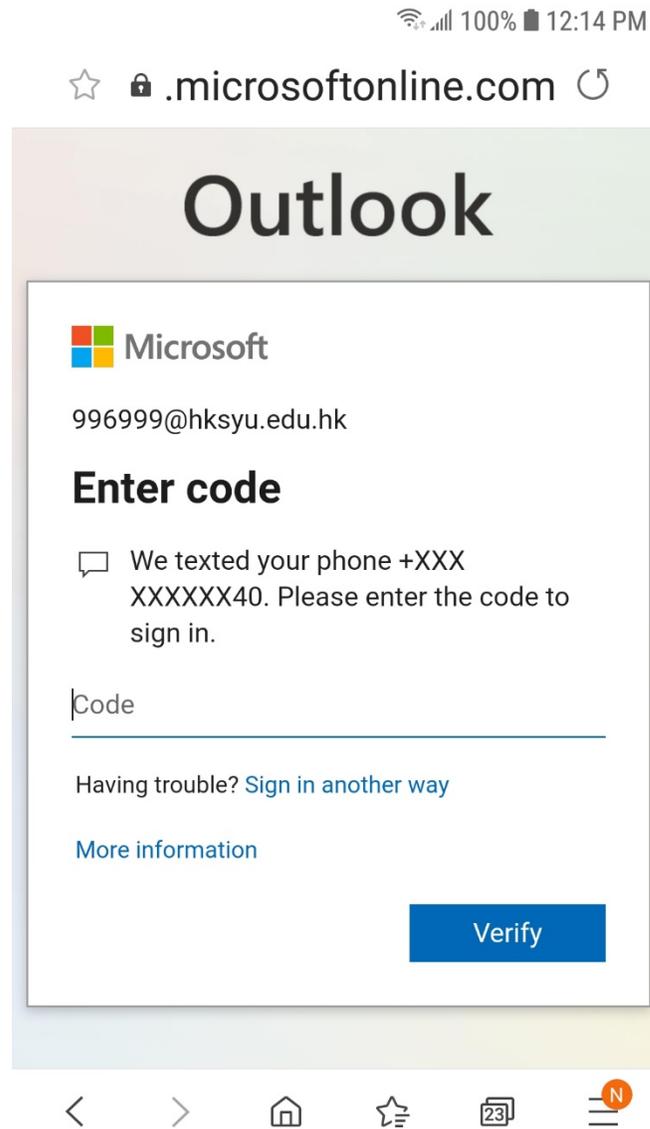
Sign in

[Change or Reset your password](#)

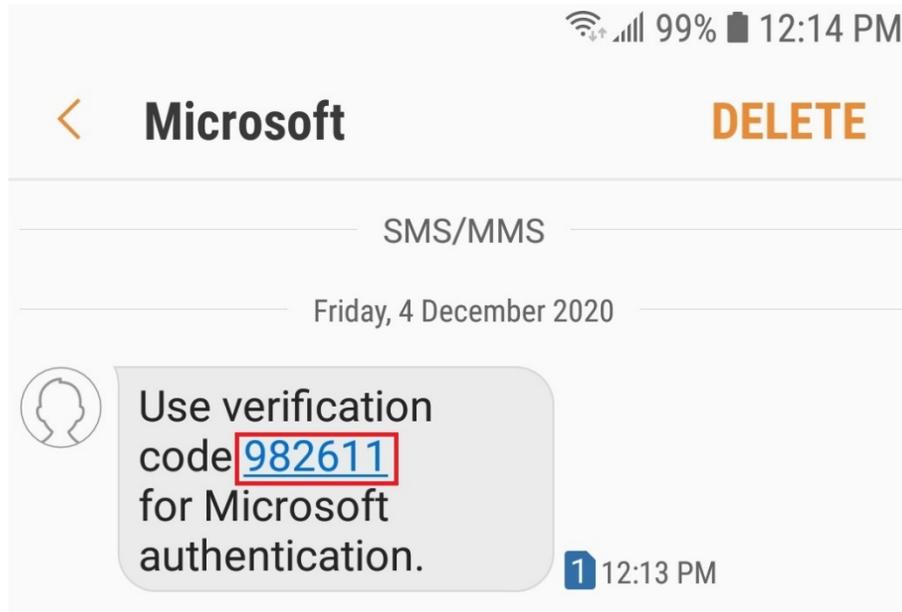
If you have not created your personal password in WebSIMS before, use your student number as the login ID and the last 3 digits before the left parenthesis "(" of your Identity card number, plus the day of your birthday transposed as your login password. You are advised to change your password

Using SMS verification code method after Setup completed

1. Visit below website on smartphone
<https://www.hksyu.edu/webmail>
2. Enter SYU email username in the format: "user@domain"
e.g. someone@hksyu.edu.hk for student
someone@hksyu.edu for staff
3. Enter password
4. Click "Sign In"



1. You see request for verification code
2. Click “Home” button to minimize the webpage
3. Click “Messages” App to check SMS



1. Remember the 6-digit code, e.g. 982611
2. Click “Home” button to minimize the “Messages” App



996999@hksyu.edu.hk

Enter code

 We texted your phone +XXX
XXXXXX40. Please enter the code to
sign in.

982611

Having trouble? [Sign in another way](#)

[More information](#)

Verify

1. Click the web browser
2. Enter the 6-digit code, e.g. 982611
3. Click “Verify”

Outlook



996999@hksyu.edu.hk

Stay signed in?

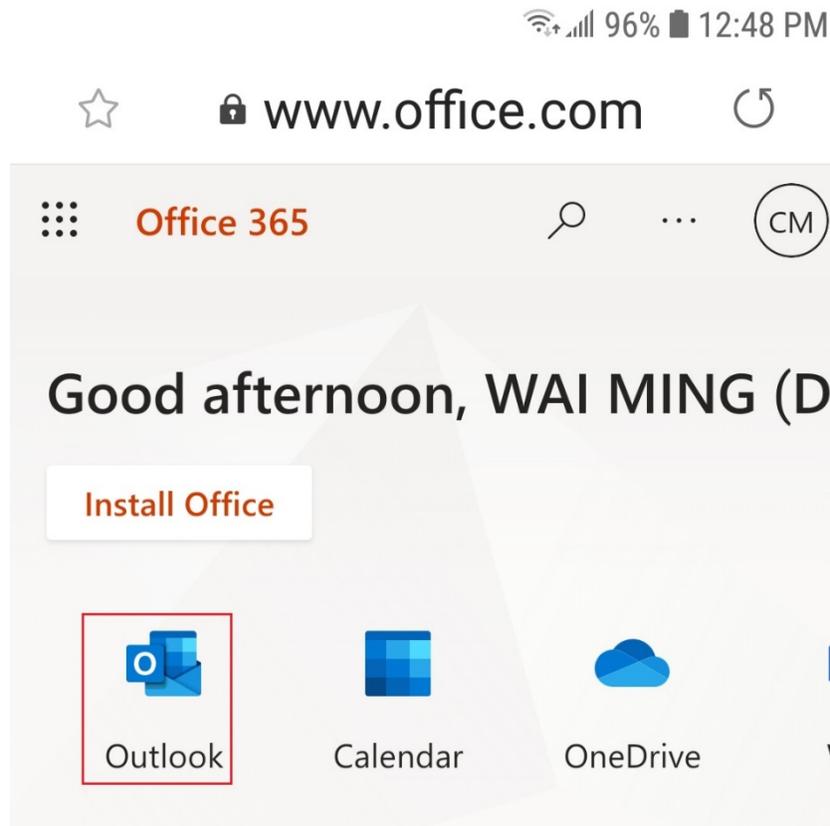
Do this to reduce the number of times you are asked to sign in.

Don't show this again

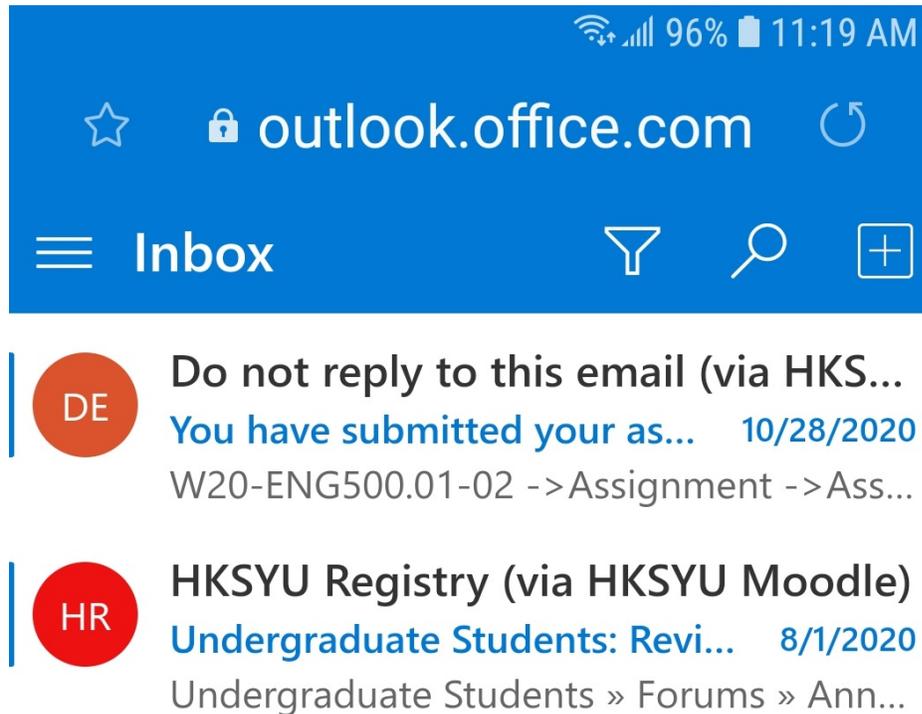
No

Yes

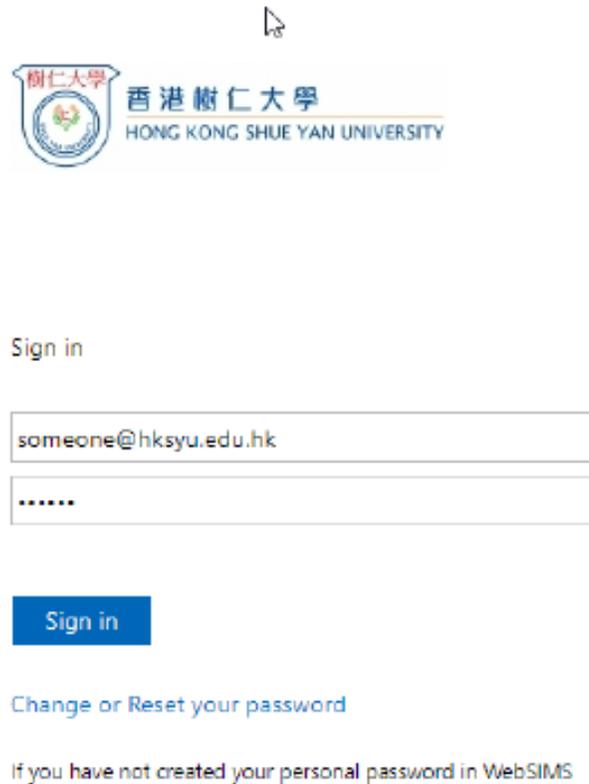
1. Click “Yes”



1. Click “Outlook”



1. You will see the email in outlook



香港樹仁大學
HONG KONG SHUE YAN UNIVERSITY

Sign in

someone@hksyu.edu.hk

.....

Sign in

[Change or Reset your password](#)

If you have not created your personal password in WebSIMS

Method 2: Setup for using Approve Notification

1. Visit the below website preferably on computer if you wish to scan QR code in the later steps
<https://www.hksyu.edu/webmail>
2. Enter SYU email username in the format: "user@domain"
e.g. someone@hksyu.edu.hk for student
someone@hksyu.edu for staff
3. Enter password
4. Click "Sign In"

Outlook



996999@hksyu.edu.hk

More information required

Your organization needs more information to keep your account secure

[Use a different account](#)

[Learn more](#)

[Next](#)

1. Click “Next”

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Secure your account by adding phone verification to your password

Step 1: How should we contact you?

Authentication phone ▼

Hong Kong SAR (+852) ▼ 97805740

Method

Send me a code by text message

Call me

1. Click “Authentication phone”

Step 1: How should we contact you?

Mobile app ▼

How do you want to use the mobile app? _____

Receive notifications for verification

Use verification code

To use these verification methods, you must set up the Mic

Set up

Mobile app has been configured.

Prev.

Next

Done

Authentication phone

Office phone

Mobile app

1. Select “Mobile app”
2. Click “Done”
3. Click “Set up”

32% 10:56 PM

Configure mobile app

Complete the following steps to configure your mobile app

1. Install the Microsoft authenticator app for [Windows](#)
2. In the app, add an account and choose "World Wide Web"
3. Scan the image below.



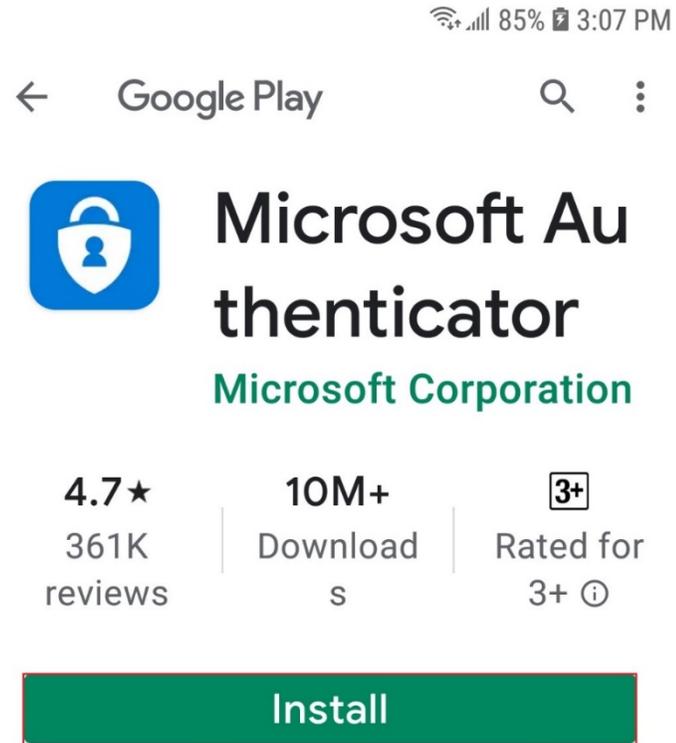
If you are unable to scan the image, enter the

Code:

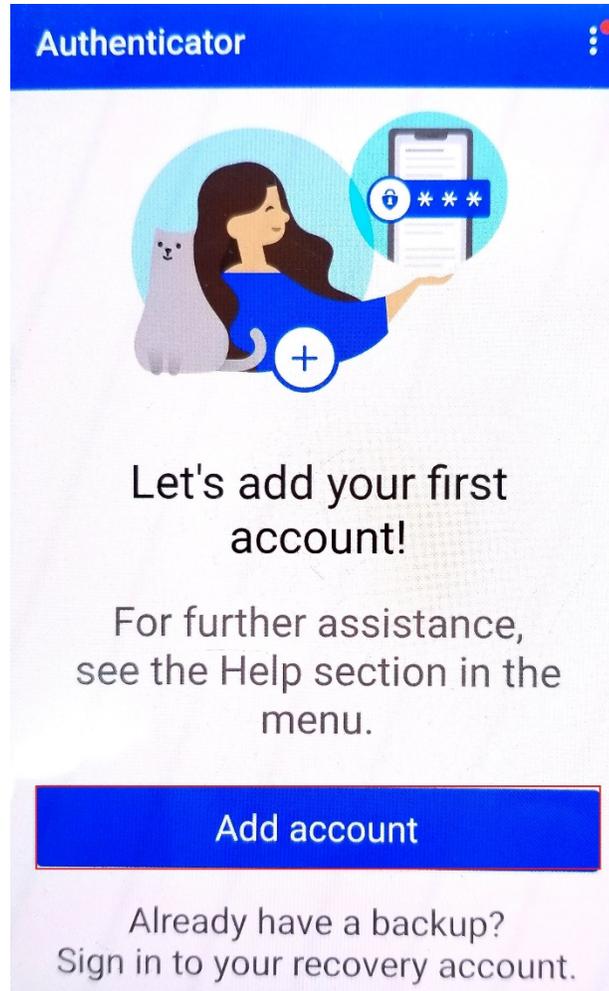
Url:

If the app displays a six-digit code, choose "Next"

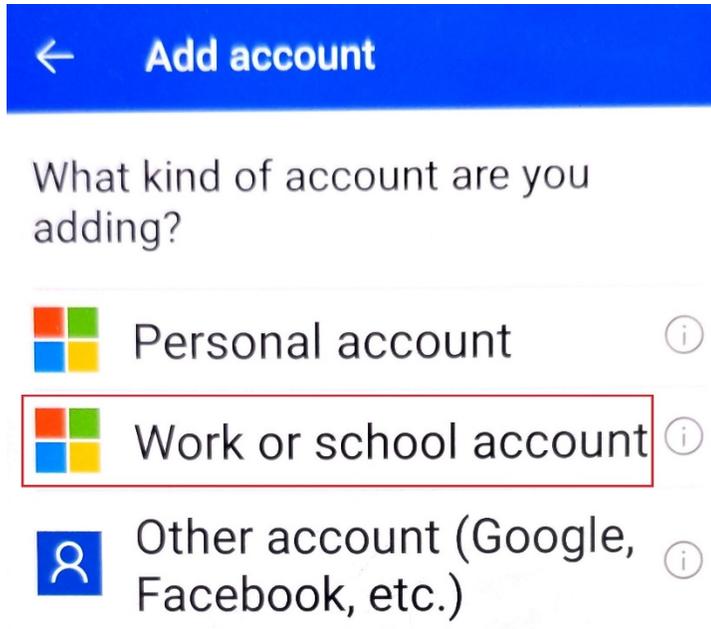
1. Jot down the code, e.g. 571 213 519
2. Copy the URL link
3. Click "Android"/"iOS", or Search Google Play/App Store to install Microsoft Authenticator App



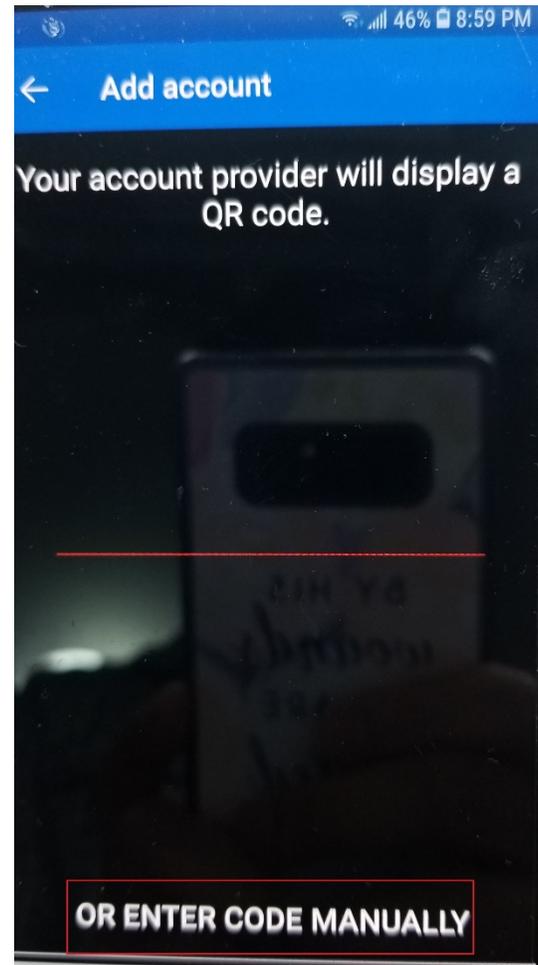
1. Click “Install”
2. Click “Open”
3. Click “I agree”



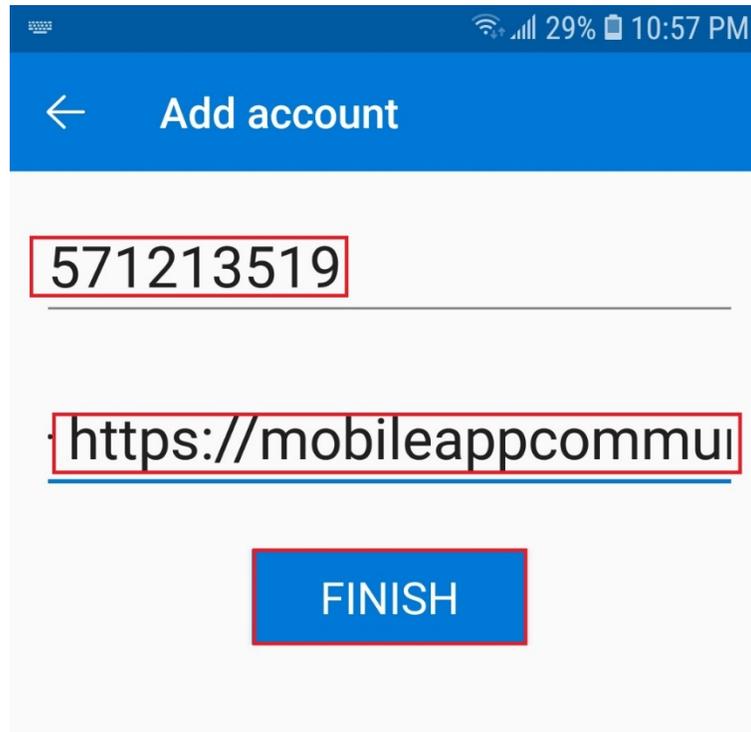
1. Click "Add account"



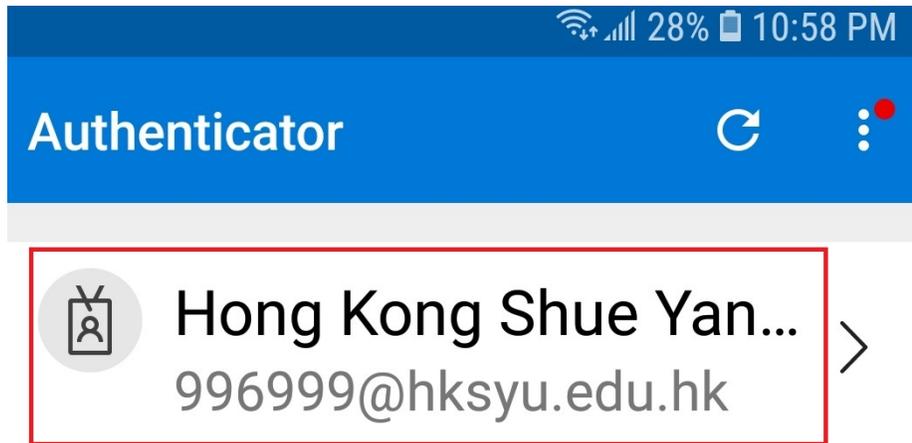
1. Click “Work or school account”
2. Click “Allow”



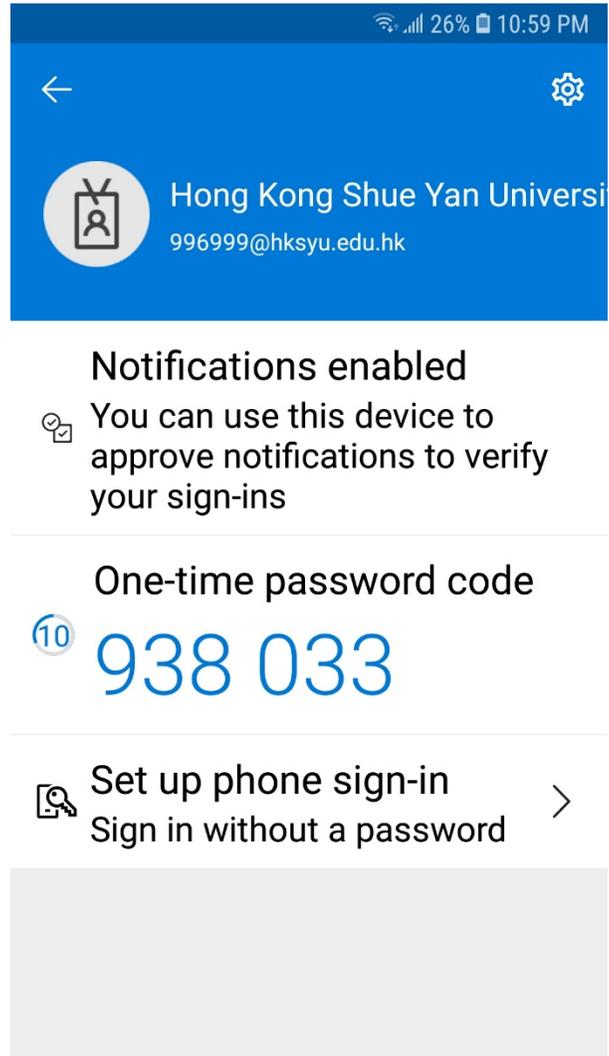
1. Click “OR ENTER CODE MANUALLY”
2. Or, scan the QR code on the computer using your smart phone



1. Enter the code, e.g. 571213519
2. Parse the URL
3. Click “Finish”



1. Click “Hong Kong Shue Yan University”



1. Press “Home” button to minimize Authenticator
2. Go to web page

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Secure your account by adding phone verificat

Step 1: How should we contact yo

Mobile app ▼

How do you want to use the mobile app? -

Receive notifications for verification

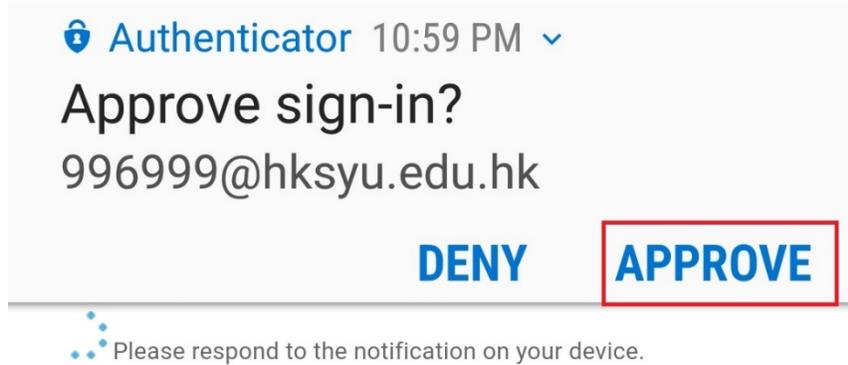
Use verification code

To use these verification methods, you must

Set up

Mobile app has been c

1. Select “Receive notifications for verification”
2. Click “Next”



1. Click “APPROVE”

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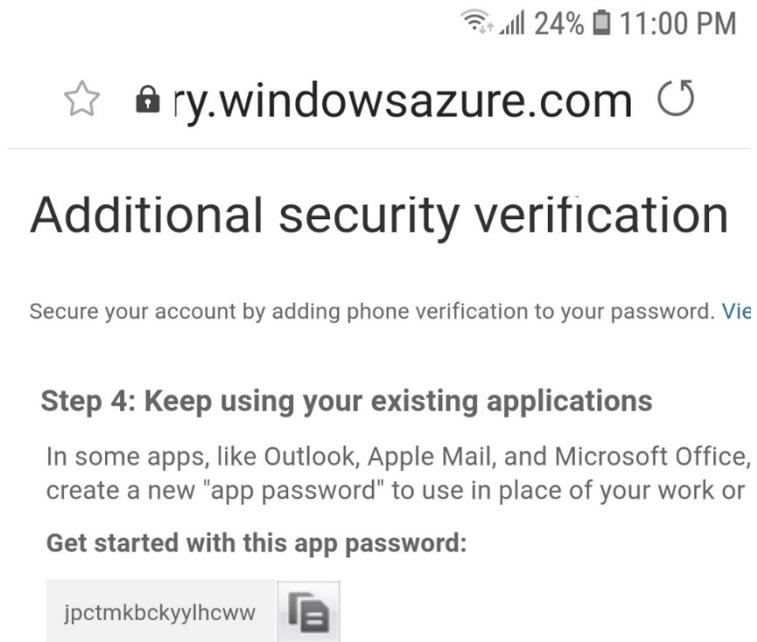
Additional security verification

Secure your account by adding phone verification to your password. [View vid](#)

Step 3: In case you lose access to the mobile app

Hong Kong SAR (+852) ▼

1. Click “Next”



1. Click “Next”

Outlook



996999@hksyu.edu.hk

Stay signed in?

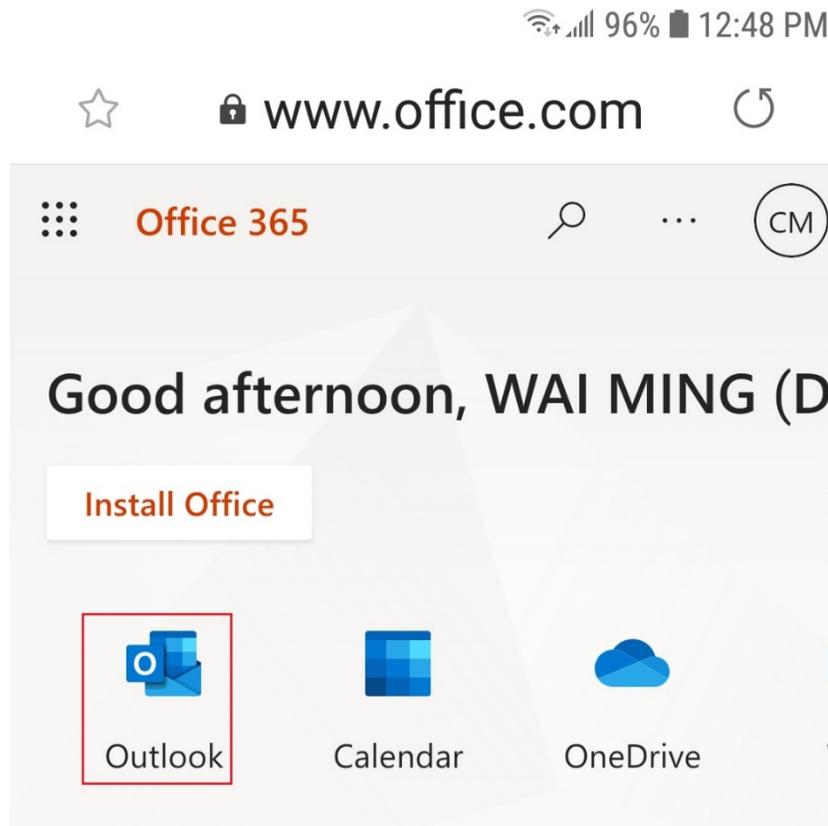
Do this to reduce the number of times you are asked to sign in.

Don't show this again

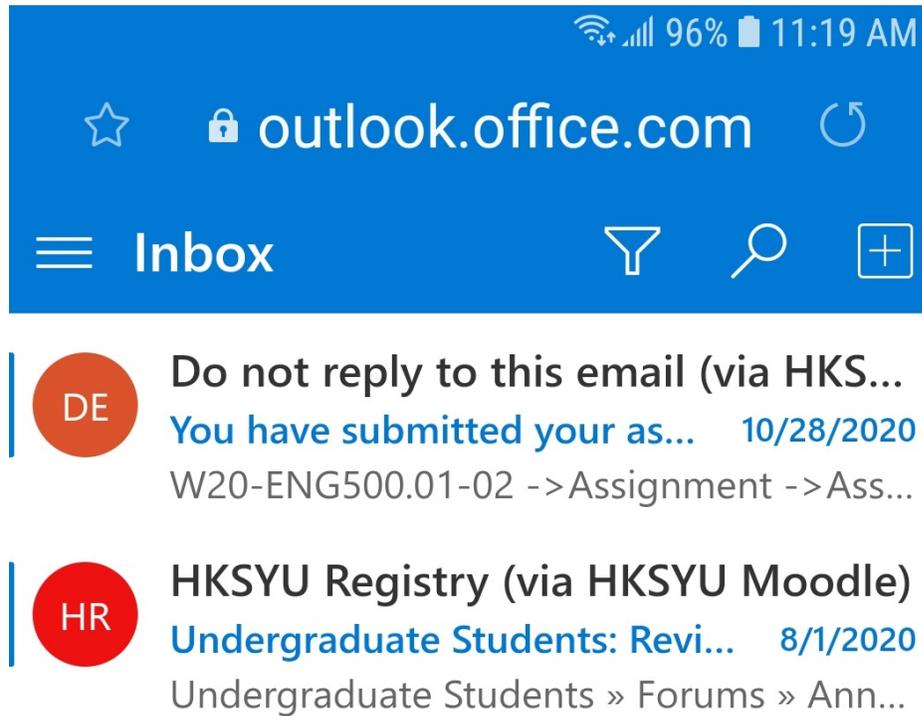
No

Yes

1. Click “Yes”



1. Click “Outlook”



1. You will see the email in outlook



Hong Kong Shue Yan University Sign in

Type your user name and password.

User name:

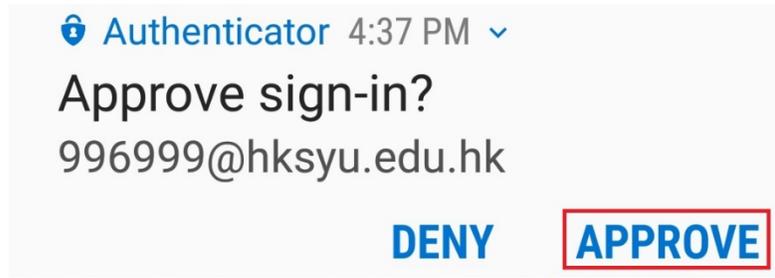
Password:

- [Change or Reset your password](#)

If you have not created your personal password in before, use your student number as the login ID and digits before the left parenthesis "(" of your Identit

Using Approve Notification method after Setup completed

1. Visit below website on smartphone
<https://www.hksyu.edu/webmail>
2. Enter SYU email username
3. Enter password
4. Click "Sign In"



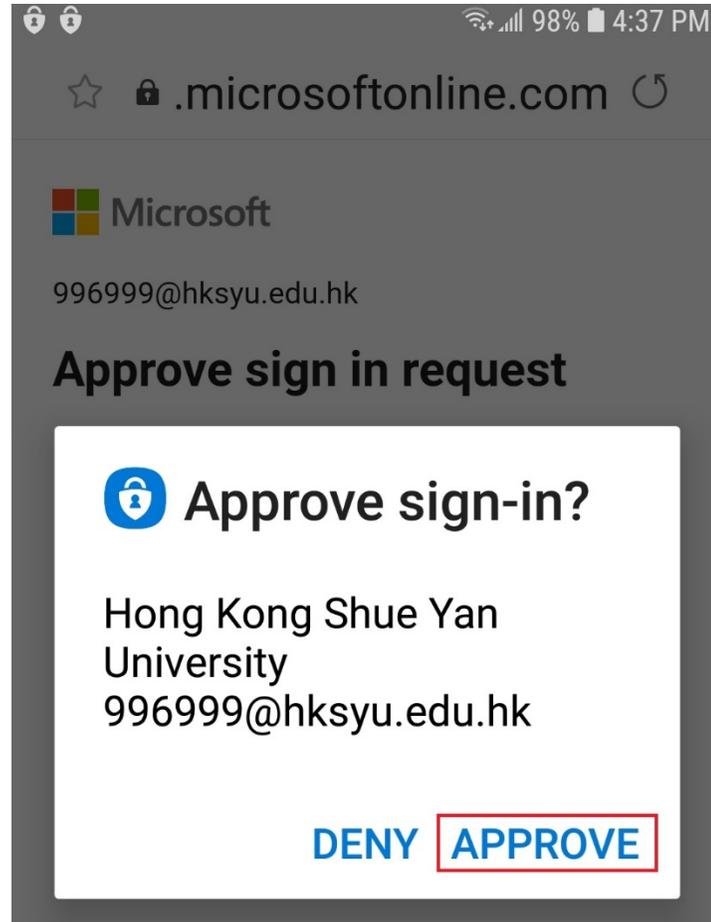
1. Click “APPROVE”

996999@hksyu.edu.hk

Approve sign in request

 We've sent a notification to your mobile device. Please open the Microsoft Authenticator app to respond.

Having trouble? [Sign in another way](#)



1. Click "APPROVE"

Outlook



996999@hksyu.edu.hk

Stay signed in?

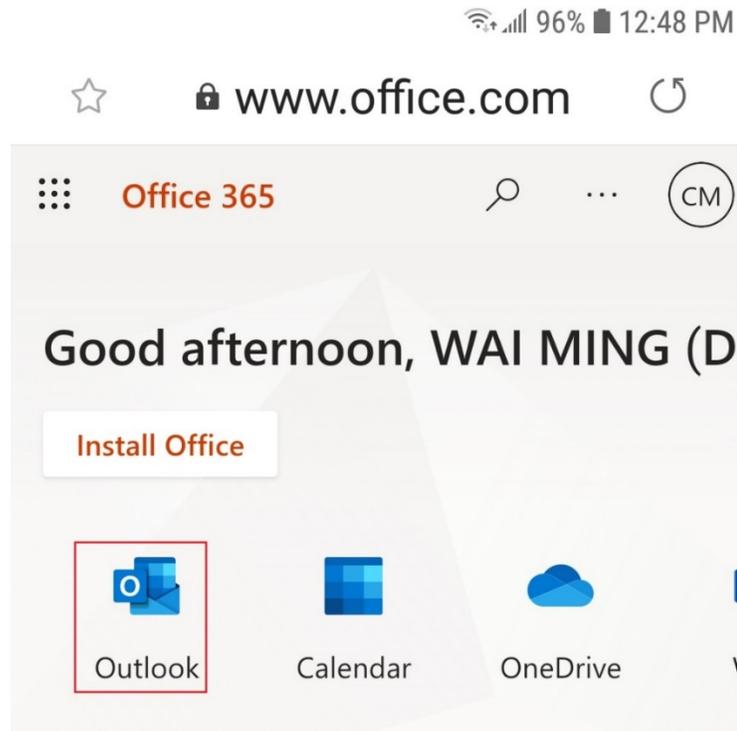
Do this to reduce the number of times you are asked to sign in.

Don't show this again

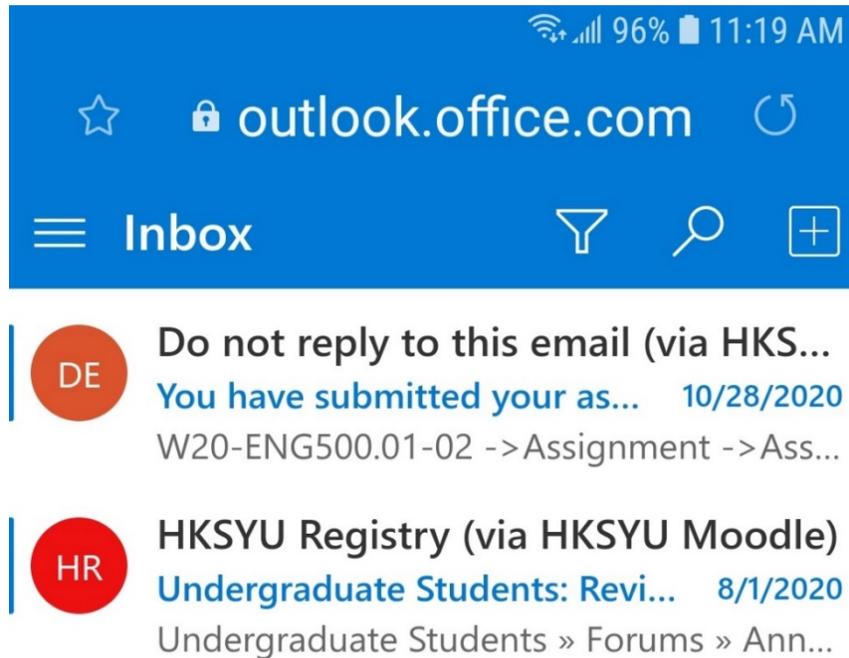
No

Yes

1. Click "Yes"



1. Click “Outlook”



1. You will see the email in outlook



香港樹仁大學
HONG KONG SHUE YAN UNIVERSITY

Sign in

someone@hksyu.edu.hk

.....

Sign in

[Change or Reset your password](#)

If you have not created your personal password in WebSIMS

Method 3: Setup for Authenticator Verification code

1. Visit the below website preferably on computer if you wish to scan QR code in the later steps
<https://www.hksyu.edu/webmail>
2. Enter SYU email username in the format: "user@domain"
e.g. someone@hksyu.edu.hk for student
someone@hksyu.edu for staff
3. Enter password
4. Click "Sign In"

Outlook



996999@hksyu.edu.hk

More information required

Your organization needs more information to keep your account secure

[Use a different account](#)

[Learn more](#)

[Next](#)

1. Click “Next”

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Secure your account by adding phone verification to your

Step 1: How should we contact you?

Authentication phone ▼

Hong Kong SAR (+852) ▼ 97805740

Method

Send me a code by text message

Call me

1. Click “Authentication phone”

Step 1: How should we contact you?

Mobile app ▼

How do you want to use the mobile app? _____

- Receive notifications for verification
- Use verification code

To use these verification methods, you must set up the Mic

Set up Mobile app has been configured.

Prev. Next **Done**

- Authentication phone
- Office phone
- Mobile app**

1. Select “Mobile app”
2. Click “Done”
3. Click “Set up”

32% 10:56 PM

Configure mobile app

Complete the following steps to configure your mobile app

1. Install the Microsoft authenticator app for [Windows](#)
2. In the app, add an account and choose "World Wide Web"
3. Scan the image below.



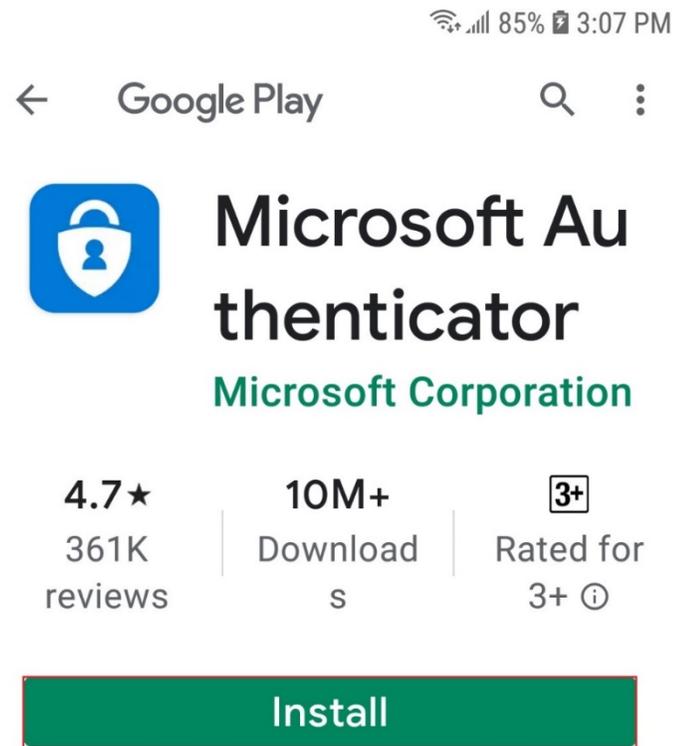
If you are unable to scan the image, enter the

Code:

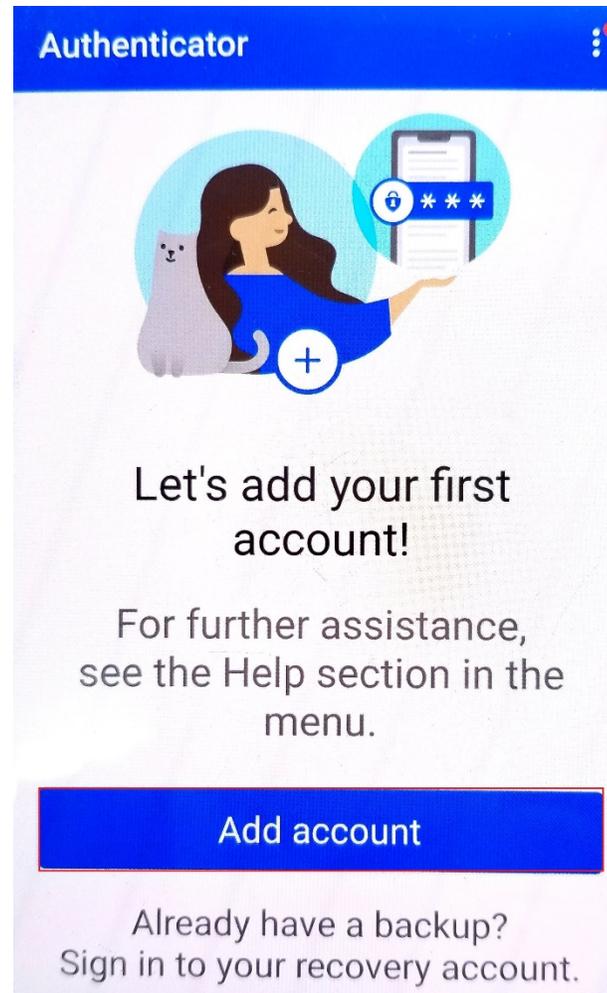
Url:

If the app displays a six-digit code, choose "Next"

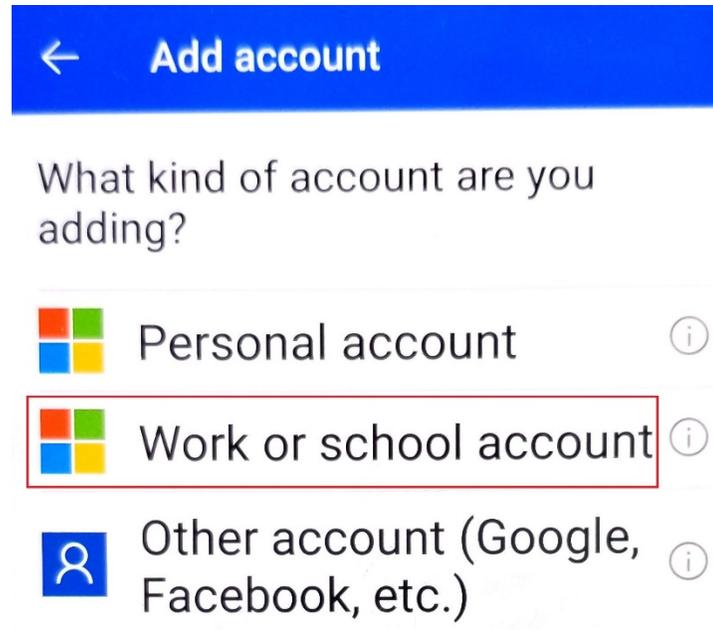
1. Jot down the code, e.g. 571 213 519
2. Copy the URL link
3. Click "Android"/"iOS" or Search Google Play/App Store to install Microsoft Authenticator Apps



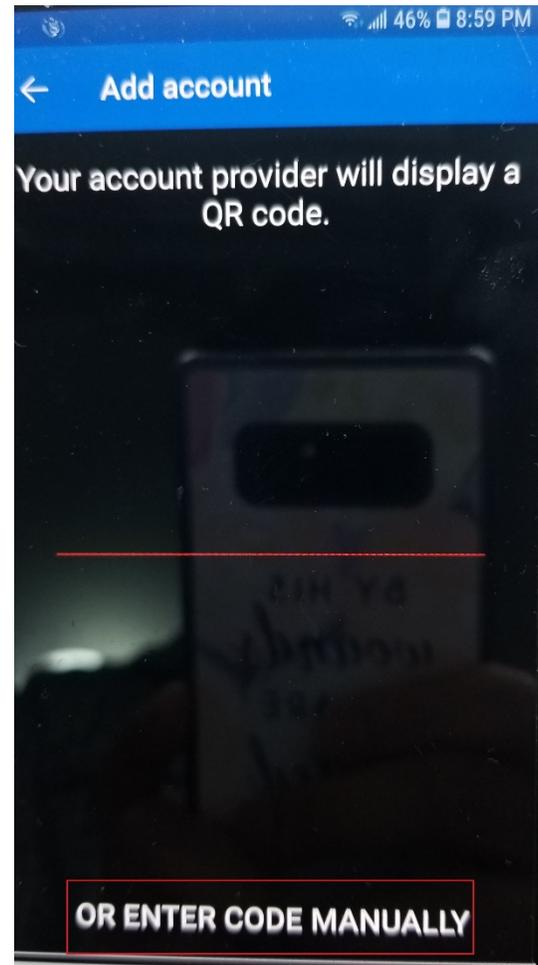
1. Click "Install"
2. Click "Open"
3. Click "I agree"



1. Click “Add account”



1. Click “Work or school account”
2. Click “Allow”



1. Click “OR ENTER CODE MANUALLY”
2. Or, scan the QR code on the computer using your smart phone

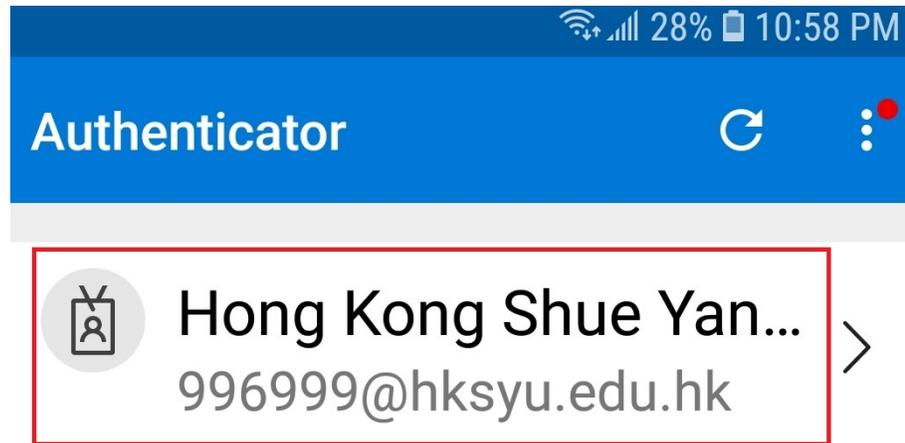
← Add account

571213519

<https://mobileappcommu>

FINISH

1. Enter the code, e.g. 571213519
2. Parse the URL
3. Click “Finish”



1. Click “Hong Kong Shue Yan University”



Notifications enabled

 You can use this device to approve notifications to verify your sign-ins

One-time password code

 294 442

 Set up phone sign-in >
Sign in without a password

1. Remember the One-time password code, e.g. 294442
2. Press “Home” button to minimize Authenticator
3. Go to web page

Secure your account by adding phone verification to your password. [View video to l](#)

Step 1: How should we contact you?

Mobile app ▼

How do you want to use the mobile app? _____

Receive notifications for verification

Use verification code

To use these verification methods, you must set up the Microsoft Authenticator a

Set up

Mobile app has been configured for notifications and verifi

1. Select “Use verification code”
2. Click “Next”

Secure your account by adding phone verification

Step 2: Enter the verification code

Enter the verification code displayed on your app

1. Click “Home” button to minimize Messages App
2. Go back to webmail
3. Enter the 6-digit code e.g. 294442
4. Click “Verify”

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1. Click “Done”

Additional security verification

Secure your account by adding phone verification to your password. [View video to l](#)

Step 3: Keep using your existing applications

In some apps, like Outlook, Apple Mail, and Microsoft Office apps, you'll need to create a new "app password" to use in p

Get started with this app password:

glxfjgxrllkswggf



Outlook



996999@hksyu.edu.hk

Stay signed in?

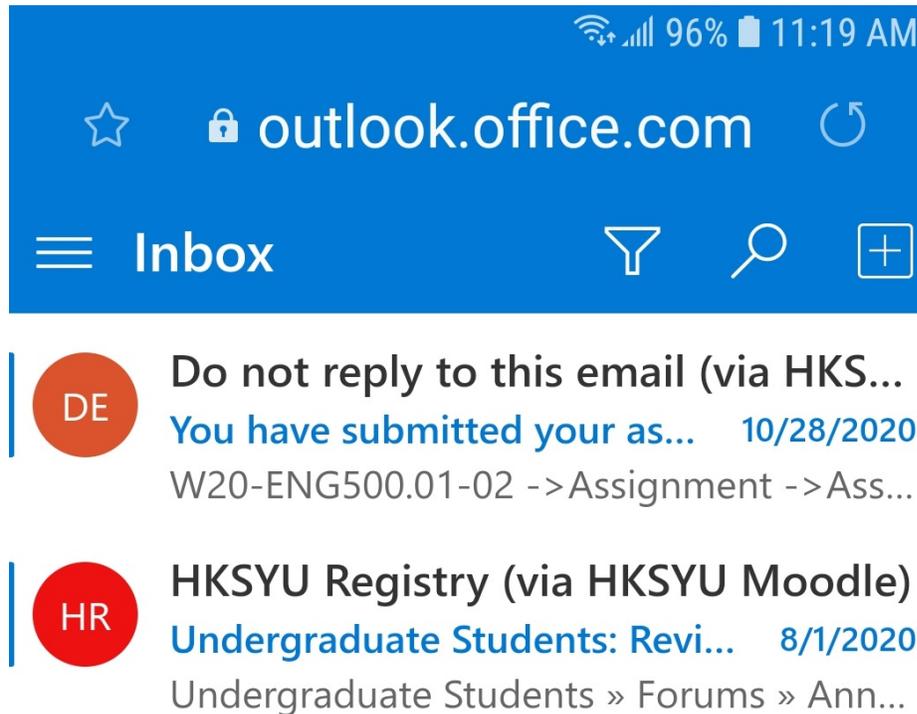
Do this to reduce the number of times you are asked to sign in.

Don't show this again

No

Yes

1. Click “Yes”



1. You can check email in outlook



樹仁大學 香港樹仁大學
HONG KONG SHUE YAN UNIVERSITY

Sign in

someone@hksyu.edu.hk

.....

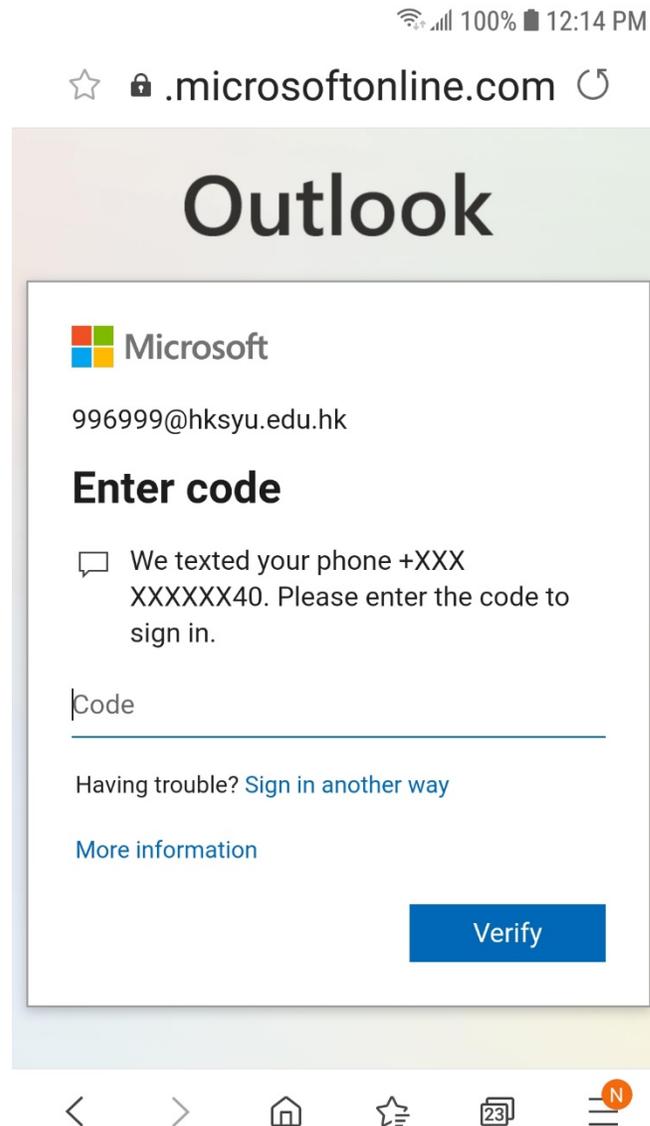
Sign in

[Change or Reset your password](#)

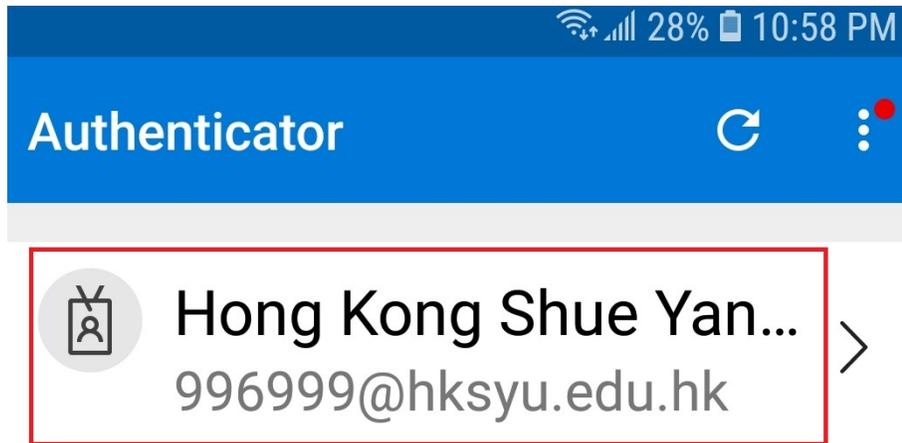
If you have not created your personal password in WebSIMS

Using Authenticator verification code method after Setup completed

1. Visit below website on smartpone
<https://www.hksyu.edu/webmail>
2. Enter SYU email username in the format:
"user@domain"
e.g. someone@hksyu.edu.hk for student
someone@hksyu.edu for staff
3. Enter password
4. Click "Sign In"



1. You see request for verification code
2. Click “Home” button to minimize the webpage
3. Click “Authenticator” App to check the One-time password code



1. Click “Hong Kong Shue Yan University”



Notifications enabled

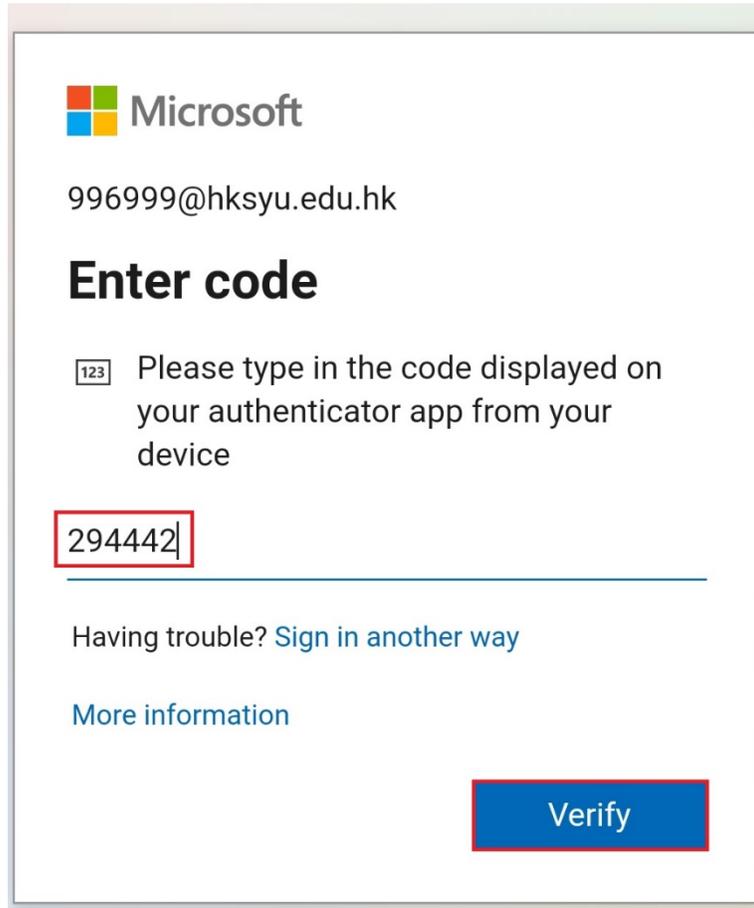
 You can use this device to approve notifications to verify your sign-ins

One-time password code

 294 442

 Set up phone sign-in >
Sign in without a password

1. Remember the One-time password code, e.g. 294442
2. Press “Home” button to minimize Authenticator
3. Go to web page



 Microsoft

996999@hksyu.edu.hk

Enter code

Please type in the code displayed on your authenticator app from your device

Having trouble? [Sign in another way](#)

[More information](#)

1. Enter the One-time password code
2. Click “Verify”

Outlook



996999@hksyu.edu.hk

Stay signed in?

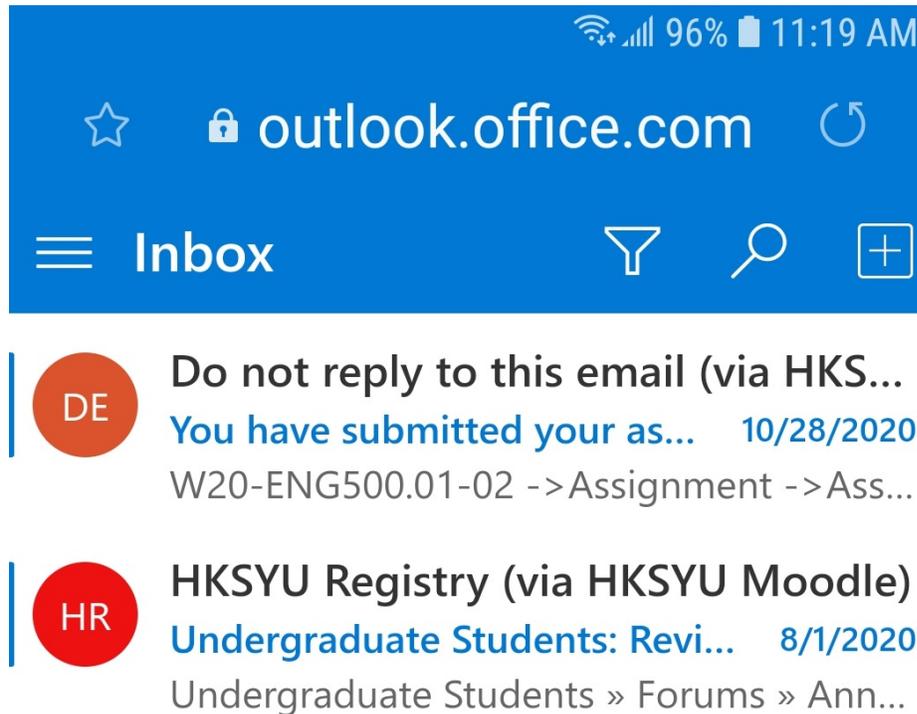
Do this to reduce the number of times you are asked to sign in.

Don't show this again

No

Yes

1. Click “Yes”



1. You will see the email in outlook



香港樹仁大學
HONG KONG SHUE YAN UNIVERSITY

Sign in

someone@hksyu.edu.hk

.....

Sign in

[Change or Reset your password](#)

If you have not created your personal password in WebSIMS

Method 4: Setup for using Call to Phone

1. Visit below website on smartphone
<https://www.hksyu.edu/webmail>
2. Enter SYU email username in the format:
"user@domain"
e.g. someone@hksyu.edu.hk for student
someone@hksyu.edu for staff
3. Enter password
4. Click "Sign In"

Outlook



996999@hksyu.edu.hk

More information required

Your organization needs more information to keep your account secure

[Use a different account](#)

[Learn more](#)

[Next](#)

1. Click “Next”

Additional security verification

Secure your account by adding phone verification to your profile

Step 1: How should we contact you?

Authentication phone ▼

Hong Kong SAR (+852) ▼ 97 740

Method

Send me a code by text message

Call me

1. Select “Call me”



996999@hksyu.edu.hk

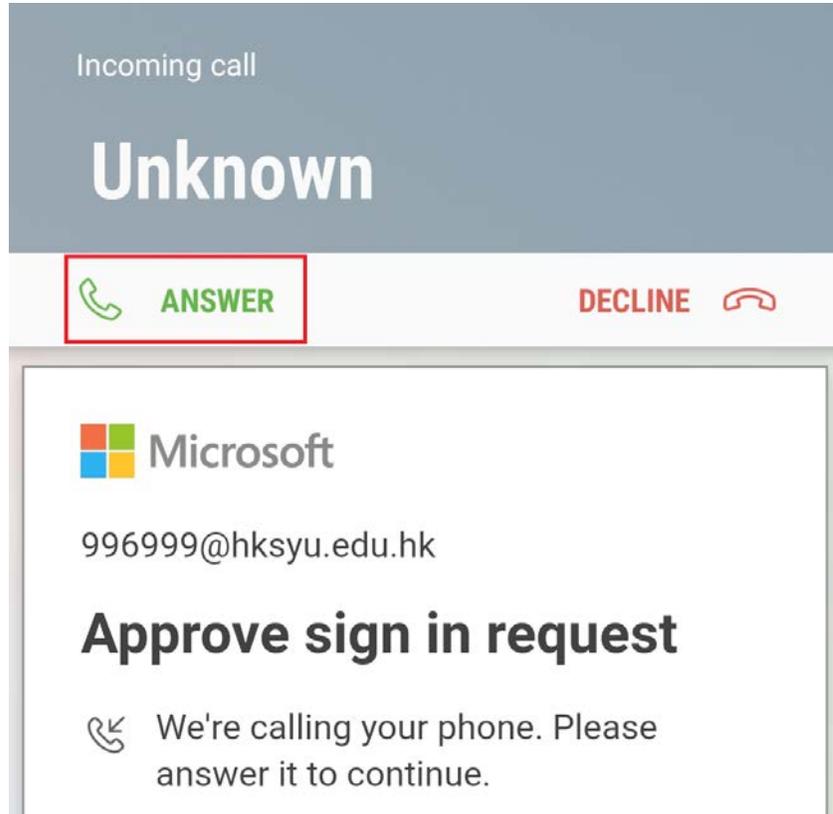
Approve sign in request

 We're calling your phone. Please answer it to continue.

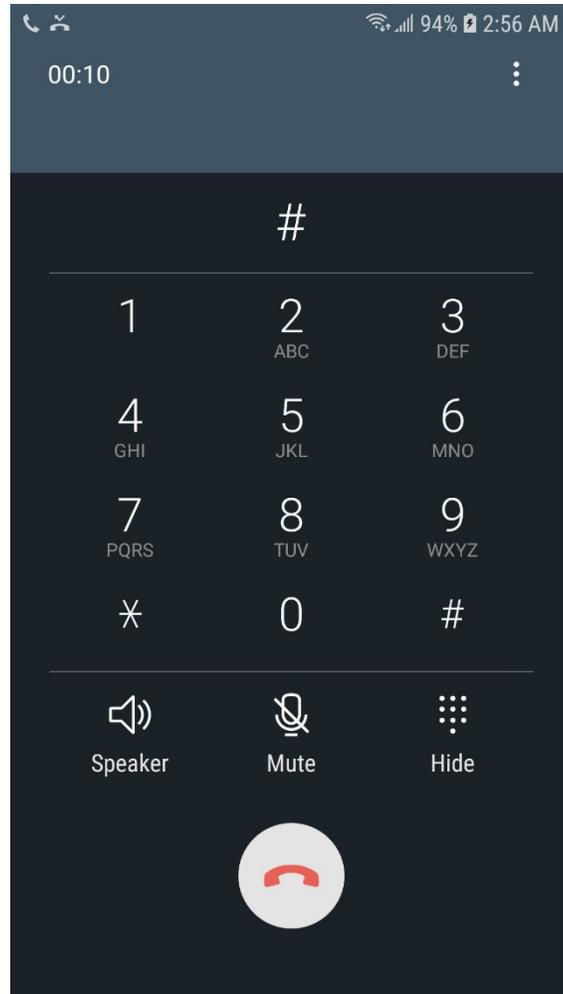
Having trouble? [Sign in another way](#)

[More information](#)

1. Wait for the call to your phone



1. Click “ANSWER”



1. Listen to the voice and press pound key “#”

Outlook



996999@hksyu.edu.hk

Stay signed in?

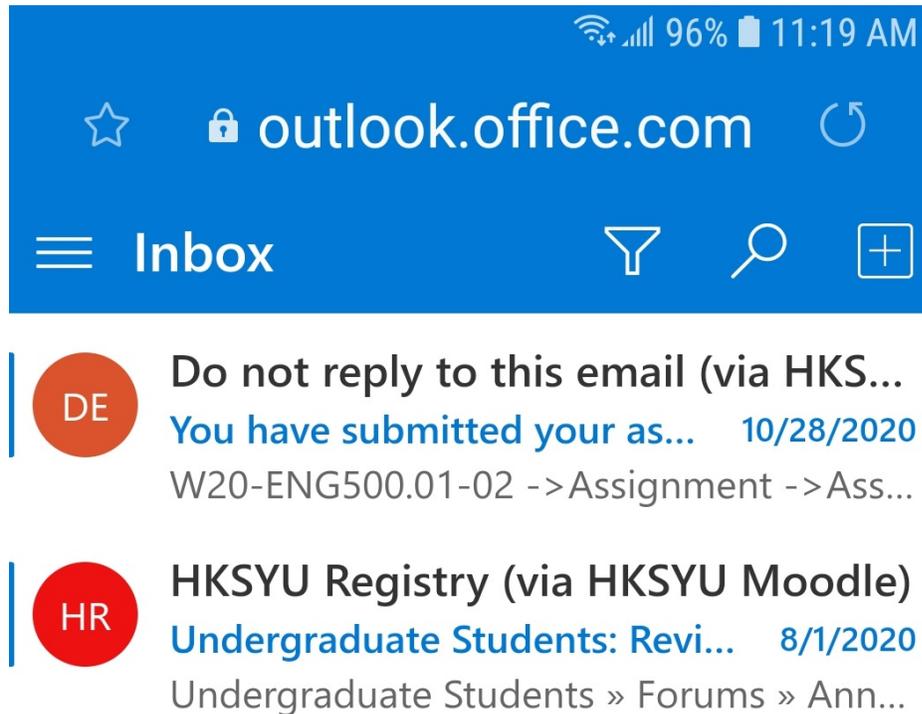
Do this to reduce the number of times you are asked to sign in.

Don't show this again

No

Yes

1. Click "Yes"



1. You can check email in outlook



樹仁大學 香港樹仁大學
HONG KONG SHUE YAN UNIVERSITY

Sign in

someone@hksyu.edu.hk

.....

Sign in

[Change or Reset your password](#)

If you have not created your personal password in WebSIMS

Using Call to Phone method after Setup completed

1. Visit below website on smartphone <https://www.hksyu.edu/webmail>
2. Enter SYU email username in the format: "user@domain"
e.g. someone@hksyu.edu.hk for student
someone@hksyu.edu for staff
3. Enter password
4. Click "Sign In"



996999@hksyu.edu.hk

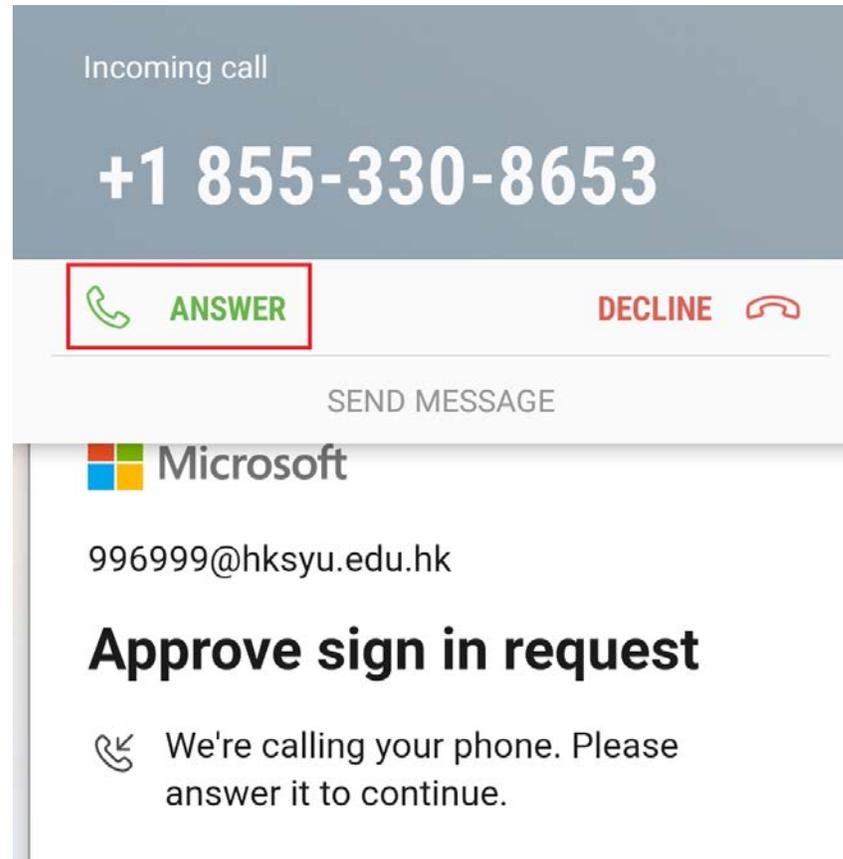
Approve sign in request

 We're calling your phone. Please answer it to continue.

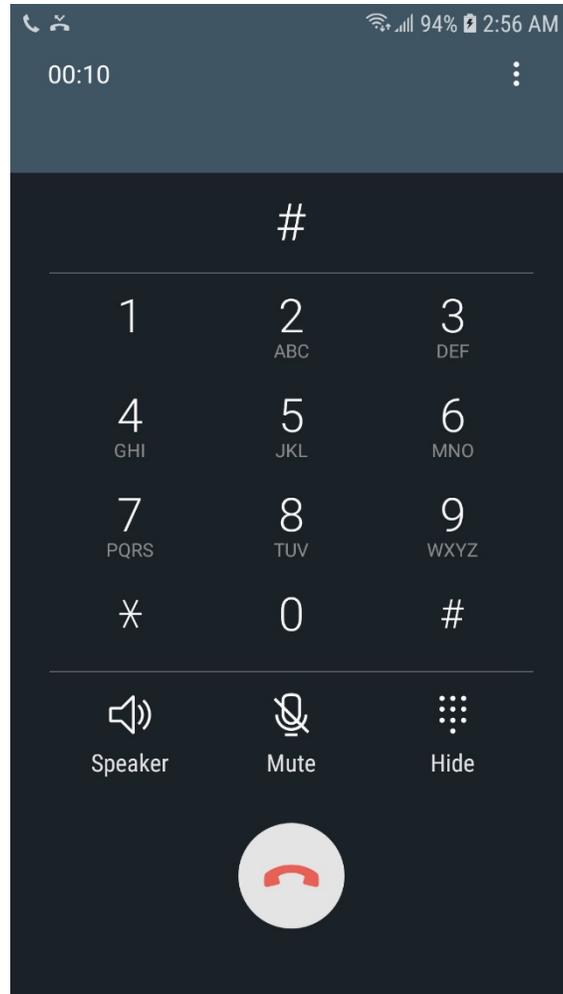
Having trouble? [Sign in another way](#)

[More information](#)

1. Wait for the call to your phone



1. Click “ANSWER”



1. Listen to the voice and press pound key “#”

Outlook



996999@hksyu.edu.hk

Stay signed in?

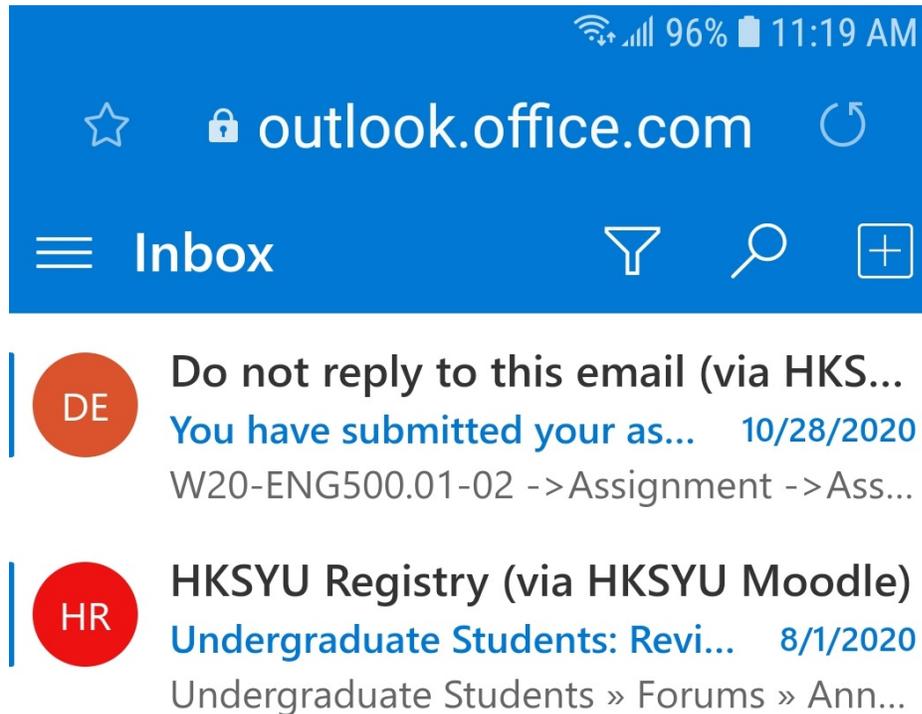
Do this to reduce the number of times you are asked to sign in.

Don't show this again

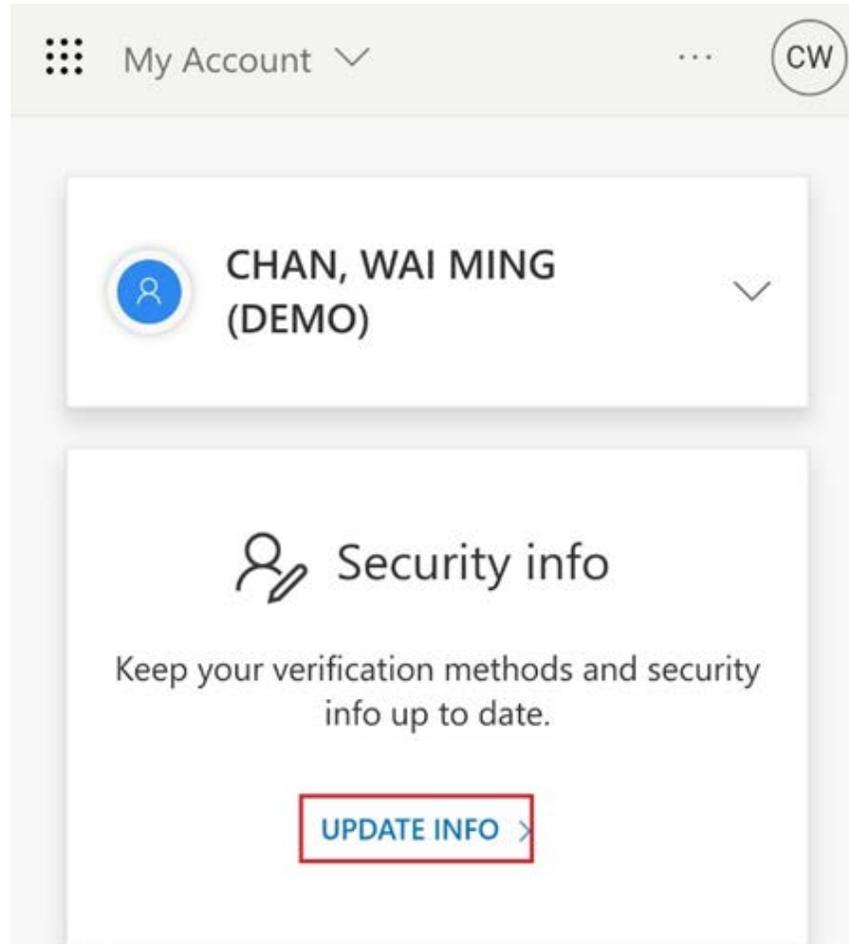
No

Yes

1. Click "Yes"

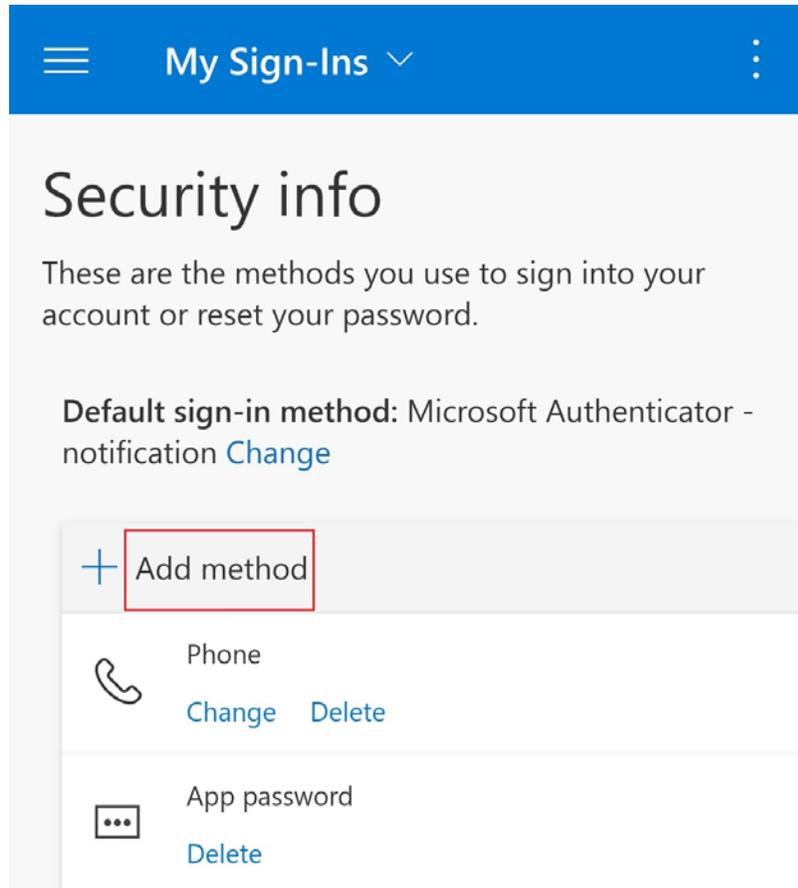


1. You can check email in outlook



Setup App password to access SYU email from Gmail

1. Visit below website on smartphone or PC
<https://myprofile.microsoft.com>
2. Enter SYU email username
3. Enter password
4. Sign in with present MFA verification method
5. Click "UPDATE INFO"



1. Click “Add method”

Add a method

Which method would you like to add?

Cancel

Add

1. Select “Add password”
2. Click “Add”

App password

Start by creating a name for your app password. This will help differentiate it from others.

What name would you like to use?
Minimum length is 8 characters.

Cancel

Next

1. Enter the name for app password, e.g. "GmailAppPassword"
2. Click "Next"

App password

App password was successfully created. Copy the password to clipboard and paste into your app. Then return here and choose 'Done'

Name:

GmailAppPassword

Password:

sqvtyvxphbqsjcsz 

Note: Keep this password in a safe place. it will not be shown again.

Back

Done

1. Jot down the App Password, e.g. sqvtyvxphbqsjcsz
2. Click “Done”

Import Filters and blocked addresses **Forwarding and POP/IMAP** Add-ons Chat and

[Add a forwarding address](#)

Tip: You can also forward only some of your mail by [creating a filter!](#)

1. Status: POP is disabled

Enable POP for **all mail**

Enable POP for **mail that arrives from now on**

2. When messages are accessed with POP ▼

3. Configure your email client (e.g. Outlook, Eudora, Netscape Mail)
[Configuration instructions](#)

1. Login to your Gmail Client
2. Click “gear icon”
3. Click “See all settings”
4. Click “Forwarding and POP/IMAP”
5. Select “Enable POP for all mail”
6. Click “Save Changes”

Settings

General	Labels	Inbox	Accounts and Import	Filters and blocked addresses	Forwarding
Change account settings:		Change password Change password recovery options Other Google Account settings			
Using Gmail for work?		Businesses get yourname@example.com			
Import mail and contacts: Learn more		Import from Yahoo!, Hotmail, AOL, or other email providers Import mail and contacts			
Send mail as: (Use Gmail to send from your other email addresses) Learn more		<input type="text"/> Add another email address			
Check email from other accounts: Learn more		Add an email account			

1. Click “gear icon”
2. Click “See all settings”
3. Click “Accounts and Import”
4. Click “Add an email account”

Add a mail account

Enter the email address you would like to add.

Email address:

1. Enter Email address: SYU email address, e.g. 996999@hksyu.edu.hk
2. Click "Next"

Add a mail account

You can either import emails from 996999@hksyu.edu.hk to your Gmail inbox, or link the accounts using Gmailify. With Gmailify, you keep both email addresses but can manage emails from both using your Gmail inbox. [More about Gmailify.](#)

Link accounts with Gmailify
Gmailify is not available for this provider.

Import emails from my other account (POP3)

1. Make sure “Import emails from my other account (POP3)” is selected
2. Click “Next”

Add an email account

Enter the mail settings for 996999@hksyu.edu.hk. [Learn more](#)

Email address: 996999@hksyu.edu.hk

Username:

Password:

POP Server: Port:

Leave a copy of retrieved message on the server. [Learn more](#)

Always use a secure connection (SSL) when retrieving mail. [Learn more](#)

Label incoming messages:

Archive incoming messages (Skip the Inbox)

1. For Gmail POP Setting, Enter the App password, e.g. sqvtyvxphbqsjcsz as password
2. **MUST** click “Leave a copy of retrieved message on the server.”
3. Click “Add Account”

Be Careful: If step 2 is not done, all email in SYU email server would be removed.

 **Your mail account has been added.**

You can now retrieve mail from this account.
Would you also like to be able to send mail as 996999@hksyu.edu.hk?

Yes, I want to be able to send mail as 996999@hksyu.edu.hk.

No (you can change this later)

[Next »](#)

1. Click “Next”

Add another email address that you own

Enter information about your other email address.
(your name and email address will be shown on mail that you send)

Name:

Email address: 996999@hksyu.edu.hk

Treat as an alias. [Learn more](#)
[Specify a different "reply-to" address](#) (optional)

1. Click "Next Step"

Add another email address that you own

Send emails through your SMTP server

Configure your emails to be sent through hksyu.edu.hk SMTP servers [Learn more](#)

SMTP Server: Port: ▼

Username:

Password:

Secured connection using [TLS](#) (recommended)
 Secured connection using [SSL](#)

1. For Gmail SMTP Setting,
Enter SMTP Server: smtp.office365.com
2. Enter Port: 587
3. Enter full SYU email address, e.g.
996999@hksyu.edu.hk as Username
4. Enter the App password, e.g.
sqvtyvxphbqsjcsz as password
5. Select the option “Secured connection
using TLS”
6. Click “Add Account”

Add another email address that you own

Confirm verification and add your email address

Congratulations, we've successfully located your other server and verified your credentials. Just one more step!

An email with a confirmation code was sent to 996999@hksyu.edu.hk. [Resend email](#)

To add your email address, do one of the following:

Click the link in the confirmation email

OR

Enter and verify the confirmation code

958210435

[Close window](#)

1. Check your SYU email
2. Click to confirm the verification email
3. Jot down the confirmation code
4. Go back to Gmail client
5. Enter the confirmation code, e.g. 958210435
6. Click "Verify"

Send mail as:

(Use Gmail to send from your other email addresses)

[Learn more](#)

<@gmail.com>
 <996999@hksyu.edu.hk>
Mail is sent through: smtp.office365.com
Secured connection on port 587 using TLS

[Add another email address](#)

When replying to a message:

- Reply from the same address to which the message was sent
 - Always reply from default address (currently @gmail.com)
- (Note: You can change the address at the time of your reply. [Learn more](#))

Check email from other accounts:

[Learn more](#)

996999@hksyu.edu.hk (POP3)

Last checked: 0 minutes ago. One mail fetched. [View history](#) [Check mail now](#)

[Add an email account](#)

The Setup is completed