

User Guide for HKU graduate.hku.hk

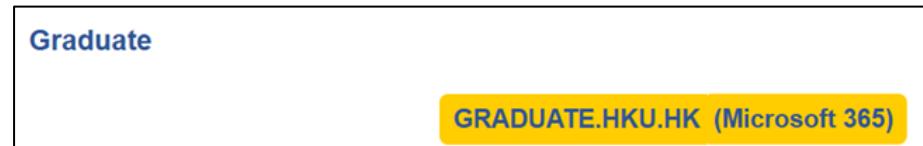
Microsoft 365 Exchange Online Email Service

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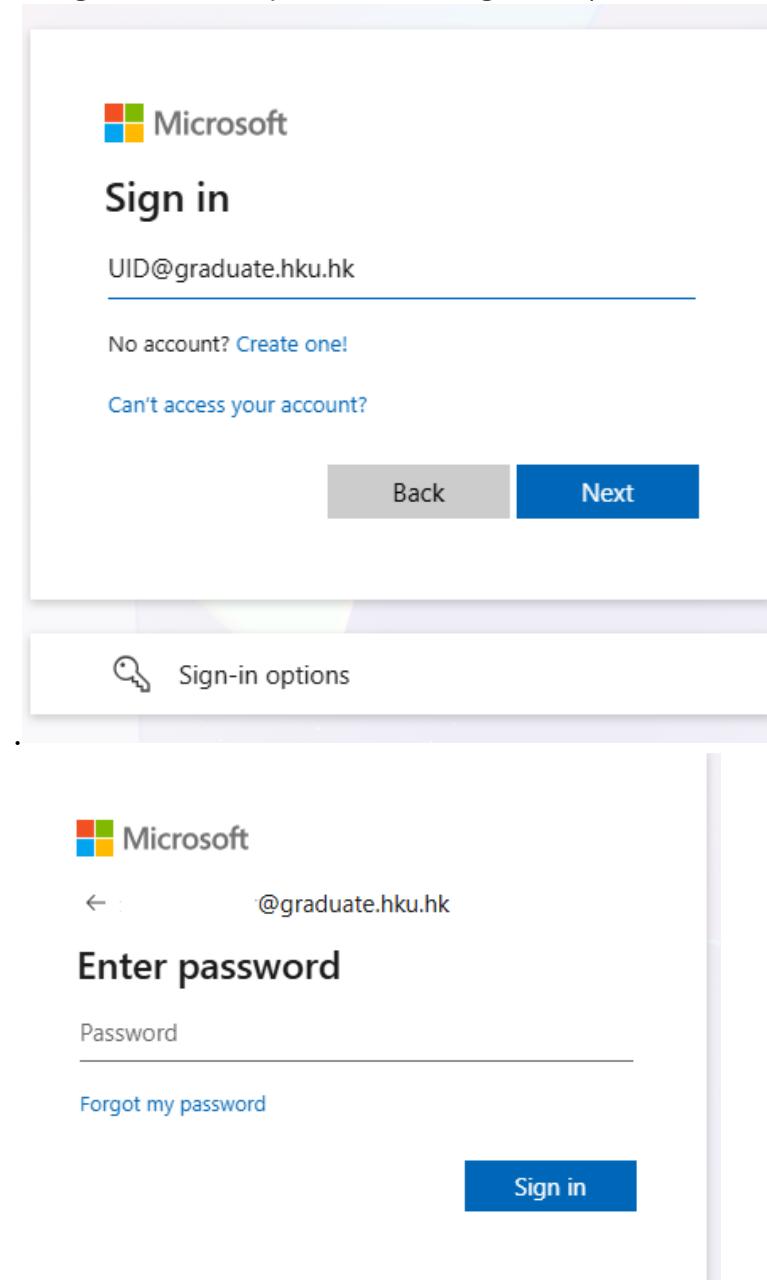
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A. Access Graduate M365 Email with Outlook Web Access

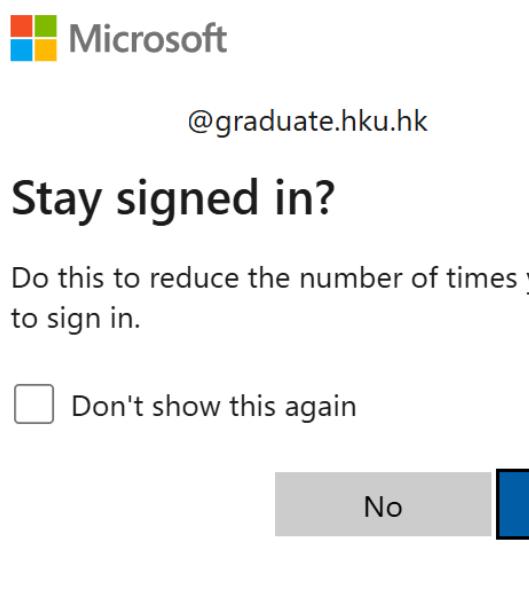
1. Visit HKU webmail with a compatible browser (<https://webmail.hku.hk/>)
2. Click "GRADUATE.HKU.HK (Microsoft 365)"



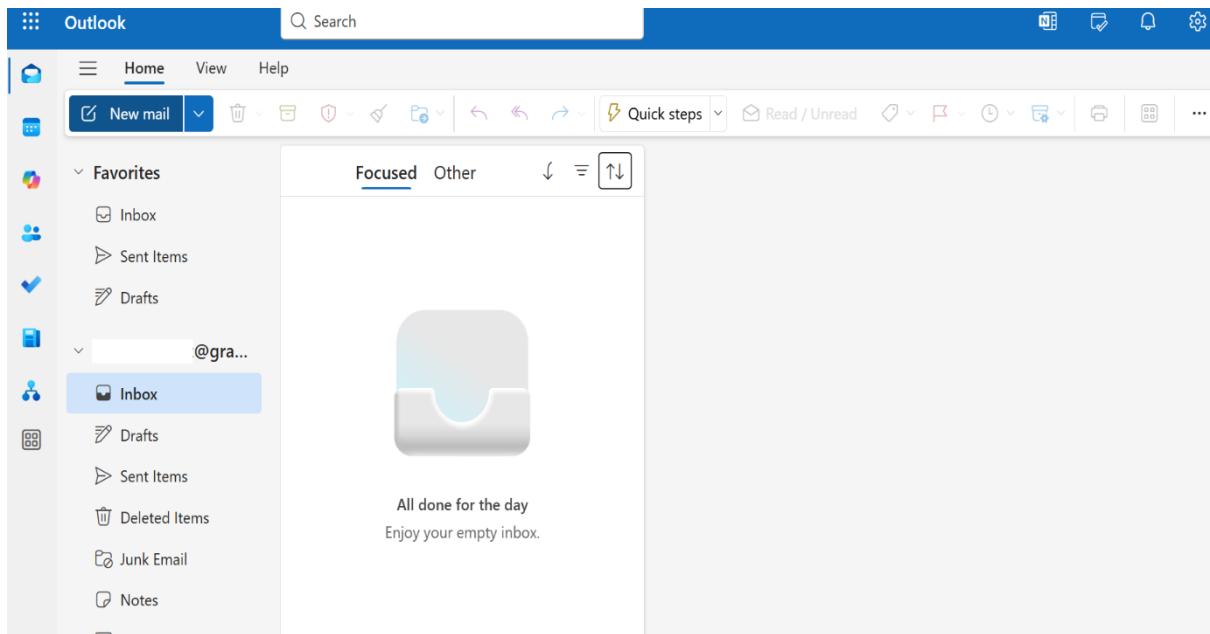
3. Enter your **UID@graduate.hku.hk** and Password. Click Sign in.
(Note: If you cannot see username login prompt, please re-launch your browser to Incognito mode or private browsing mode.)



4. Select the option Yes (if accessing with your own client device) or No (if accessing with a shared client device).



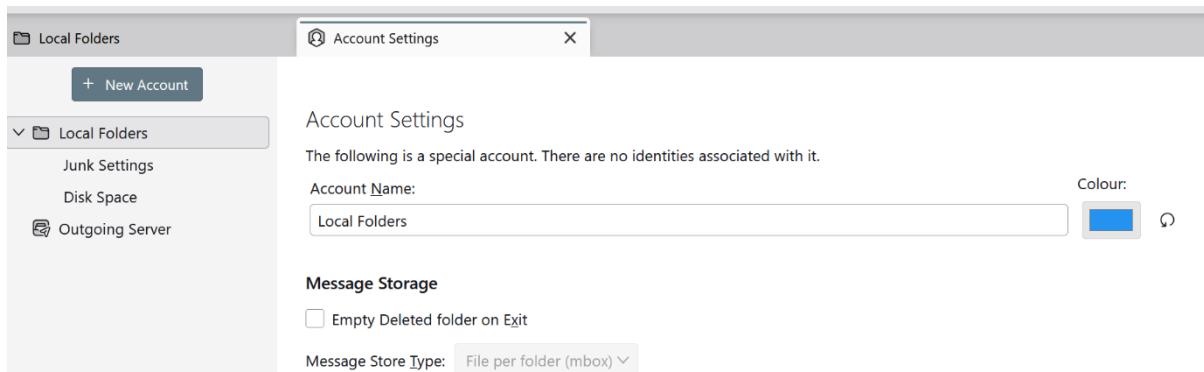
5. Upon login successful, it will show the Outlook Web Access interface for you to read or compose email.



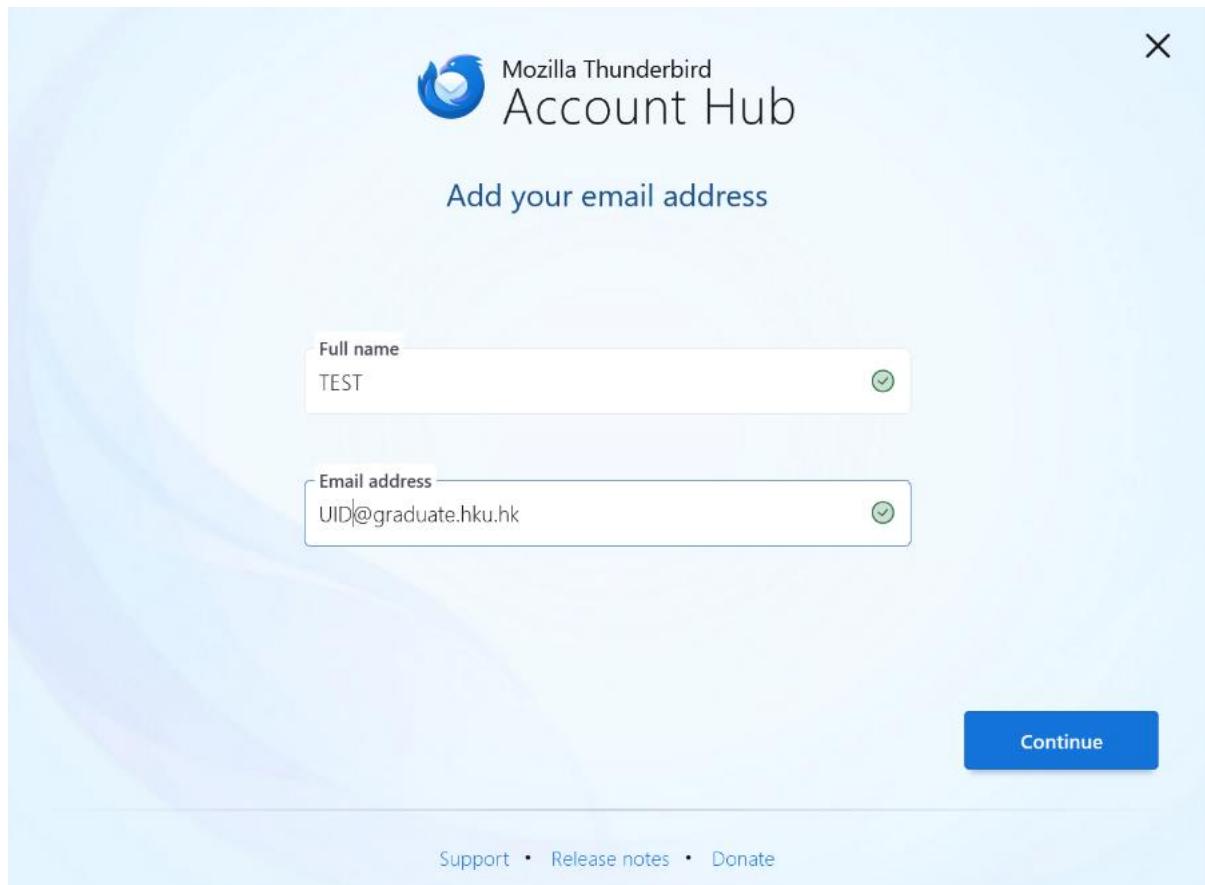
B. Access Graduate M365 Email with IMAP4 Protocol (Thunderbird client)

As Microsoft changed the authentication mechanism on Oct 1 2022, the legacy protocols like pop3, imap4 will be the end of support on Microsoft outlook client, therefore using **Outlook client is NOT supported**. If you would like to use the legacy protocols, please change to use the **thunderbird client**.

After you download and install Thunderbird client, then Click +New Account

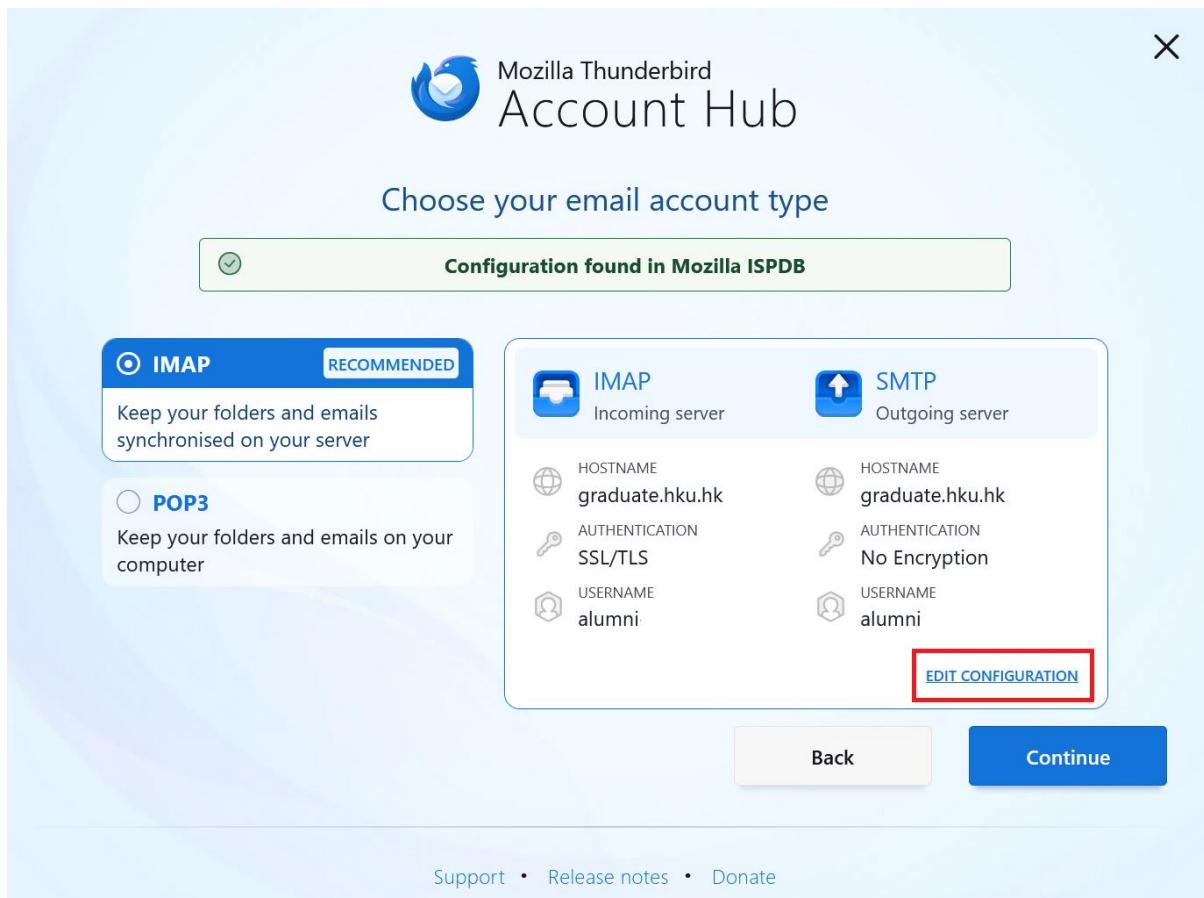


Enter Full name and Email address (UID@graduate.hku.hk) and click “Continue”



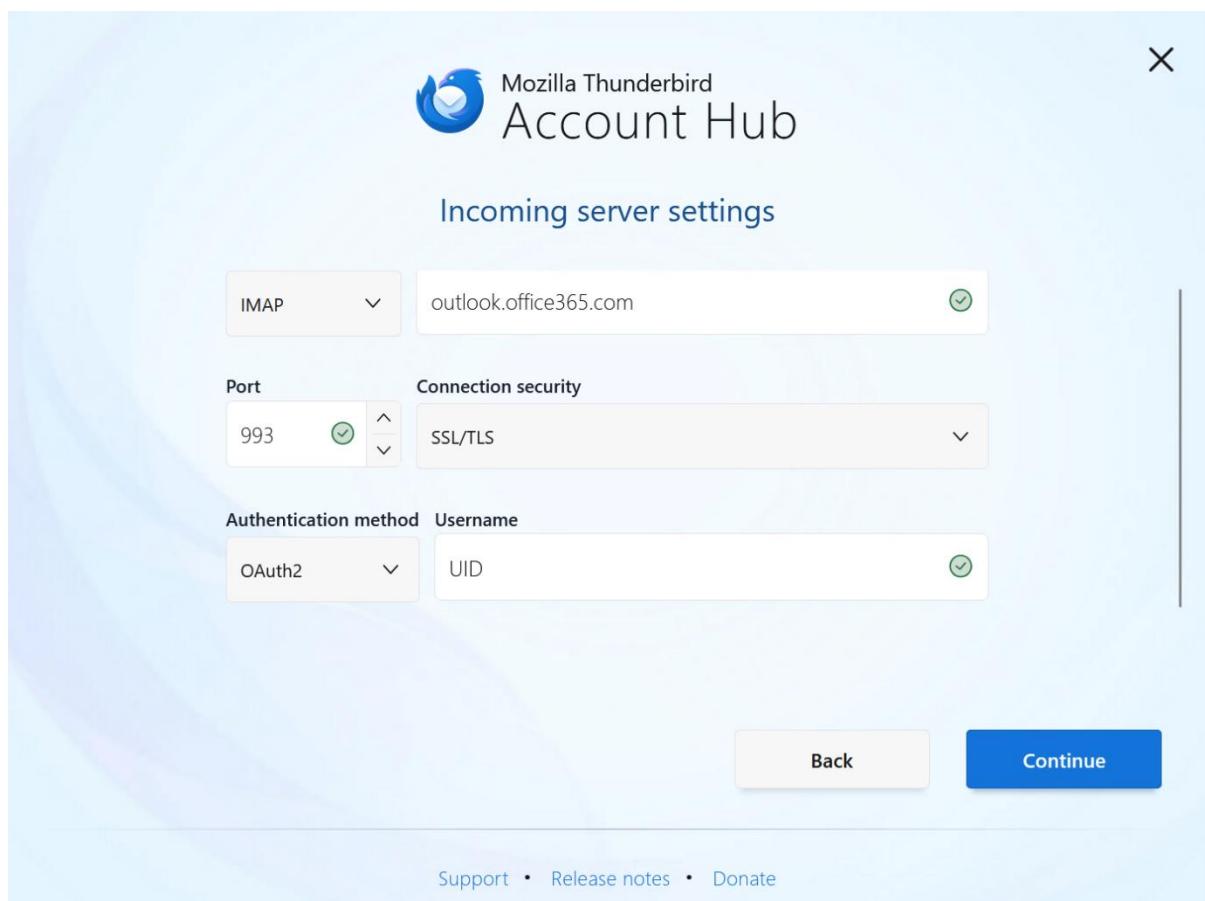
Select **IMAP** (recommended option) and click **EDIT CONFIGURATION**.

(Note: Selecting the POP3 option should be done with great caution, as it will delete all existing email messages from the M365 EXO platform and download them to your local device using Thunderbird. This process is irreversible, and you will lose access to these messages through the M365 Outlook Web Access interface. Therefore, this option is most appropriate for users who do not wish to retain emails on the M365 email server. POP3 option is NOT recommended for most general users.)



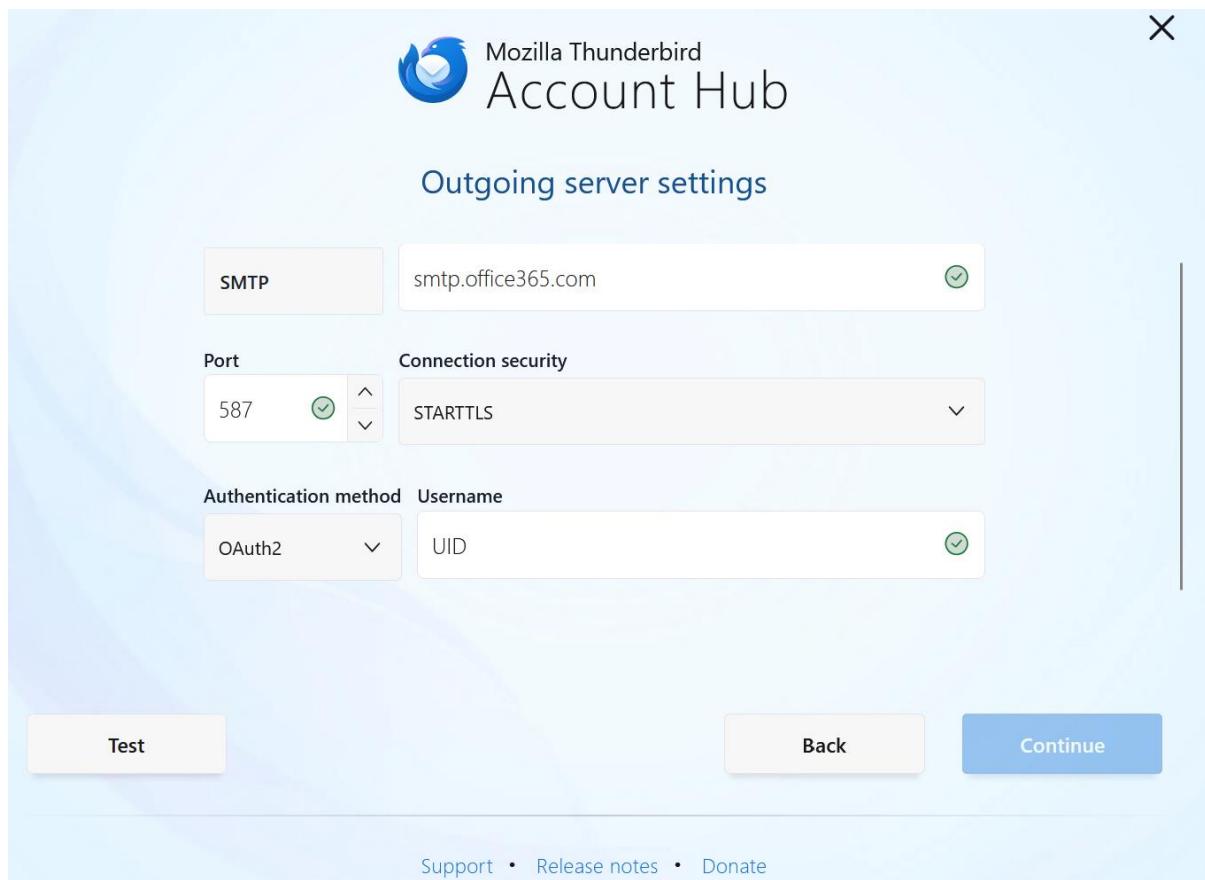
IMAP Incoming server setting

IMAP	outlook.office365.com
PORT	993
Connection Security	SSL/TLS
Authentication method	Oauth2
Username	UID



IMAP Outgoing server setting

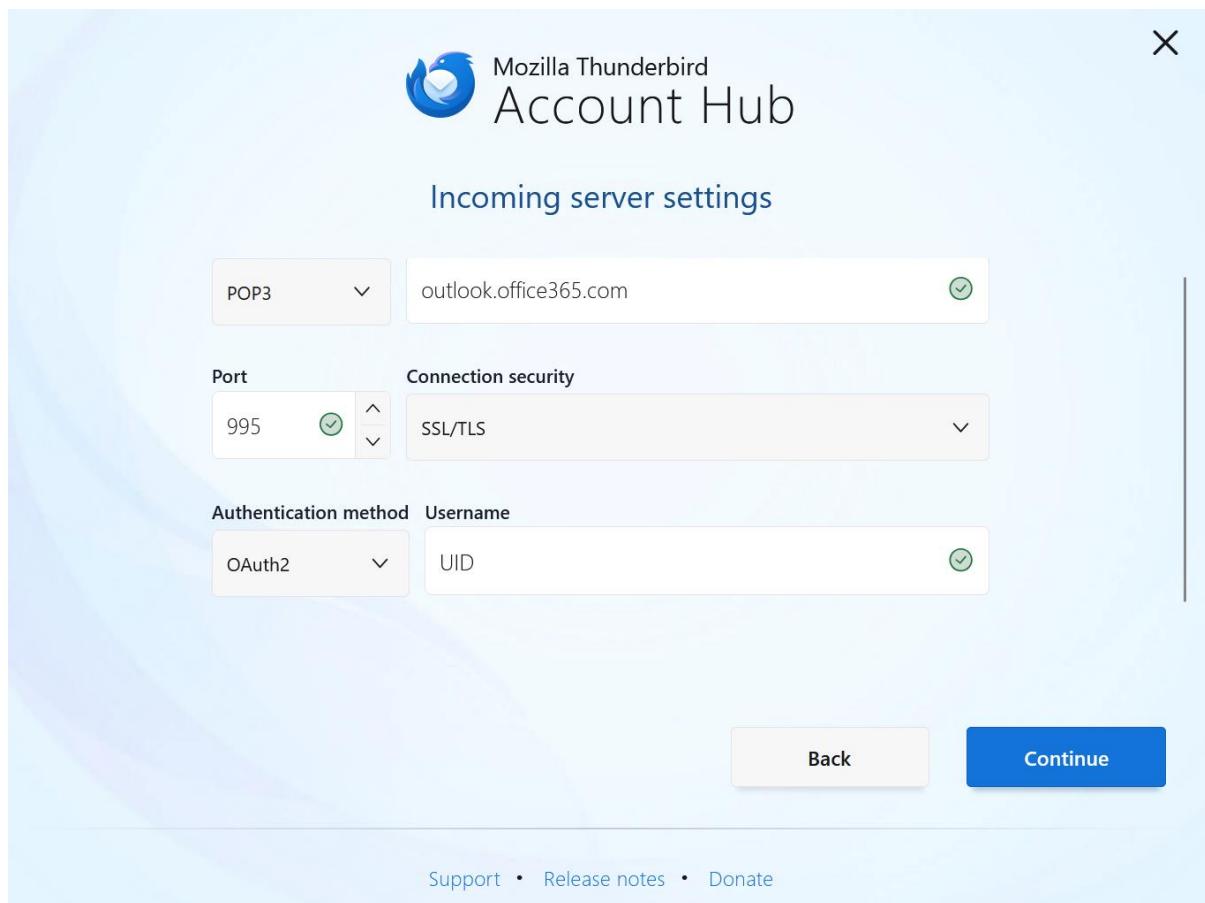
IMAP	smtp.office365.com
PORT	587
Connection Security	STARTTLS
Authentication method	OAuth2
Username	UID



POP3 Incoming server settings:

(Reminder: POP3 option is NOT recommended for most general users as it will delete all existing email messages on the M365 EXO platform.)

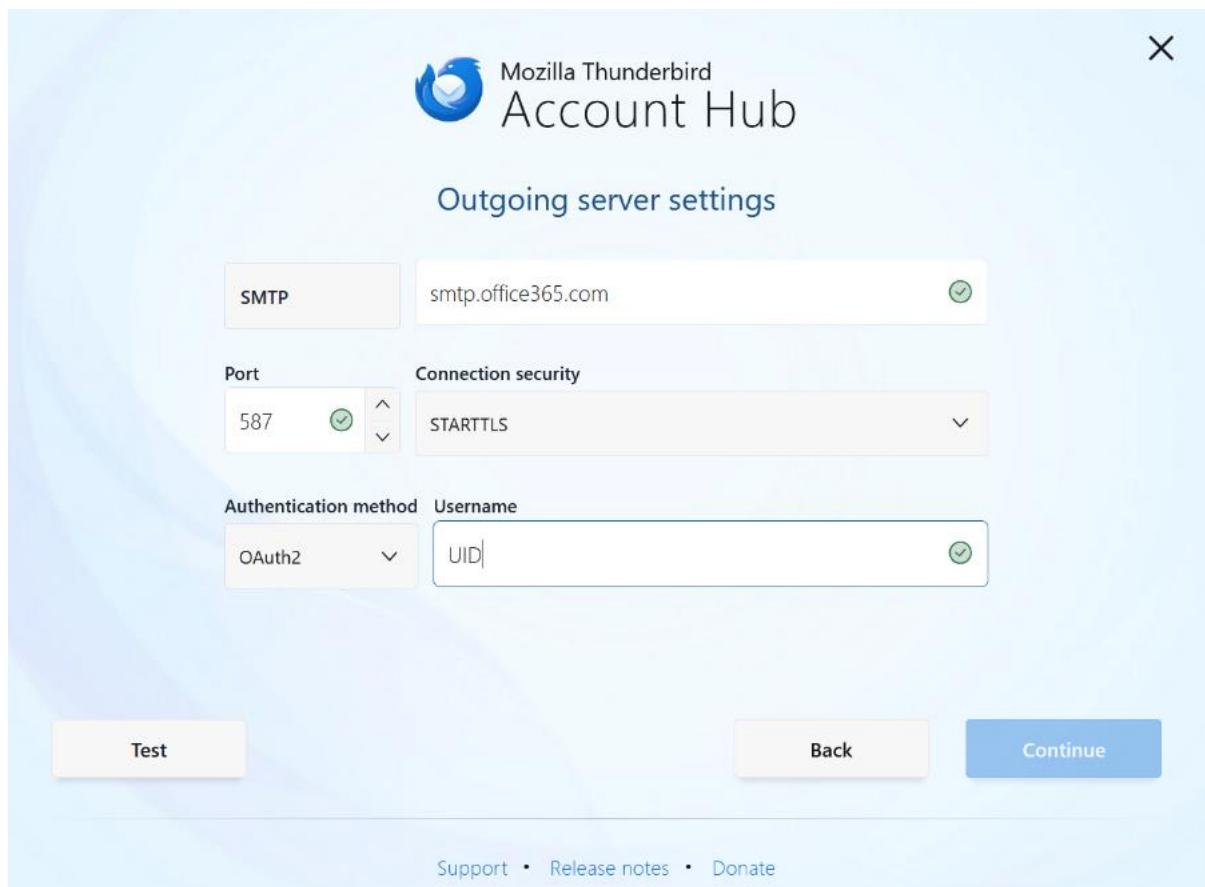
IMAP	Outlook.office365.com
PORT	995
Connection Security	SSL/TLS
Authentication method	OAuth2
Username	UID



POP3 Outgoing server setting:

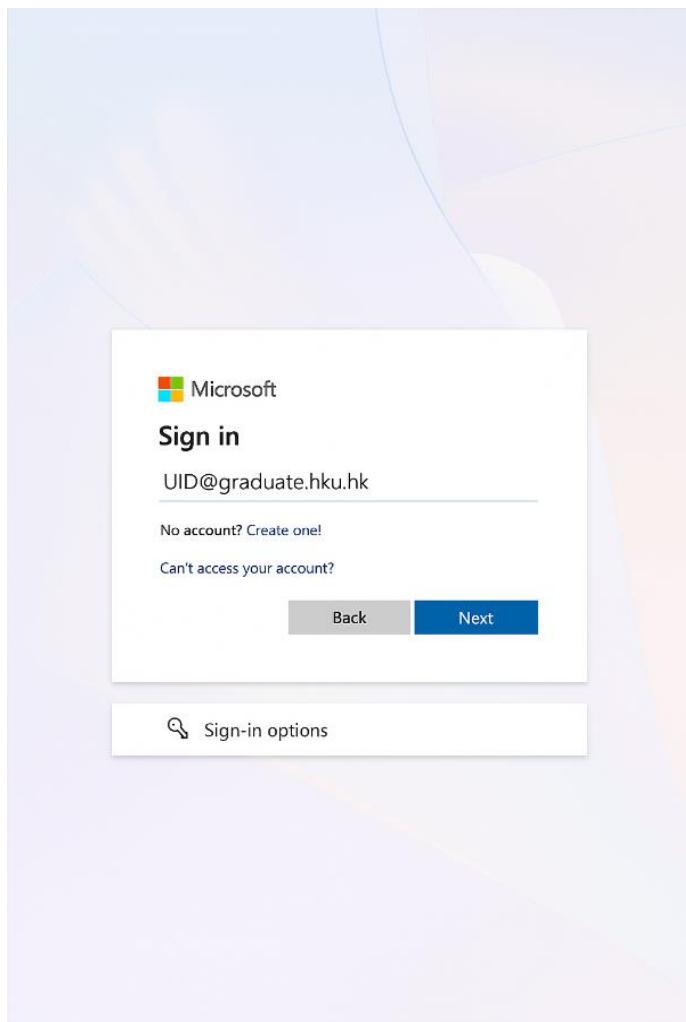
(Reminder: POP3 option is NOT recommended for most general users as it will delete all existing email messages on the M365 EXO platform.)

SMTP	smtp.office365.com
PORT	587
Connection Security	STARTTLS
Authentication method	OAuth2
Username	UID

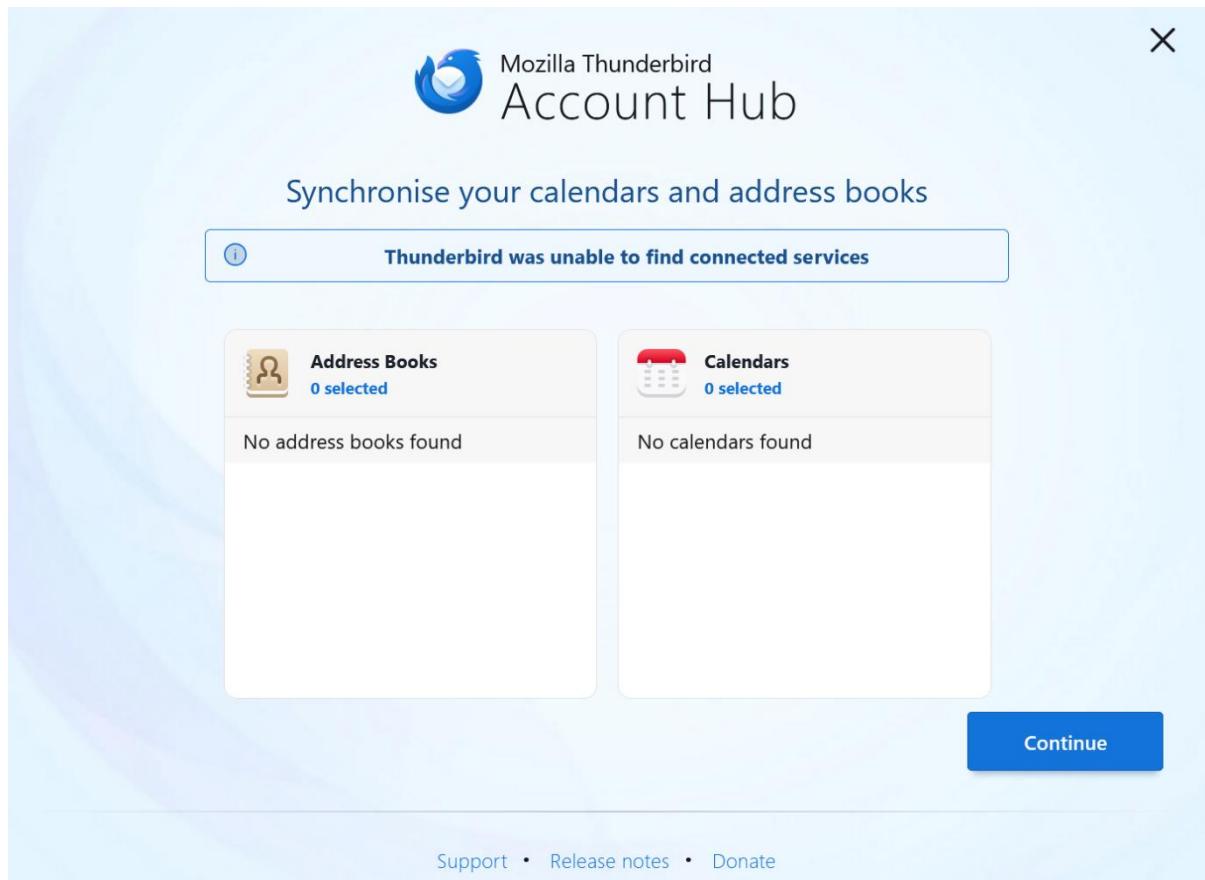


After completing the IMAP (or POP3) setup, press **TEST** and then **CONTINUE**.

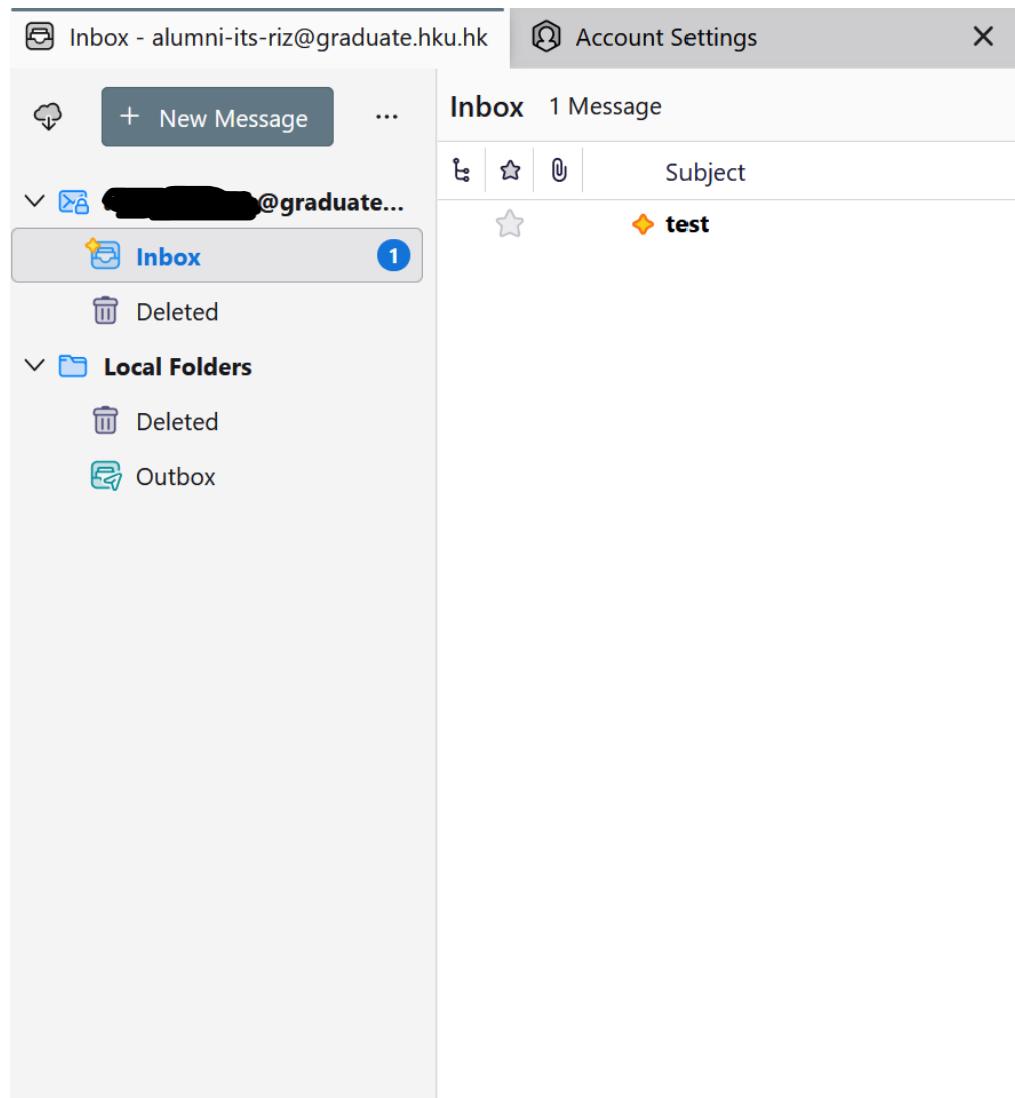
Enter your UID@graduate.hku.hk and password



Click Continue then it will be completed.



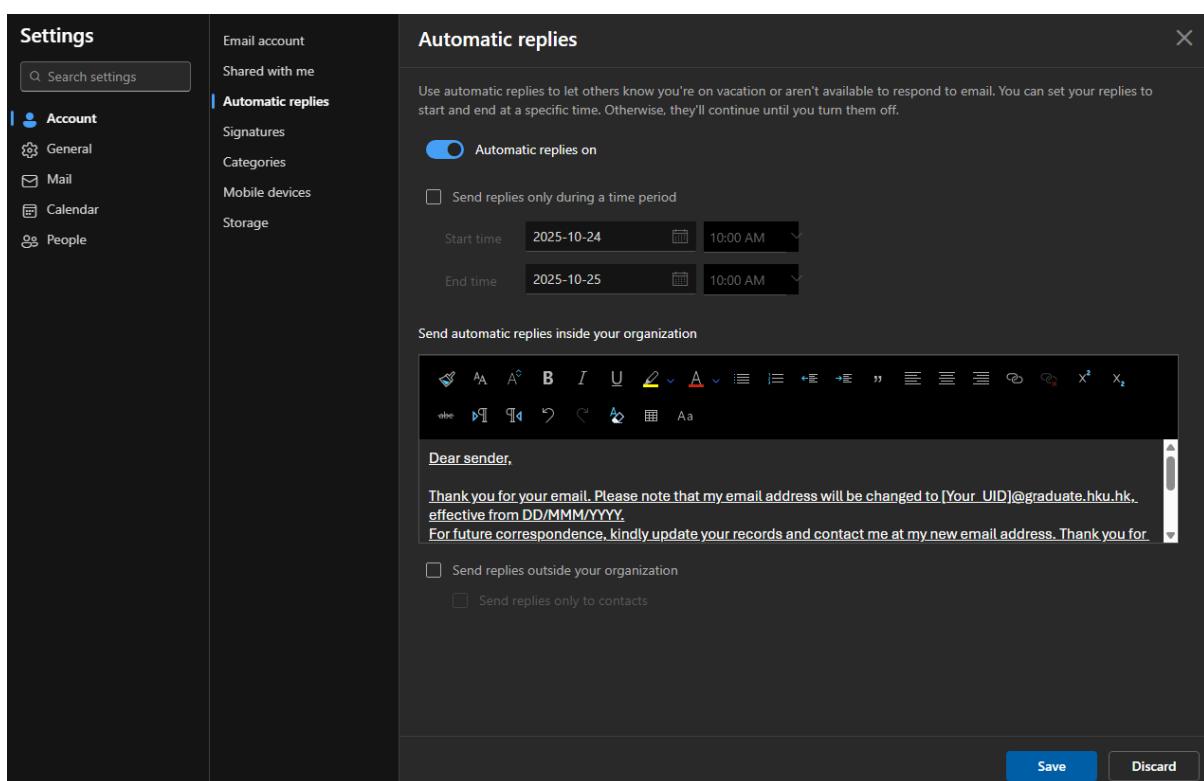
Login Successful



C. How to set autoreply and migrate email from @Connect mailbox to the Graduate Email account?

a. Set auto reply: When your @connect.hku.hk email address will soon become inaccessible, please follow the procedures below to set up an automatic reply at your @connect.hku.hk email account informing senders about your new contact information.

1. Access to your @connect email account with Outlook Web Access (OWA) interface by visiting at <https://webmail.hku.hk> and login CONNECT.HKU.HK (Microsoft 365). Then Click the Settings
2. Select “Automatic replies”
3. Turn on Automatic replies and enter your message



Set auto reply message (sample):

Dear sender,

Thank you for your email. Please note that my email address will be changed to [Your_UID]@graduate.hku.hk, effective from DD/MMM/YYYY.

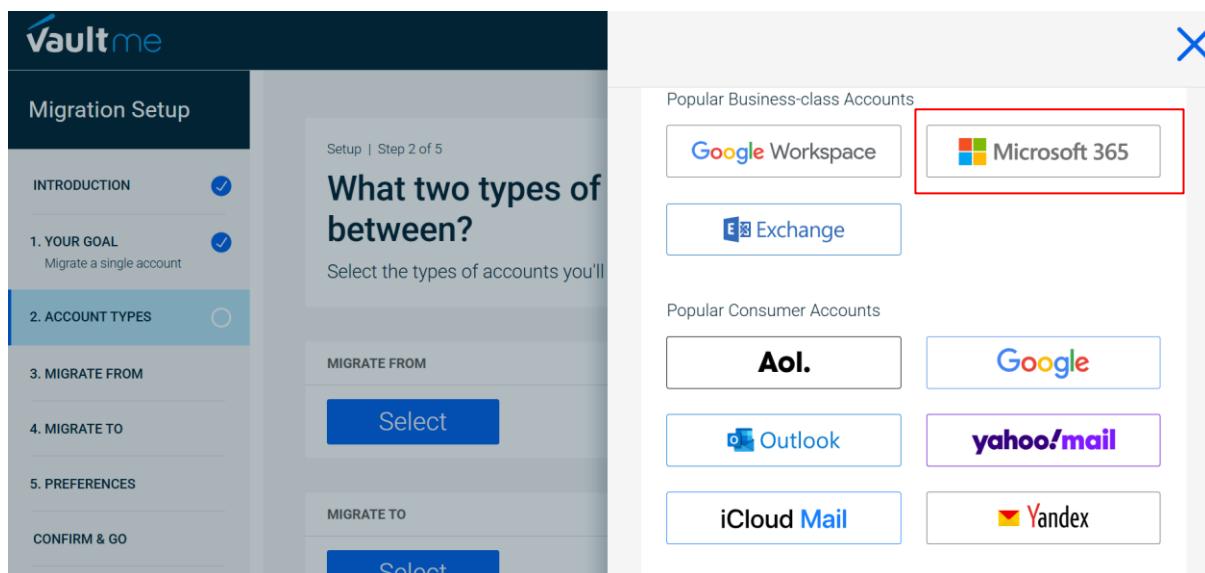
For future correspondence, kindly update your records and contact me at my new email address. Thank you for your understanding.

Best regards,
[Your Name]

Then click “Save”.

b. Purchase to paid service to migrate email from @connect email account: When your @connect.hku.hk email address will soon become inaccessible, the first recommended method is to purchase Vaultme paid service to migrate email from @connect account to @graduate account, and you are strongly recommended to trim down your original mailbox size consumption to less than 2GB before using this method.

Please select 'Microsoft 365' first to proceed.



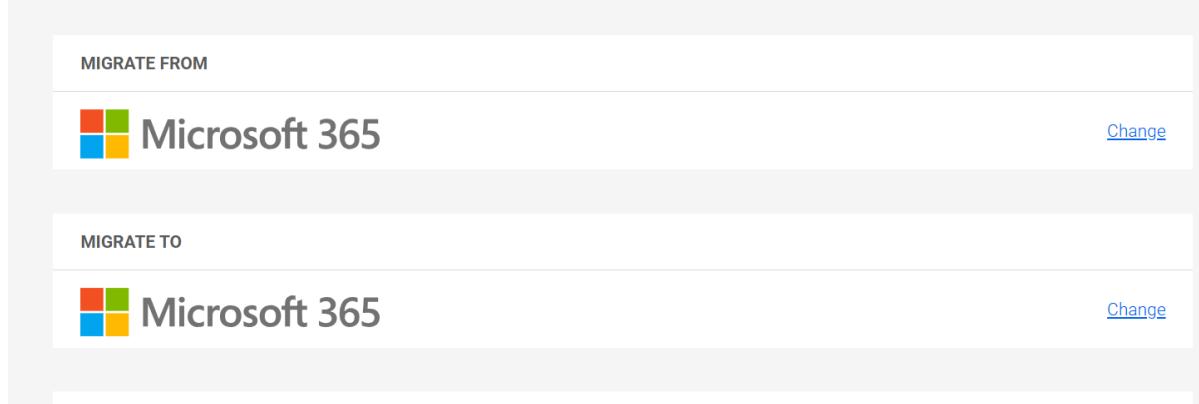
Please also select 'Microsoft 365' as the platform for the migration account

The screenshot shows the VaultMe migration interface. On the left, a sidebar lists account setup steps: **INTRO** (checked), **GOAL** (checked), **ACCOUNT TYPES** (checked), **MIGRATE FROM** (checked), and **MIGRATE TO** (checked). The main area is titled **between?** and asks to select the types of accounts. It shows **MIGRATE FROM Microsoft 365** and **MIGRATE TO Microsoft 365**. Below this, it says **HERE'S WHAT VAULTME CAN MIGRATE FROM** and lists **Outlook messages, attachment**. To the right, a large section titled **Select which service provider you want to migrate your data to** explains that VaultMe will tell what types of data can be migrated. It shows **Popular Business-class Accounts** with **Google Workspace** and **Microsoft 365**, and **Popular Consumer Accounts** with **Exchange**.

Please ensure that 'Microsoft 365' is selected for both the source and destination accounts.

What two types of accounts do you want to migrate between?

Select the types of accounts you'll be migrating from and to.



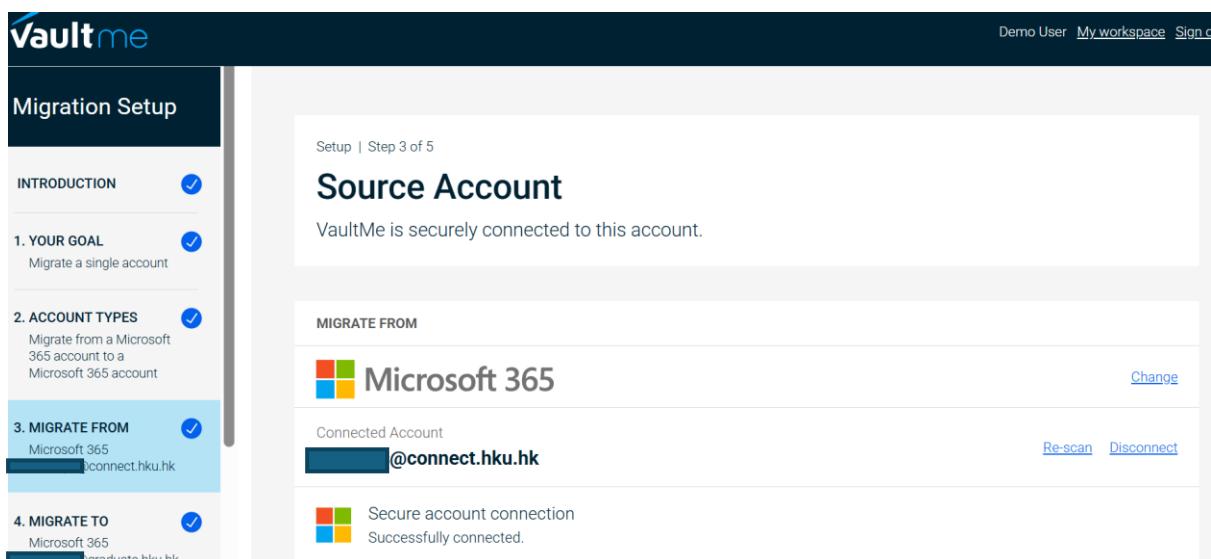
MIGRATE FROM

 Microsoft 365 [Change](#)

MIGRATE TO

 Microsoft 365 [Change](#)

select your [UID@connect.hku.hk](#) email account and sign in to continue.



Migration Setup

INTRODUCTION

1. YOUR GOAL
Migrate a single account

2. ACCOUNT TYPES
Migrate from a Microsoft 365 account to a Microsoft 365 account

3. MIGRATE FROM
Microsoft 365 [@connect.hku.hk](#)

4. MIGRATE TO
Microsoft 365 [@graduate.hku.hk](#)

Setup | Step 3 of 5

Source Account

VaultMe is securely connected to this account.

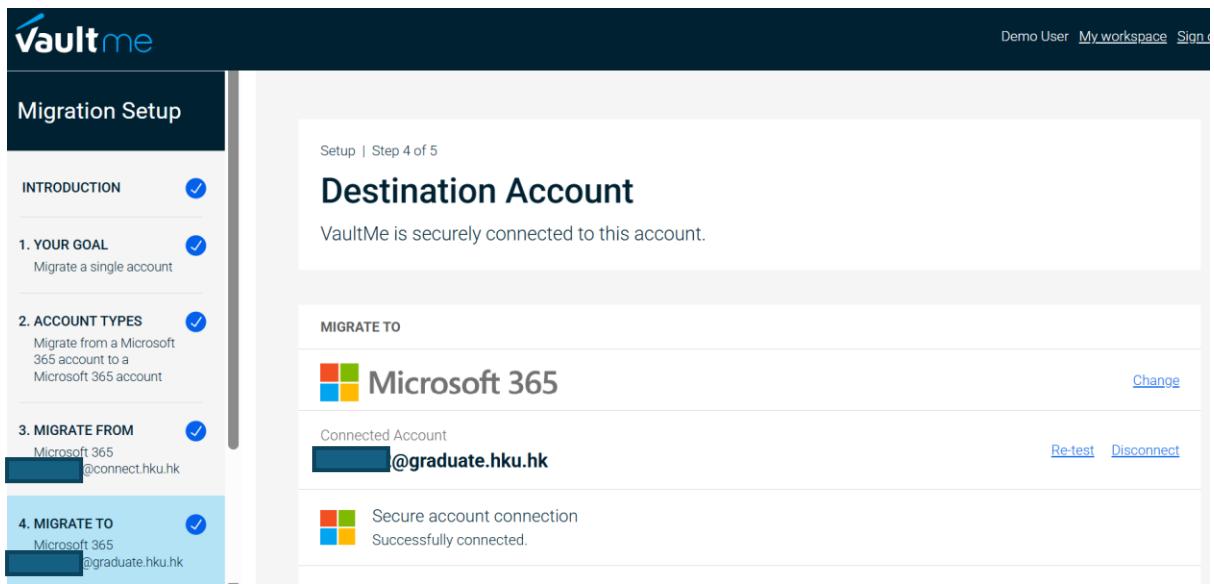
MIGRATE FROM

 Microsoft 365 [Change](#)

Connected Account [@connect.hku.hk](#) [Re-scan](#) [Disconnect](#)

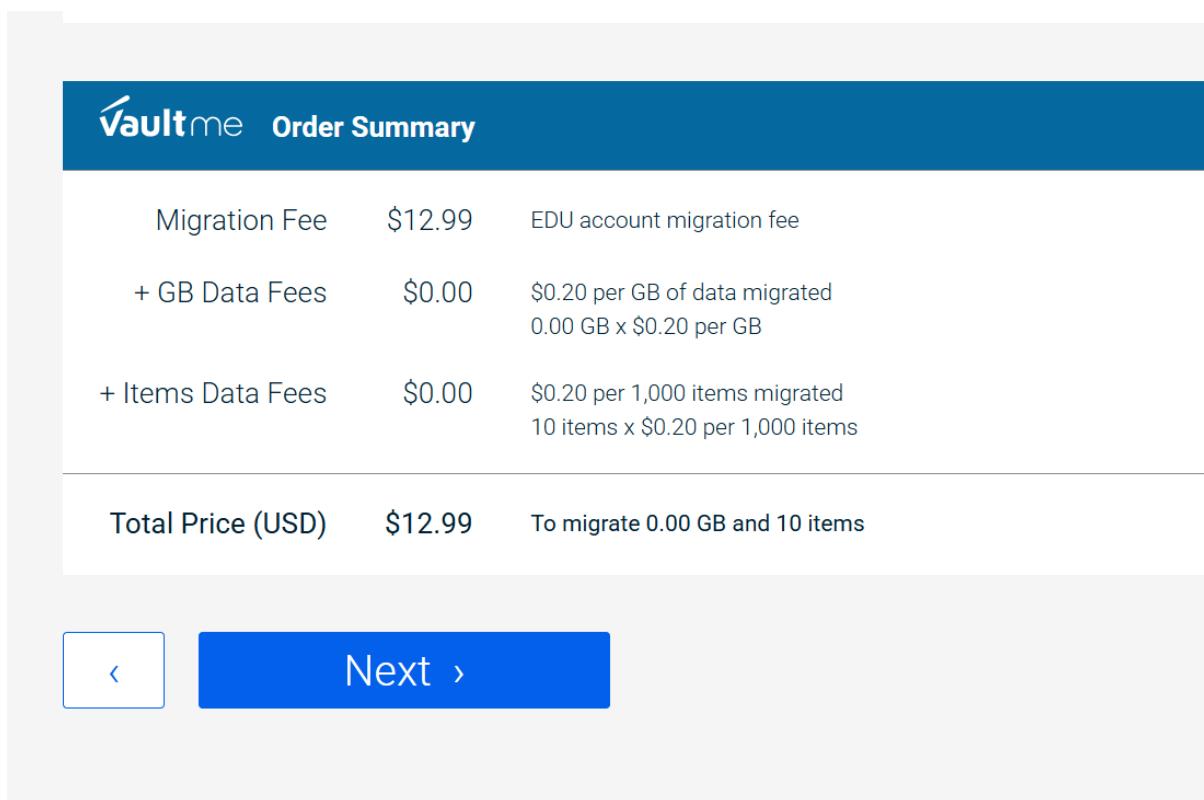
 Secure account connection
Successfully connected.

On the 'Migrate To' side, please sign in with your [UID@graduate.hku.hk](#) email account.



The screenshot shows the 'Migration Setup' interface on 'Step 4 of 5'. The left sidebar lists steps: 'INTRODUCTION' (checked), '1. YOUR GOAL' (checked), '2. ACCOUNT TYPES' (checked), '3. MIGRATE FROM' (checked), and '4. MIGRATE TO' (checked). The main area is titled 'Destination Account' and displays 'VaultMe is securely connected to this account.' Below this, the 'MIGRATE TO' section shows 'Microsoft 365' as the connected account, with the email '@graduate.hku.hk'. A 'Secure account connection' status is shown as 'Successfully connected.'

On the Preferences page, the price and storage usage will be displayed. If everything looks correct, please click 'Next' to continue."



The screenshot shows the 'Order Summary' page. It lists migration fees: 'Migration Fee' (\$12.99, EDU account migration fee), '+ GB Data Fees' (\$0.00, \$0.20 per GB of data migrated, 0.00 GB x \$0.20 per GB), and '+ Items Data Fees' (\$0.00, \$0.20 per 1,000 items migrated, 10 items x \$0.20 per 1,000 items). The total price is \$12.99, with a note 'To migrate 0.00 GB and 10 items'. At the bottom, there are 'Back' and 'Next >' buttons.

Fee Type	Amount	Description
Migration Fee	\$12.99	EDU account migration fee
+ GB Data Fees	\$0.00	\$0.20 per GB of data migrated 0.00 GB x \$0.20 per GB
+ Items Data Fees	\$0.00	\$0.20 per 1,000 items migrated 10 items x \$0.20 per 1,000 items

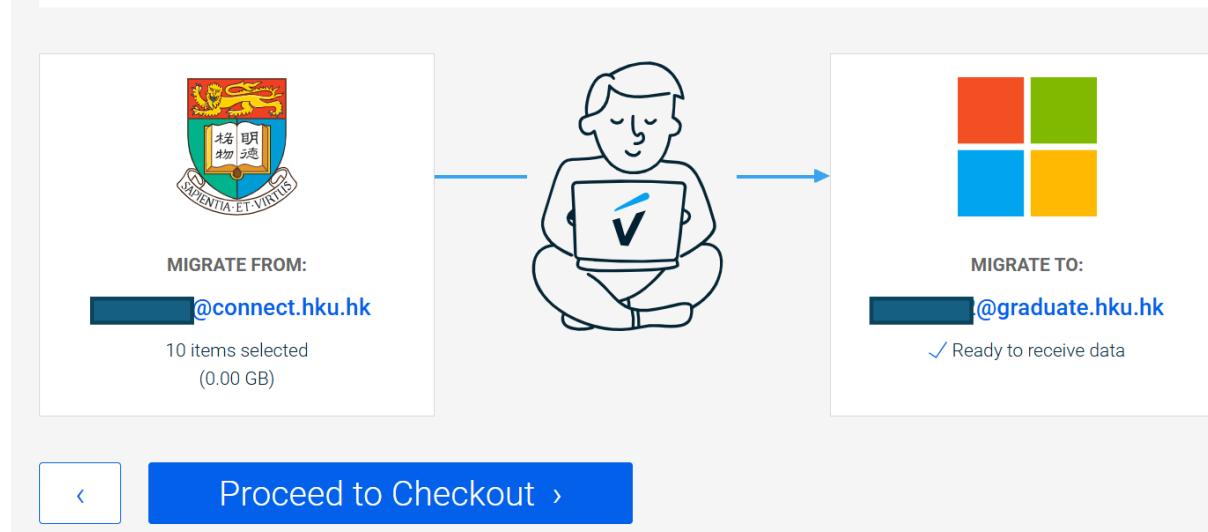
Total Price (USD) \$12.99 To migrate 0.00 GB and 10 items

Next >

Please verify that both email addresses are correct. If everything is accurate, click 'Proceed to Checkout' to continue.

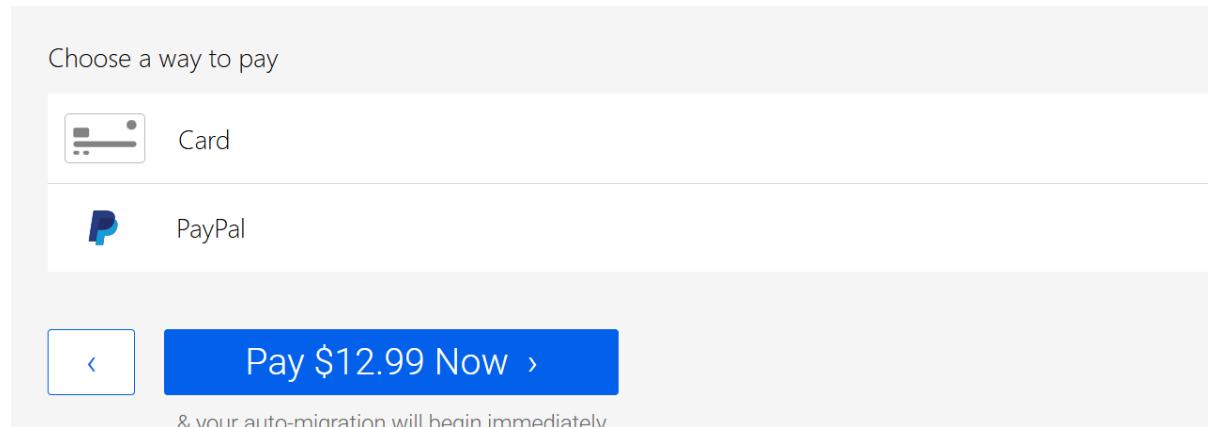
VaultMe is ready to start when you are!

VaultMe is ready to migrate your data, exactly like you want it, so that you can move on with your life without missing all the important work from your past.

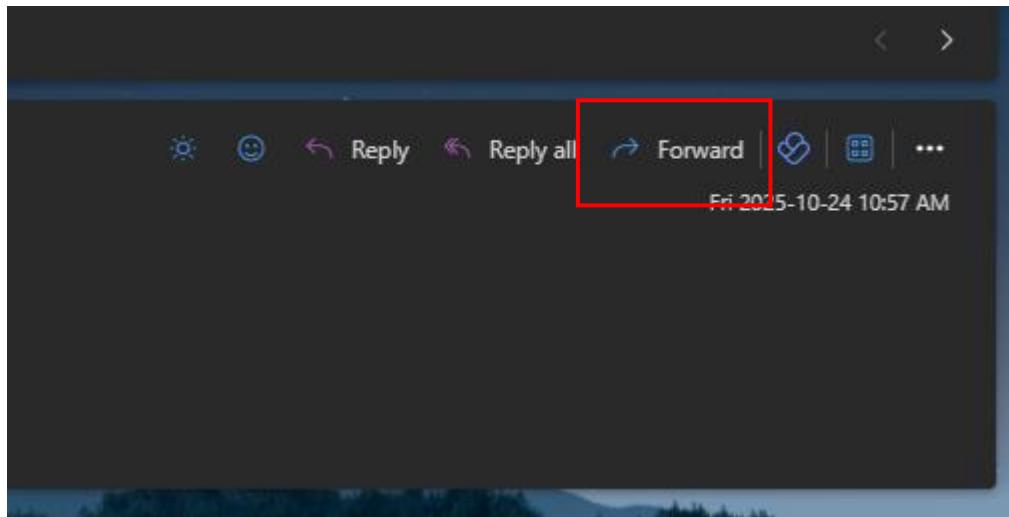


Select your preferred payment method and complete the payment.

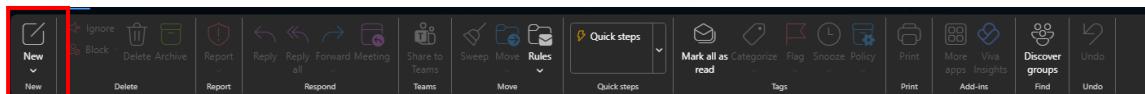
(Remark: The prices shown in the image are for reference only.)



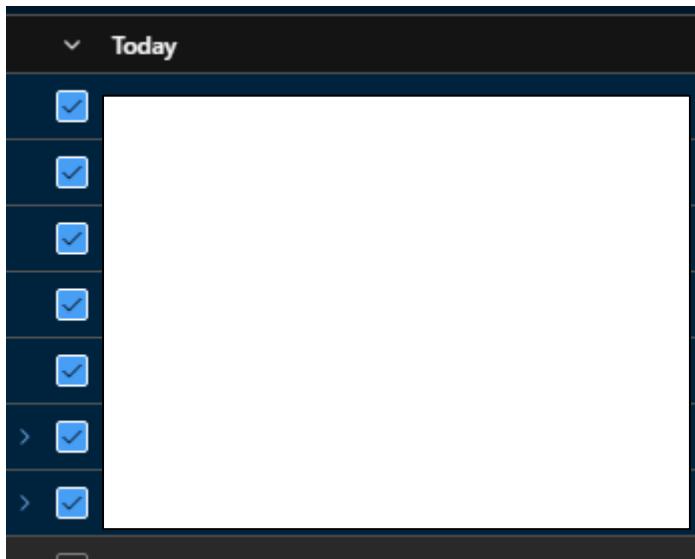
c. Directly forward your existing email from @connect email account: Alternatively, if the volume of emails to be migrated is relatively small, you may consider another method: forward those existing email messages that you want to keep from @connect account as a single email and send them to your @graduate.hku.hk email account.



1. To access your @connect email account using Outlook Web Access, go to <https://webmail.hku.hk/>. Select “CONNECT.HKU.HK (Microsoft 365),” then log in.
2. Click “New mail,” and use the pop-up icon to open a new compose mail window.

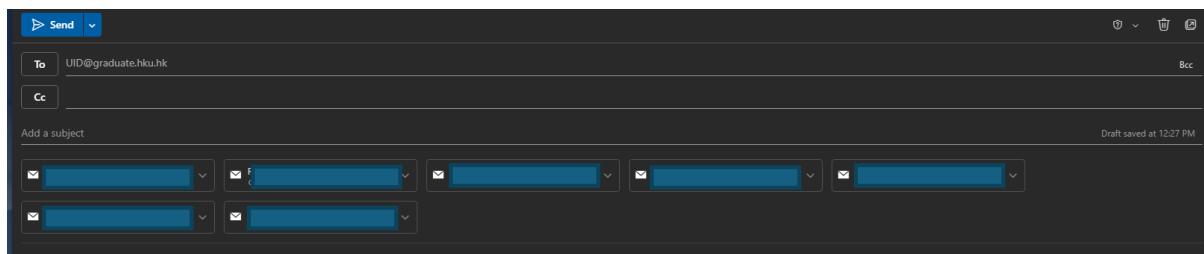


3. Switch back to your inbox window, select multiple emails by holding down the “Ctrl” key, then drag and drop them into the “New mail” window. Your selected emails will be attached as multiple attachments at your “New mail” message.



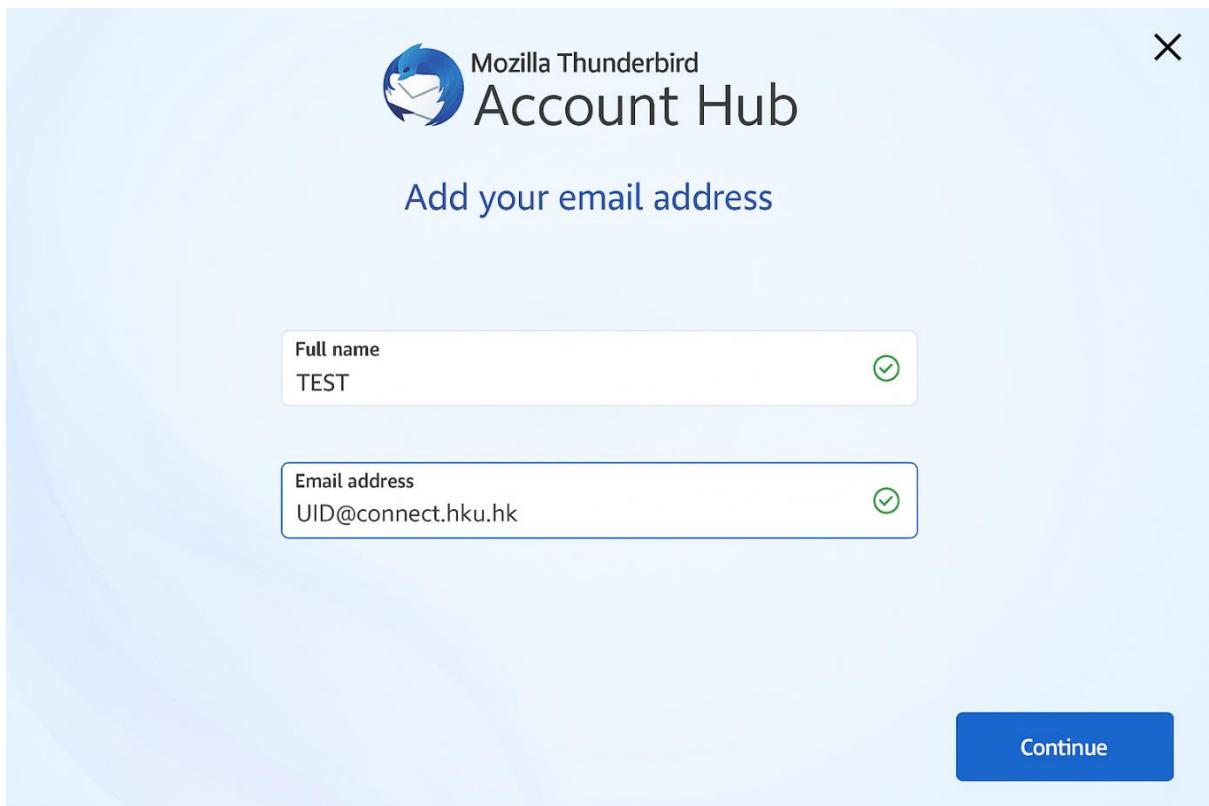
4.

5. Enter your UID@graduate.hku.hk email address as the recipient and click send. You will receive all the selected emails at your @graduate.hku.hk account.

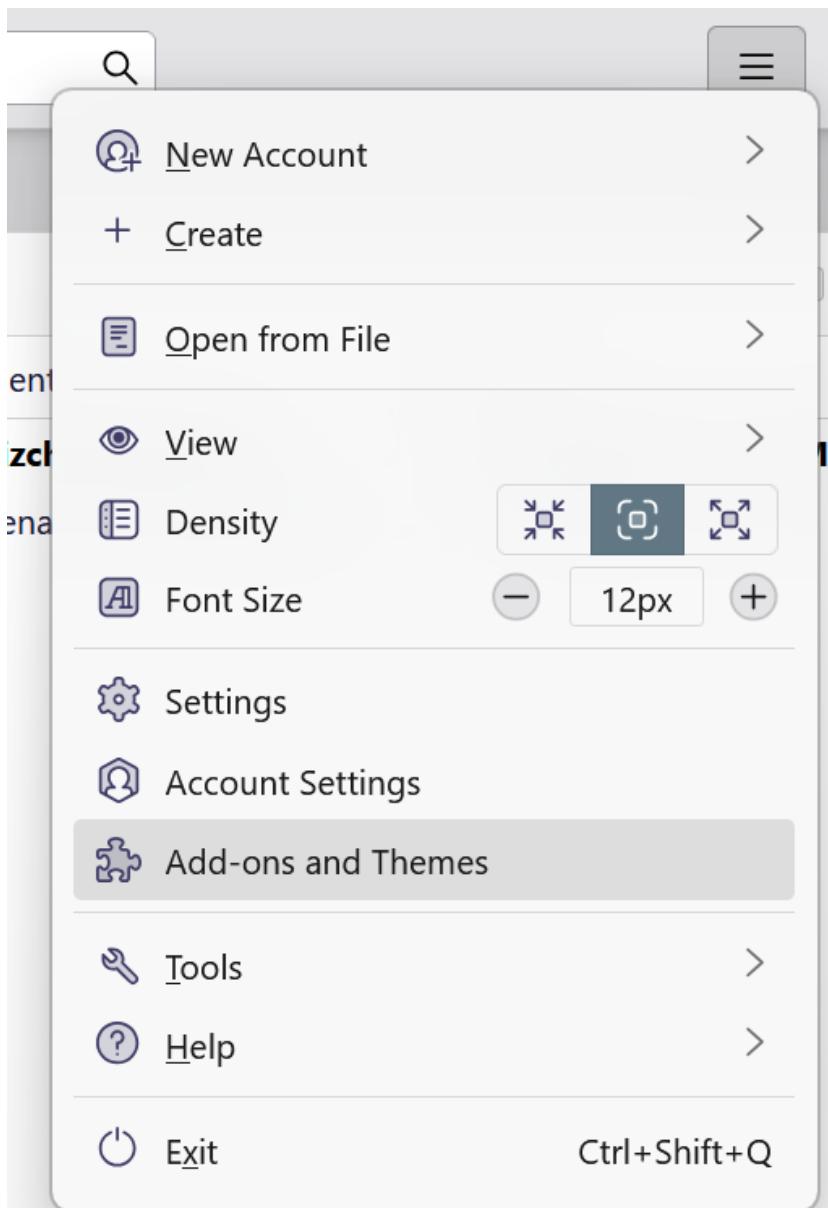


d. Exporting @connect Email Directly to a File Without Migration: If you rarely require access to historical emails in your @connect account, you may export messages directly to an offline file for secure storage on your local device.

1. Access your @connect alumni email account with **Thunderbird email client** and **IMAP** protocol, by following the procedures mentioned in Part B. However, after you click “**+New Account**”, please enter Full name and Email address (UID@connect.hku.hk) and click “Continue”



2. Then follow-up the on-going setup procedures in Part B and then when the Microsoft account login prompt appear, enter your name as UID@connect.hku.hk and the password of your @connect account to access your @connect email box at thunderbird client.
3. At the Thunderbird email client, Click the three-line menu icon (at the top right corner)
4. select “Add-ons and Themes” from the dropdown menu.



5. Search “import/export” on Find more add-ons

6. Click + Add to Thunderbird



Add-ons

EXTENSIONS THEMES COLLECTIONS MORE...

Import/export →

Welcome to Thunderbird Add-ons. Add extra features and styles to make Thunderbird your own. ×

Filter Results

Search Results for "import/export"

CATEGORY » Sort by: [Relevance](#) | [Most Users](#) | [Top Rated](#) | [Newest](#) | [More](#) ▼

[All Add-ons](#)

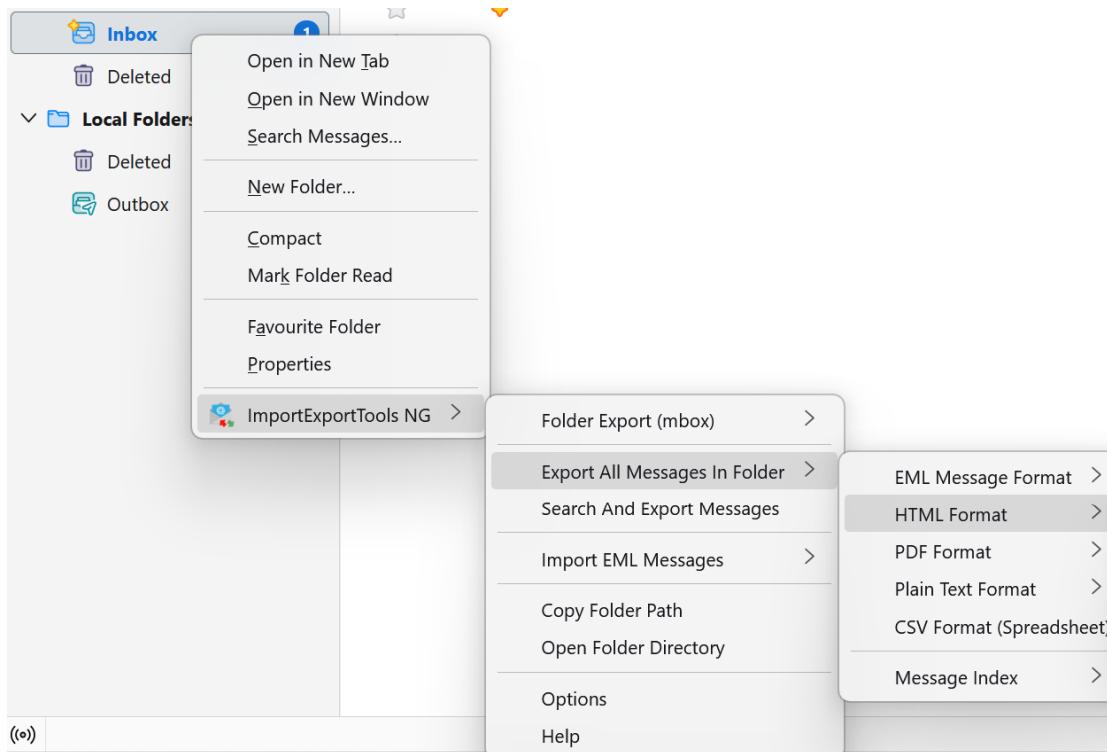
WORKS WITH » [Thunderbird 143.0](#) + Add to Thunderbird

[All Systems](#)

TAG »

 **ImportExportTools NG**
Adds tools to import/export messages and folders
EML, MBOX, HTML PDF, Plaintext Support and CSV support with indexes and file naming.
★★★★☆ (243) · 274,391 users

6. Return to the mailbox of your @connect email account and select Inbox (or the folder) you need to export the email messages.
7. Right Click and select “ImportExportTools NG” --> “Export All Messages in Folder” --> (Choose the export type)



8. Next, choose either "EML Message Format" (with attachment) or "HTML Format" and save the exported file to your local storage. This way, even if your @connect email account no longer accessible in the future, you'll still be able to open your exported email messages with Thunderbird from those EML file or HTML file.

e. Configuring Email Forwarding from @connect to @graduate Accounts: Once you have accessed your @graduate.hku.hk email account via Outlook Web Access (as outlined in Part A), you may set up email forwarding from your @connect account to your @graduate account by following the instructions detailed in Part F. This will enable you to conveniently manage all incoming email through your @graduate account.

D. How to migrate email from original graduate.hku.hk legacy email server to the new Graduate M365 Email platform?

Below are the available methods for migrating your email. Method (1) is recommended: Purchase the Vaultme paid service with the 3rd party software to migrate mailbox message on behalf of you.

(1) Purchase the VaultMe paid service to migrate email message from graduate legacy email account to new graduate M365 account

Visit <https://www.vaultme.com/>

Click Try VaultMe button.



Select the following option.

A screenshot of the VaultMe Migration Setup interface. The left sidebar shows a navigation menu with steps: INTRODUCTION (checked), 1. YOUR GOAL (selected, showing "Migrate a single account"), 2. ACCOUNT TYPES, 3. MIGRATE FROM, 4. MIGRATE TO, 5. PREFERENCES, and CONFIRM & GO. The main content area is titled "Setup | Step 1 of 5" and "What do you want to accomplish today?". It lists two options: "Migrate a single user account to another account" (selected) and "Migrate or archive multiple user accounts (advanced)". Descriptions for each option are provided. At the bottom are "Previous" and "Next" buttons.

Select IMAP as "Migrate from".

Migration Setup

Setup | Step 2 of 5

What two types of accounts between?

Select the types of accounts you'll be migrating.

MIGRATE FROM

Select

MIGRATE TO

Select

HERE'S WHAT VAULTME CAN MIGRATE BETWEEN THESE ACCOUNTS

Please choose both your source and destination accounts.

Popular Business-class Accounts

- Google Workspace
- Microsoft 365
- Exchange**

Popular Consumer Accounts

- Aol.
- Google
- Outlook
- yahoo/mail**
- iCloud Mail
- Yandex**

Any other email account with IMAP turned on

IMAP

Select "Microsoft 365" as Migrate to.

What two types of accounts between?

Select the types of accounts you'll be migrating.

MIGRATE FROM

IMAP

MIGRATE TO

Select

Once you select the types of accounts to migrate from and to, VaultMe will tell you what types of data can be migrated between them.

Popular Business-class Accounts

- Google Workspace
- Microsoft 365**
- Exchange

Next

vaultme

Migration Setup

INTRODUCTION ✓

1. YOUR GOAL ✓
Migrate a single account

2. ACCOUNT TYPES ○
Migrate from an IMAP-enabled Mail Service account to a Microsoft 365 account

3. MIGRATE FROM

4. MIGRATE TO

5. PREFERENCES

CONFIRM & GO

Setup | Step 2 of 5

What two types of accounts do you want to migrate between?

Select the types of accounts you'll be migrating from and to.

MIGRATE FROM

✉️✉️ IMAP [Change](#)

MIGRATE TO

Microsoft 365 [Change](#)

HERE'S WHAT VAULTME CAN MIGRATE FROM AN IMAP-ENABLED MAIL SERVICE ACCOUNT TO A MICROSOFT 365 ACCOUNT:

Emails, attachments and folders [?](#)

« [Next »](#)

Enter source account information.

Migration Setup

INTRODUCTION ✓

1. YOUR GOAL ✓
Migrate a single account

2. ACCOUNT TYPES ○
Migrate from an IMAP-enabled Mail Service account to a Microsoft 365 account

3. MIGRATE FROM ○

4. MIGRATE TO

5. PREFERENCES

CONFIRM & GO

Setup | Step 3 of 5

Connect Your Source Account

Connect VaultMe to your IMAP-enabled Mail Service account so that it can count your items.

MIGRATE FROM

✉️✉️ IMAP

Login *

Password * [Show Password](#)

Host *

Port * Use SSL

I agree to the VaultMe [Privacy Policy](#) and [Terms of Use](#) *

Sign In

Setup | Step 3 of 5

Scanning Source Account...

Please be patient as VaultMe maps the items in your account.

MIGRATE FROM

 **IMAP** [Change](#)

Scanning Account... [Disconnect](#)

 Secure account connection
Successfully connected.

Emails, attachments and folders [?](#)

Scan in progress...

[<](#) [Next >](#)

Vaultme [Demo User](#) [My workspace](#) [Sign out](#)

Migration Setup

- INTRODUCTION
- 1. YOUR GOAL
Migrate a single account
- 2. ACCOUNT TYPES
Migrate from an IMAP-enabled Mail Service account to a Microsoft 365 account
- 3. MIGRATE FROM
IMAP-enabled Mail Service
- 4. MIGRATE TO
- 5. PREFERENCES
- CONFIRM & GO

Setup | Step 3 of 5

You did it! Now let's connect your destination account.



MIGRATE FROM: 

MIGRATE TO: 

COMING UP NEXT...

[<](#) [Next >](#)

Sign in destination M365 account.

Vaultme

Migration Setup

INTRODUCTION

1. YOUR GOAL
Migrate a single account

2. ACCOUNT TYPES
Migrate from an IMAP-enabled Mail Service account to a Microsoft 365 account

3. MIGRATE FROM
IMAP-enabled Mail Service

4. MIGRATE TO

5. PREFERENCES

CONFIRM & GO

Setup | Step 4 of 5

Connect Your Destination Account

Connect VaultMe to the Microsoft 365 account you want to migrate to.

MIGRATE TO

 Microsoft 365

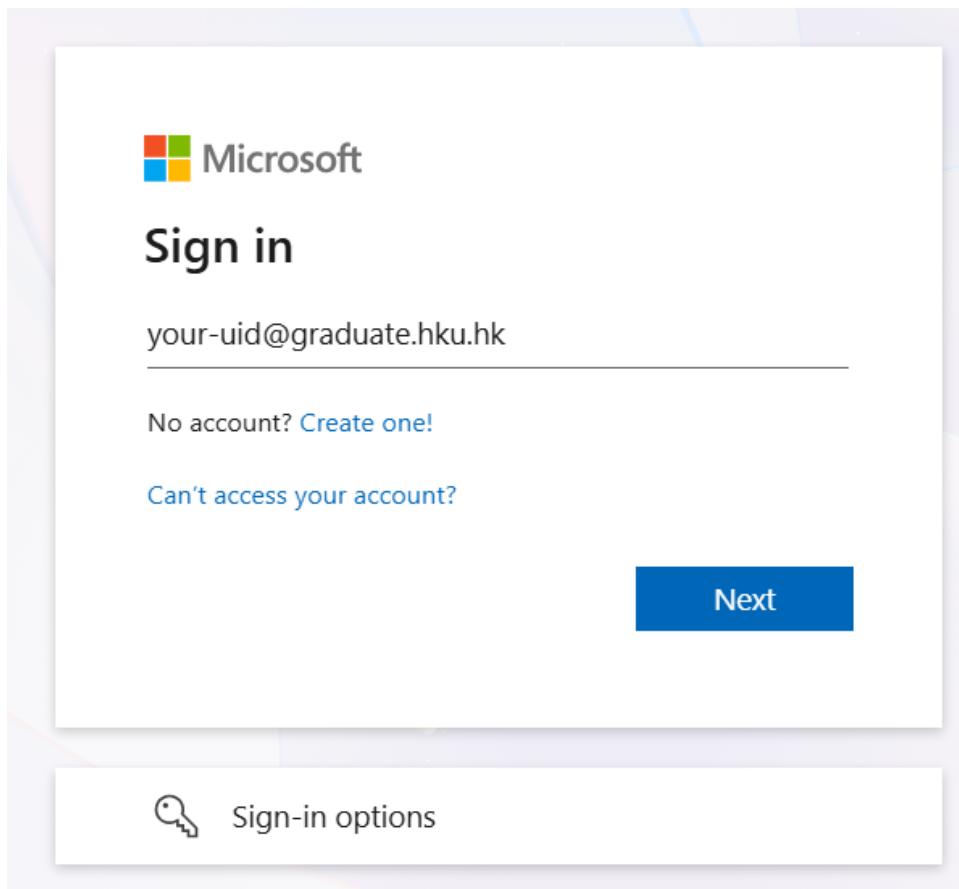
 Sign In with Microsoft

Can't sign in to the right account? [Learn what to do](#)

We're serious about your Security & Privacy

- ✓ Fully automated.
- ✓ Safe & secure.
- ✓ GDPR compliant.
- ✓ Disconnect any time.
- ✓ Data never shared with anyone.

[Previous](#) [Next >](#)



Setup | Step 4 of 5

Testing Destination Account...

Please be patient as VaultMe securely tests your account to make sure it can accept migration items.

MIGRATE TO

Microsoft 365 [Change](#)

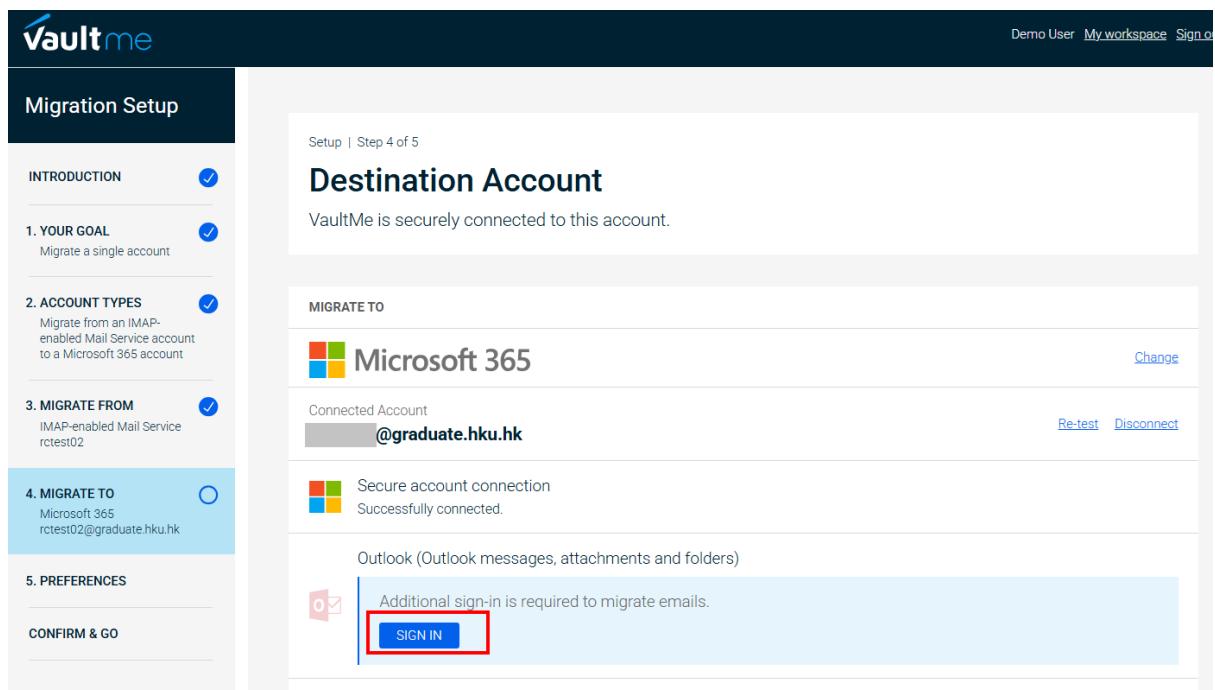
Testing Account... **@graduate.hku.hk** [Disconnect](#)

Secure account connection
Successfully connected.

Outlook (Outlook messages, attachments and folders)
Additional sign-in is required to migrate emails.
SIGN IN

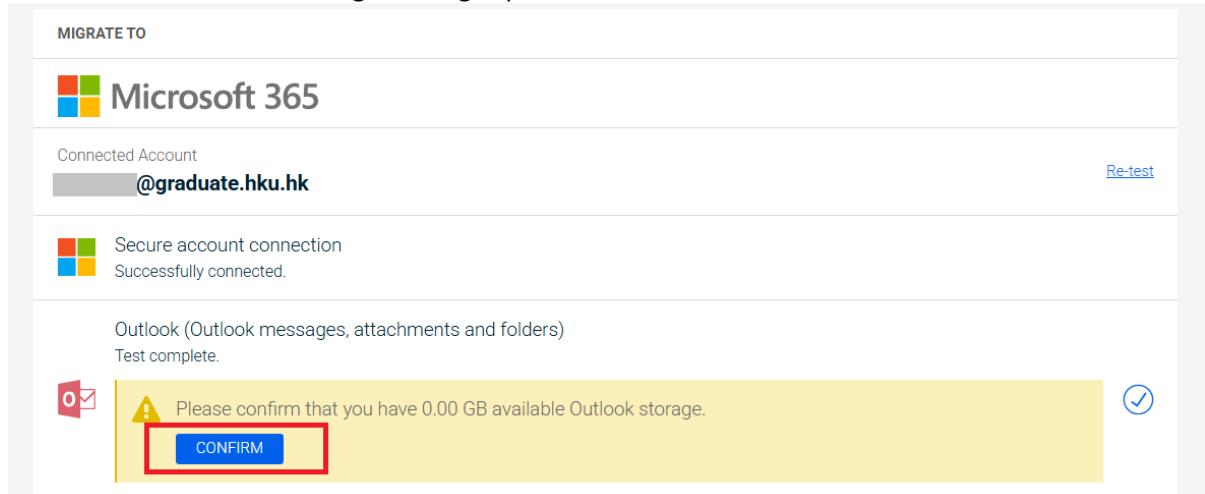
OneDrive (OneDrive files and folders OWNED BY ME)
No items from IMAP-enabled Mail Service can be received here

Click SIGN IN again if required



The screenshot shows the 'Migration Setup' interface on the 'Destination Account' step. The left sidebar lists steps 1-5. Step 4 is selected, showing 'Microsoft 365' as the migration target. The 'Connected Account' is '@graduate.hku.hk'. Under 'Outlook', it says 'Additional sign-in is required to migrate emails' and features a 'SIGN IN' button, which is highlighted with a red box.

Confirm destination account got enough space.



The screenshot shows the 'Migration Setup' interface on the 'Confirm Storage Space' step. It shows a warning message: 'Please confirm that you have 0.00 GB available Outlook storage.' with a 'CONFIRM' button highlighted with a red box.

The screen will calculate the time and service charge needed for migration. Press Next to proceed payment and start migration.

Vaultme Migration Details

APPROXIMATE MIGRATION TIME

5 MINUTES May be extended ([learn why](#))

VAULTME WILL PROCESS

0 ITEMS 0.00 GB

Vaultme Order Summary

Migration Fee \$14.99 Individual account migration fee

Total Price (USD) \$14.99 To migrate 0.00 GB and 0 items



Next >

Setup Complete!

VaultMe is ready to start when you are!

VaultMe is ready to migrate your data, exactly like you want it, so that you can move on with your life without missing all the important work from your past.

IMAP

MIGRATE FROM:



553 items selected
(0.00 GB)



MIGRATE TO:

@graduate.hku.hk

✓ Ready to receive data



Proceed to Checkout >

Confirm & Go

Secure Checkout

Your Time & History are valuable. You're about to save both with VaultMe!

Vaultme Order Summary

Migration Fee	\$14.99	Individual account migration fee
+ GB Data Fees	\$0.00	\$0.20 per GB of data migrated 0.00 GB x \$0.20 per GB
+ Items Data Fees	\$0.11	\$0.20 per 1,000 items migrated 553 items x \$0.20 per 1,000 items
Total Price (USD)	\$15.10	To migrate 0.00 GB and 553 items

Got an Alumni Association Member Benefit Code? [Apply it here](#)

Got an EDU Ambassador Code? [Apply it here](#)

Got a Coupon Code? [Apply it here](#)

Choose a way to pay



Card



PayPal



Pay \$15.10 Now ›



Start Now ›

Thank You! Your Migration Has Begun.

An email confirmation has been sent to your DESTINATION ACCOUNT email address. Another email will be sent when your migration is complete.

Before you proceed, please tell us one thing...

What convinced you to use VaultMe today?

Type your answer here...

[Go to Migration Progress Page](#)

Go to the Migration progress page and wait for completion.

[My workspace](#) | Migration ABZND

Your migration is complete

554 items have been migrated



Success!

INDEXED DURING MIGRATION
554 ITEMS 0.00 GB

MIGRATED SUCCESSFULLY
554 ITEMS 0.00 GB

SKIPPED
0 ITEMS

MIGRATION STARTED
Oct 9, 2025 10:32 am

MIGRATION COMPLETED
Oct 9, 2025 10:39 am

TIME ELAPSED
0 DAYS 0 HOURS 7 MINUTES

NEXT STEPS

Download a report containing the details of all migrated and skipped items. The report is available for 365 days after the migration is completed (until Oct 9, 2026).



[DOWNLOAD REPORT](#)



Download invoice containing payment details (PDF)

[DOWNLOAD INVOICE](#)



Disconnect all your accounts currently connected to VaultMe

[DISCONNECT ACCOUNTS](#)

Disconnect Accounts after email message migration complete.

Disconnect Accounts

Clicking the button below will disconnect ALL your accounts connected to VaultMe. All your currently running migrations (if any) will be stopped.

Disconnect Accounts

Cancel

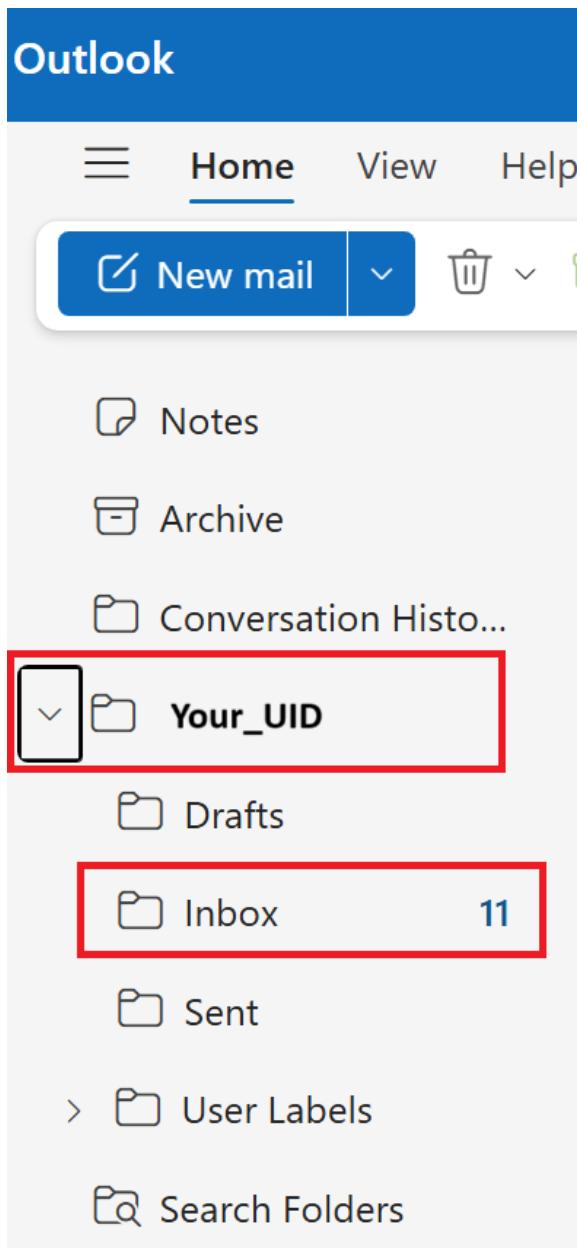
Disconnect Accounts

All your accounts have been disconnected from VaultMe.

Close

Login M365 account to verify copied emails.

A new folder name as your UID would be created with the email message migrated to that folder.

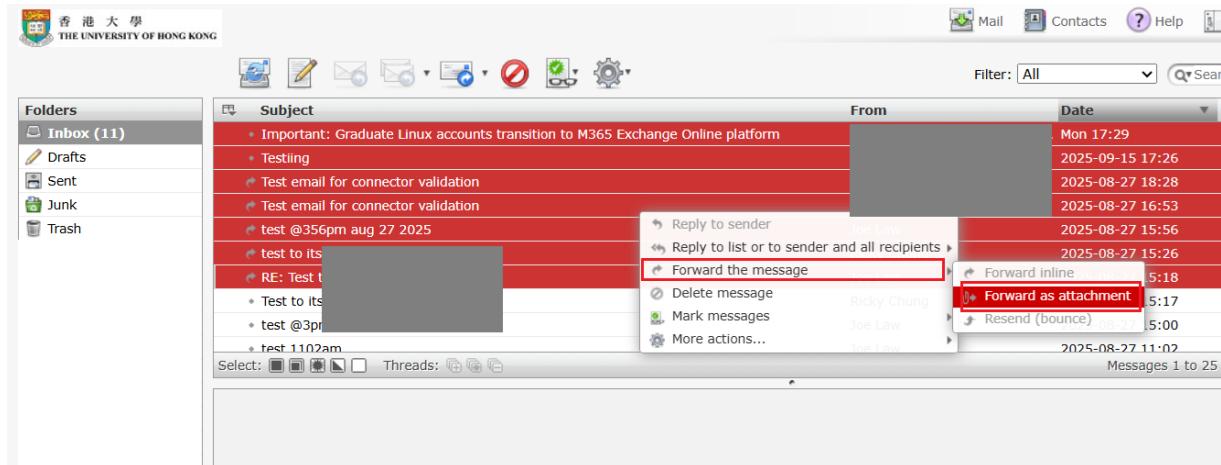


(2) Directly forward old email from legacy graduate email server

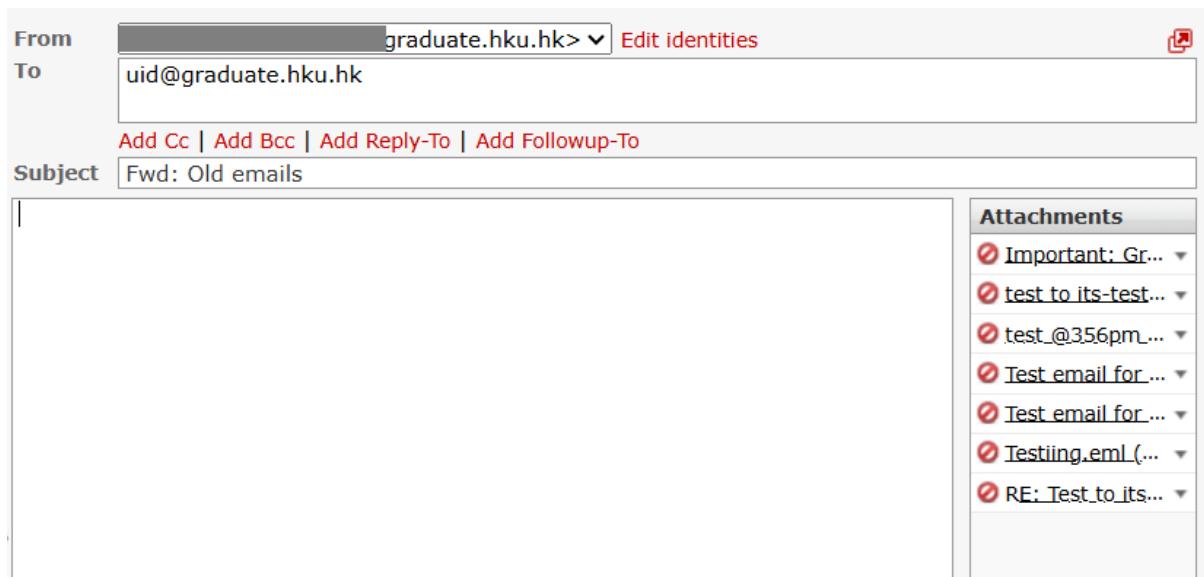
Alternatively, if the volume of emails to be migrated is not too large, you may consider another method: (2) forwarding emails directly from the legacy graduate email server to the new Graduate M365 platform. With this approach, all migrated messages will be consolidated into a single email containing multiple attachments of the migrated messages.

Login old webmail at <https://webmail.hku.hk/graduate/> with UID and password. (or choose GRADUATE.HKU.HK (Legacy) at <https://webmail.hku.hk/>)

Select multiple email you want to forward and right click -> Forward the message -> Forward as attachment.



Forward to your uid@graduate.hku.hk address, then the email will be delivered to your new Graduate M365 mailbox.

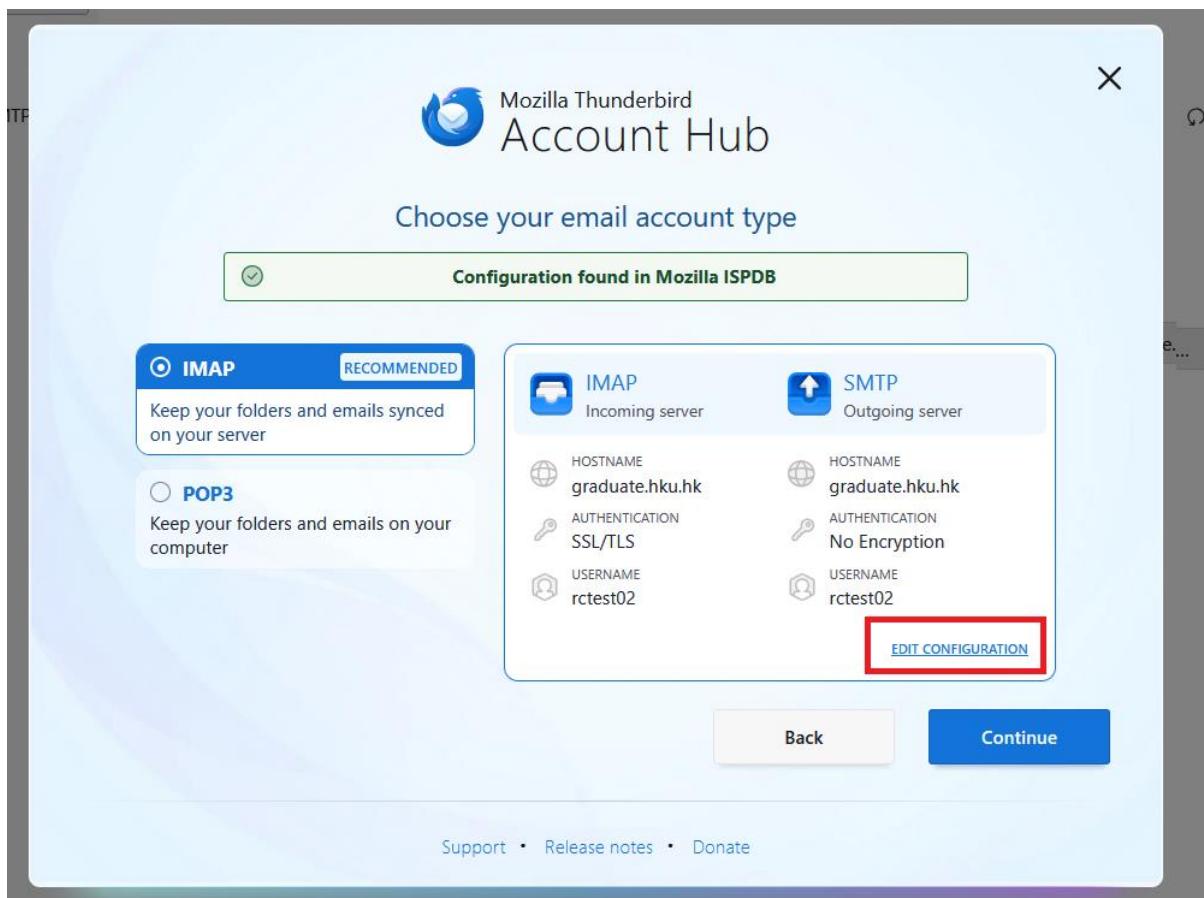
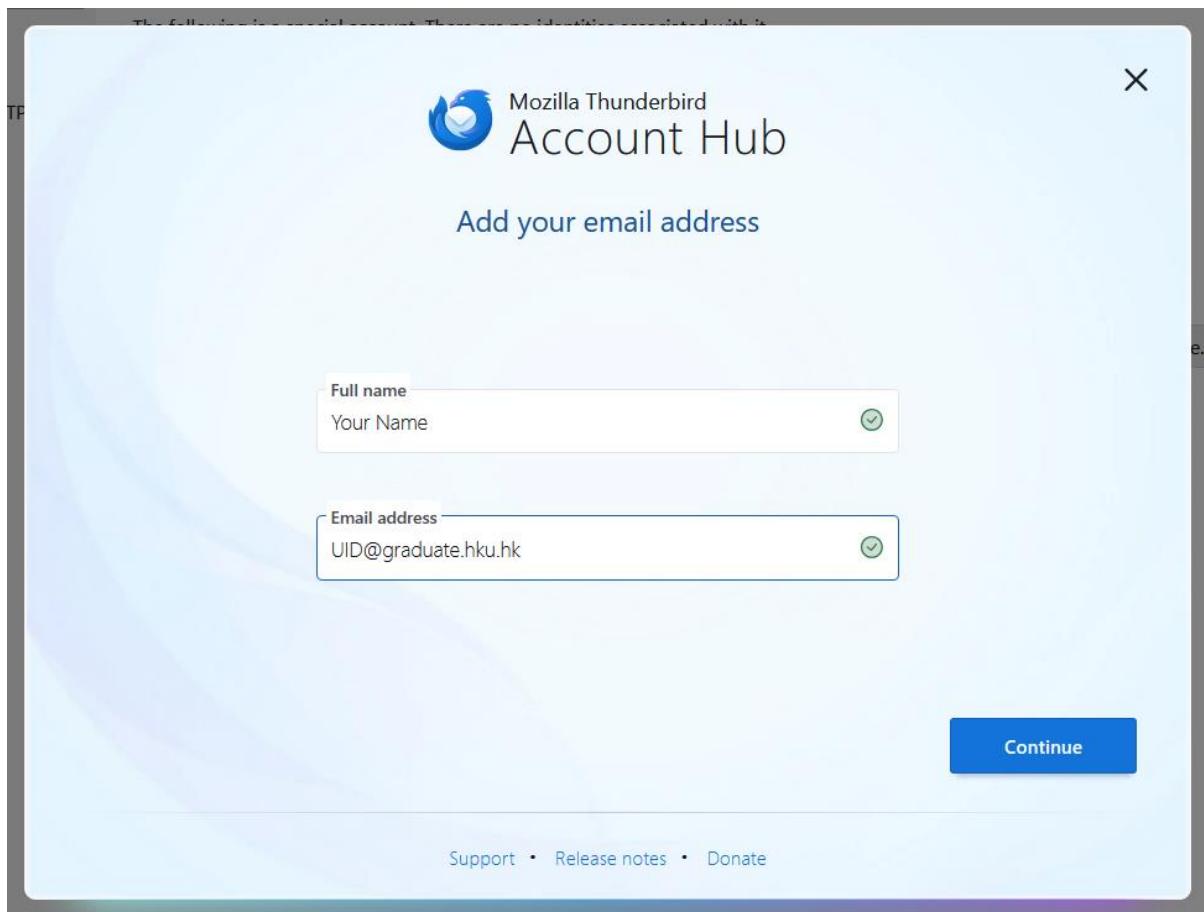


If you may get disk quota exceed issue at the legacy graduate email server, you may visit this link to increase your disk quota at legacy graduate email account temporarily.

http://www.hku.hk/cc/home/email/check_quota.htm

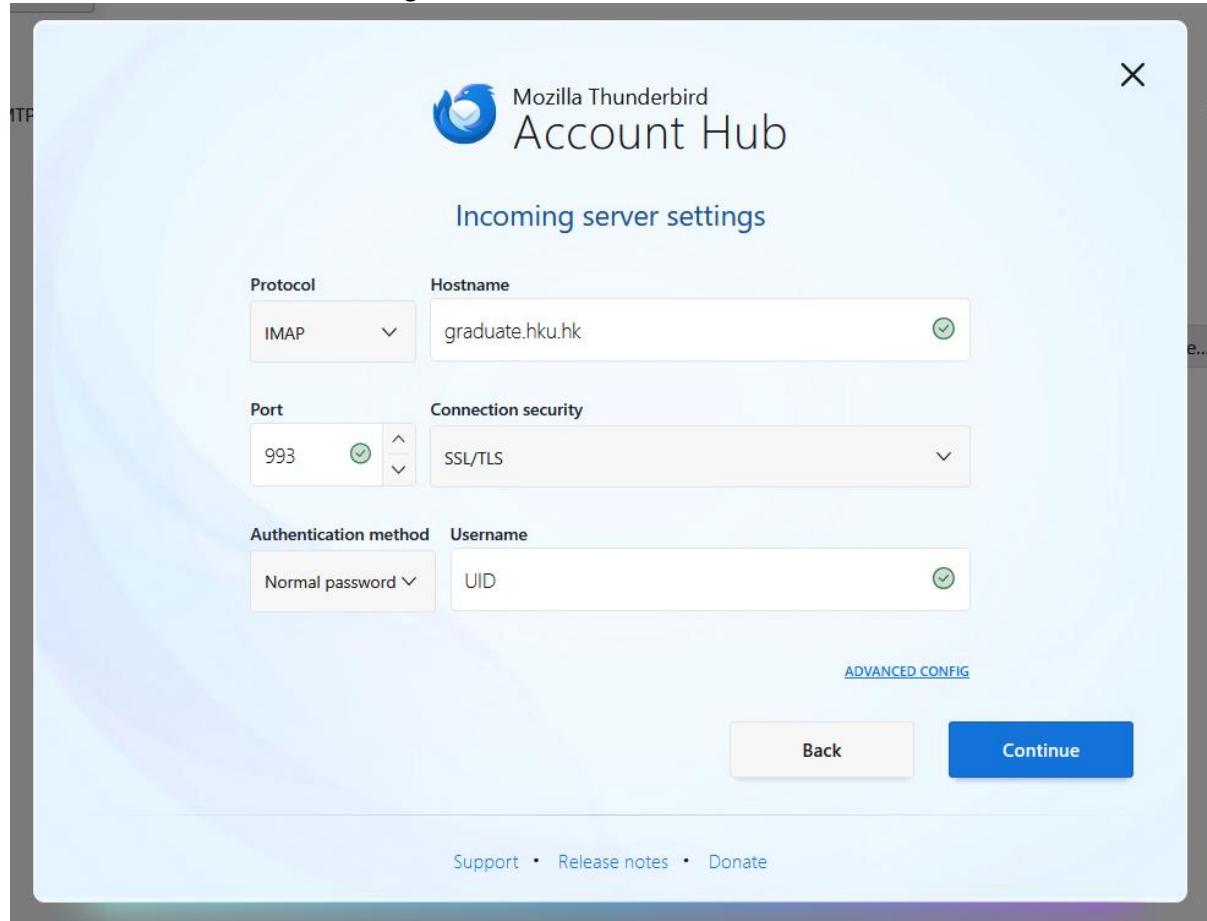
(3) Access the graduate legacy email server with thunderbird client to copy email message to new graduate M365 account (Note: this method is not guaranteed to work and NOT supported by ITS)

Firstly, add your graduate legacy email account with IMAP protocol to Thunderbird mail client by following the steps below.

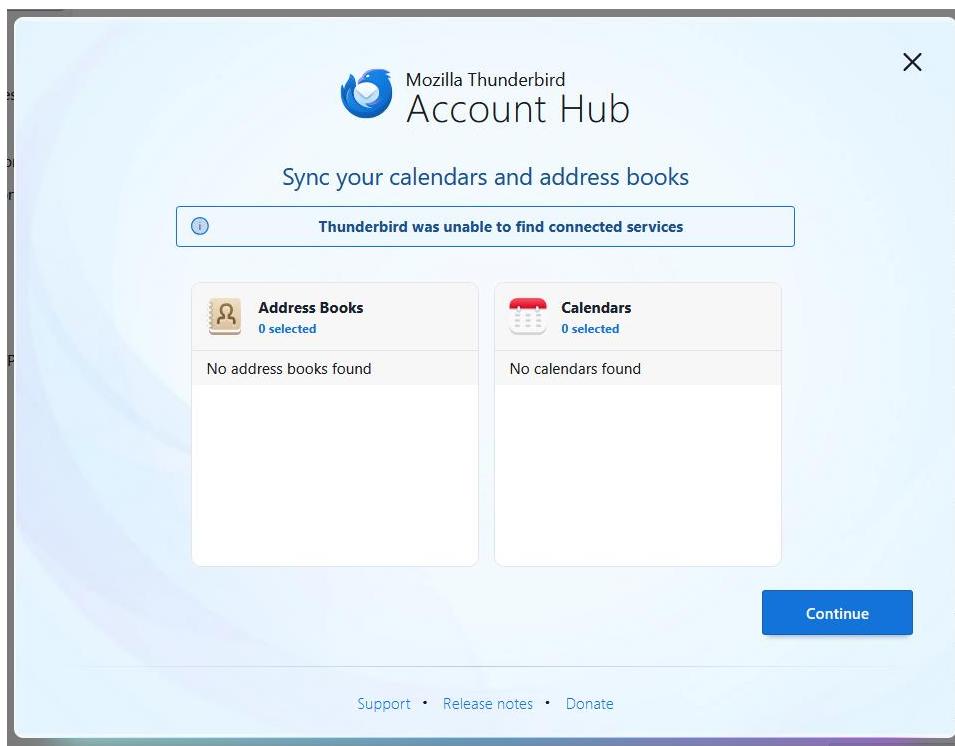
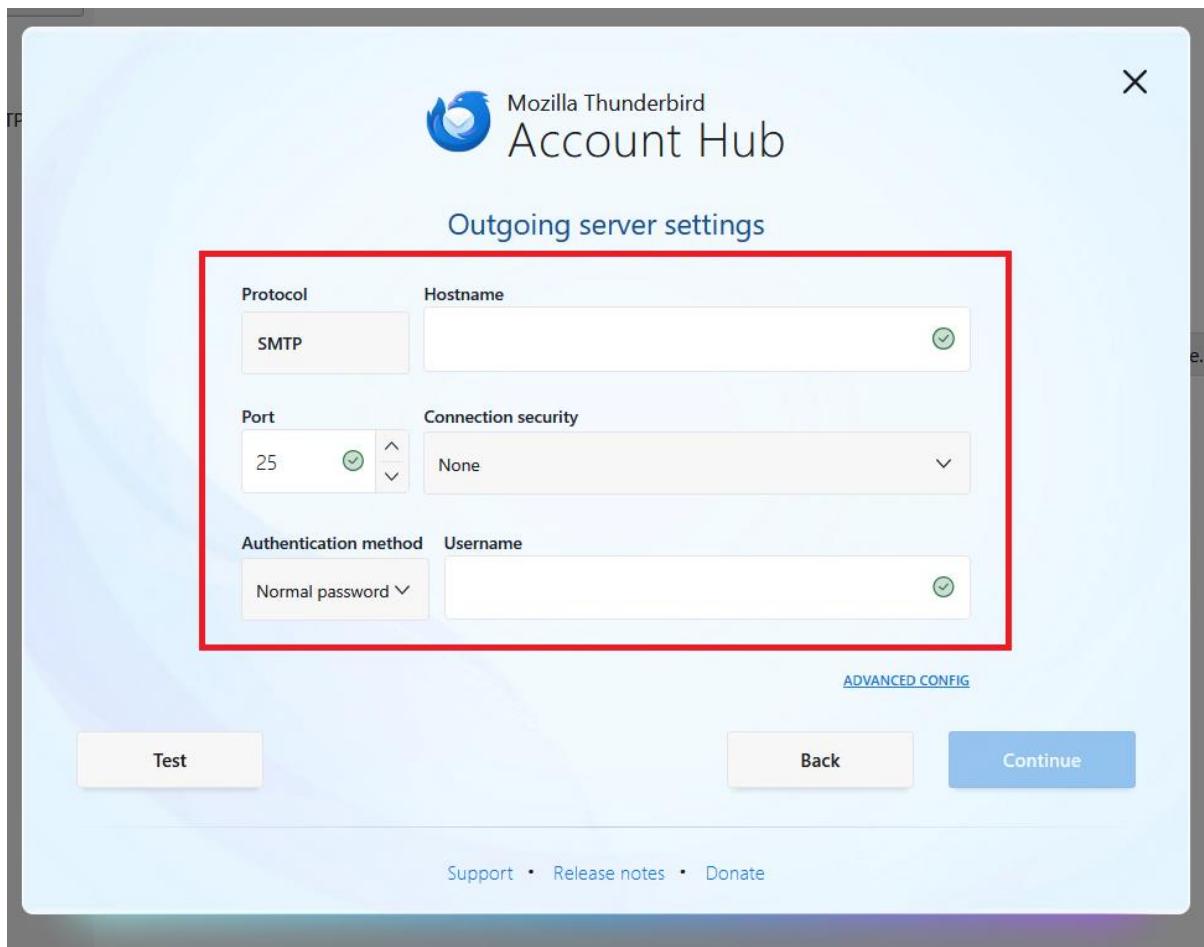


Incoming server settings:

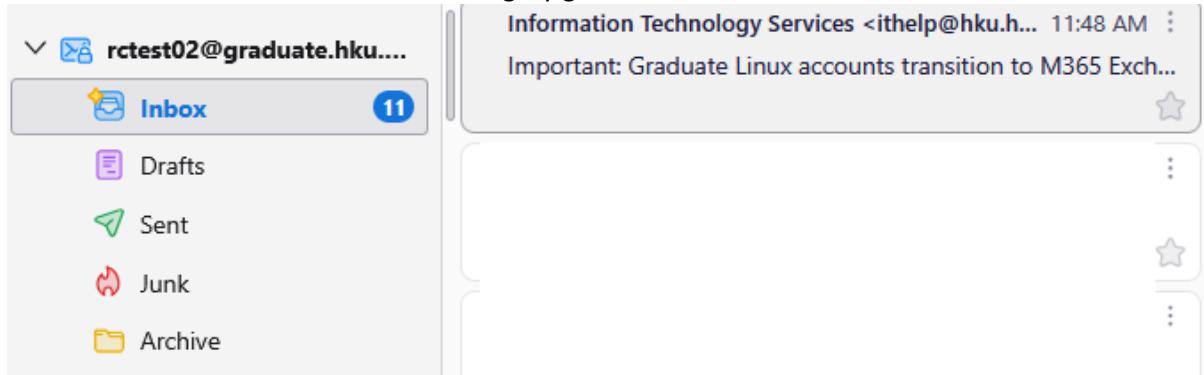
Username should not include "@graduate.hku.hk".



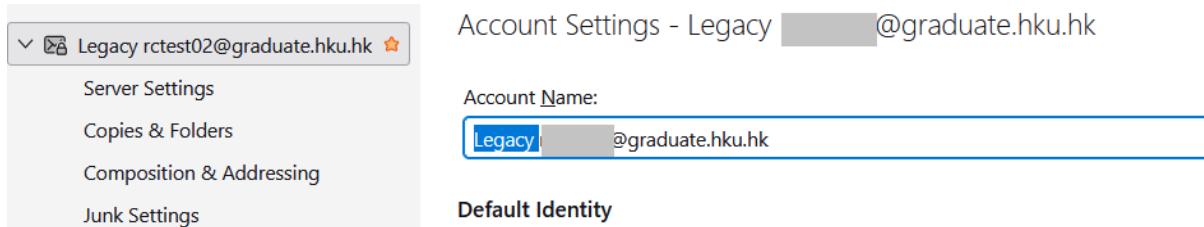
For the out-going server part, you can specify SMTP server hostname as smtp.office365.com, port as 587, connection security as STARTTLS and username as uid



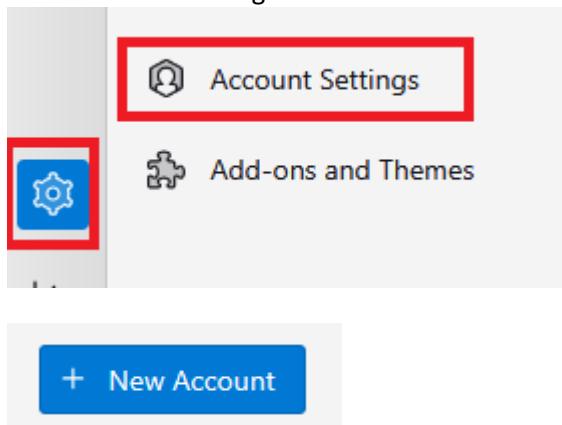
You should able to see the Inbox of the Legacy graduate account.



Go to Account Setting, Add “Legacy” to the Account Name. Let you distinguish with new M365 account.

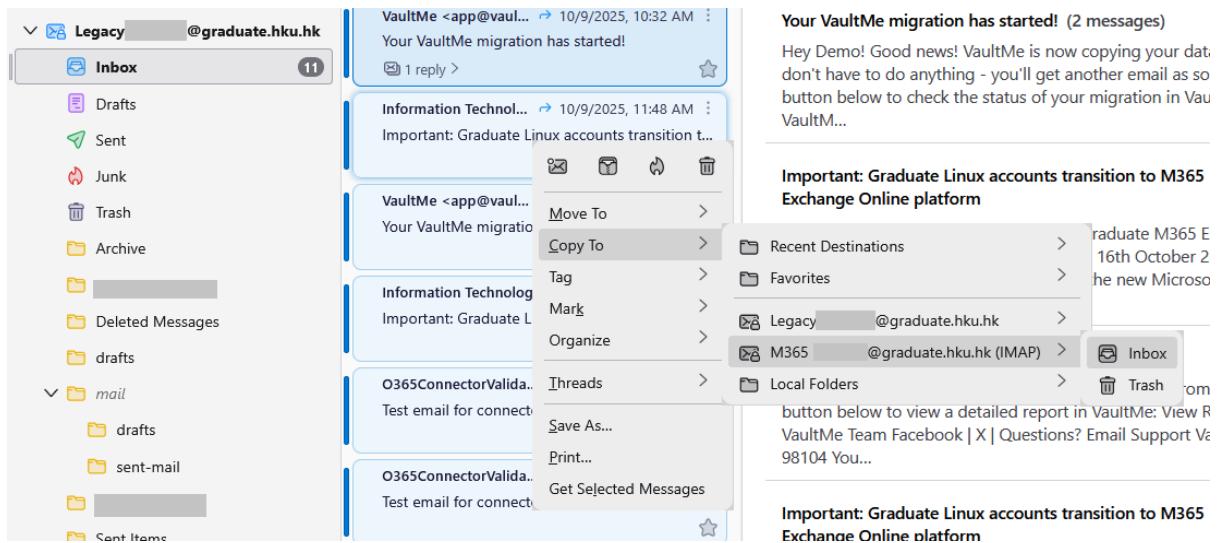


Go to Account Settings and add M365 account.



Secondly, then also add your Graduate M365 email account with the IMAP protocol to Thunderbird mail client according to the above section B.

After you add both email accounts to your Thunderbird mail client, then you can select necessary email messages at your graduate legacy email account and then right click select “Copy to”, then choose your new Graduate M365 account as the destination. Then the thunderbird mail client will copy your selected email messages to the new Graduate M365 email account.



If this method does not work for your account, then please try the other 2 approaches mentioned above, including forwarding required emails from a graduate legacy email via webmail, or using a paid mailbox migration service such as Vaultme.

E. How to update the setting for email alias, sender email address and sender name for Graduate M365 Email with online web form?

For Graduate M365 Email service, graduate account owners can use online web form to update the following setting:

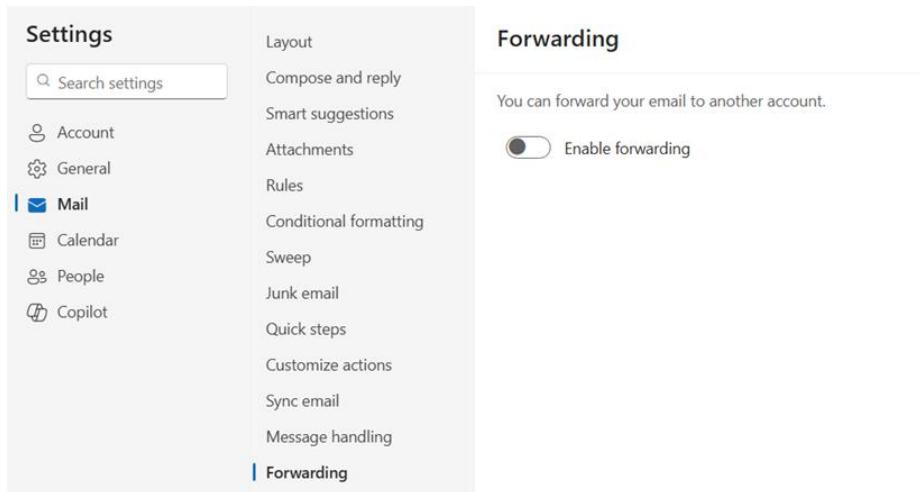
- (a) Reset Graduate account password: <https://its.hku.hk/kb/graduate-change-email-password/>
- (b) Email Alias: <https://www.alumni.hku.hk/graduate-email/>
- (c) Sender email address (only applicable to those accounts with email alias enabled): <https://extranet.hku.hk/gradjob/setdisplayname.html>
- (d) Sender Name: <https://extranet.hku.hk/gradjob/setdisplayname.html>

F. Set up & Verify Email Forwarding setting for Graduate M365 Email with Outlook Web Access (OWA) interface

1. Login the Graduate M365 email with OWA interface mentioned at part (A). Then select the gear button setting at the top right.

2. Select “Settings” at OWA.

3. Go to Mail > “Forwarding” and make sure the “Enable Forwarding” option is set to “Disabled.” The forwarding feature mentioned on this interface refers to mail redirection instead of forwarding, which may NOT work reliably since it depends on external email servers. Therefore, please keep “Enable Forwarding” turned off here.



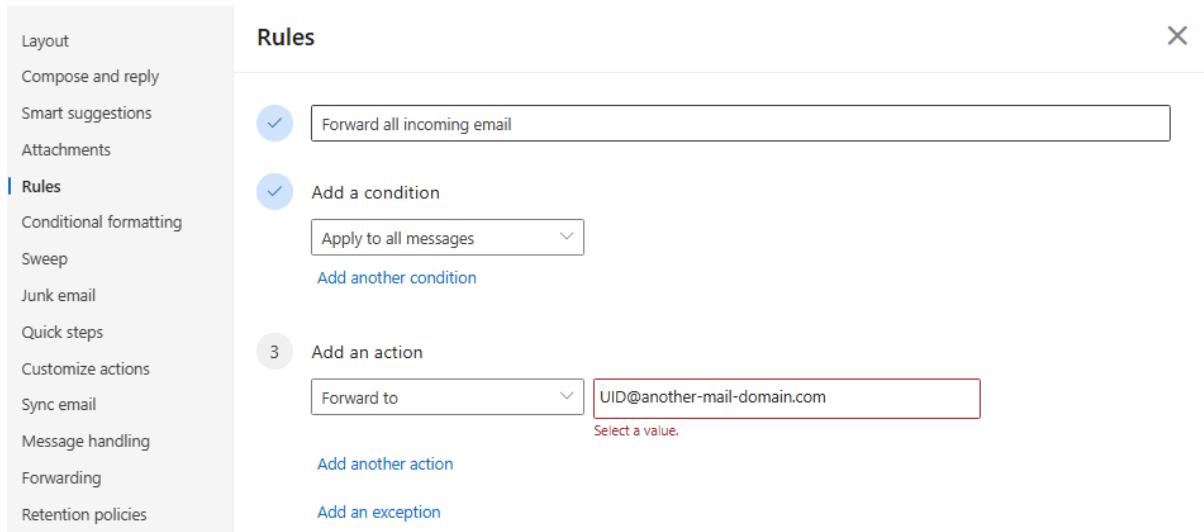
The screenshot shows the Microsoft 365 Settings interface. On the left, under the 'Mail' section, the 'Forwarding' option is selected. The main pane displays the 'Forwarding' settings, which include a note: 'You can forward your email to another account.' and a toggle switch labeled 'Enable forwarding' which is currently off (greyed out).

4. Select Mail > Rules > "+Add new rule">



The screenshot shows the Microsoft 365 Settings interface. Under the 'Mail' section, the 'Rules' option is selected. The main pane displays the 'Rules' settings, which include a note: 'You can create rules that tell Outlook how to handle incoming email messages.' and a blue button labeled '+ Add new rule' with a red box around it. A 'Show all descriptions' link is also visible.

5. Specify a new rule name, then add a condition with “Apply to all messages”, add an action “Forward to” and then select your email address you want to forward. Then click “Save”



The screenshot shows the 'Rules' interface in Microsoft Outlook. On the left, a sidebar lists various settings: Layout, Compose and reply, Smart suggestions, Attachments, Rules (which is selected and highlighted in blue), Conditional formatting, Sweep, Junk email, Quick steps, Customize actions, Sync email, Message handling, Forwarding, and Retention policies. The main area is titled 'Rules' and contains a single rule: 'Forward all incoming email'. This rule has a condition 'Apply to all messages' and an action 'Forward to' set to 'UID@another-mail-domain.com'. A note says 'Select a value.' The interface includes a 'Add another condition' and 'Add another action' button, as well as 'Add an exception' and 'Add an exception' buttons.

6. How to verify email forwarding settings? Afterward, if you want to verify your existing mail forwarding settings, please go through above step#1-#3 to ensure no mail redirection rule, and then select “**Settings**” at OWA, Select **Mail > Rules**, and then verify if any enabled mailbox rules have action of “Forward to” similar to the step#5 mentioned above.

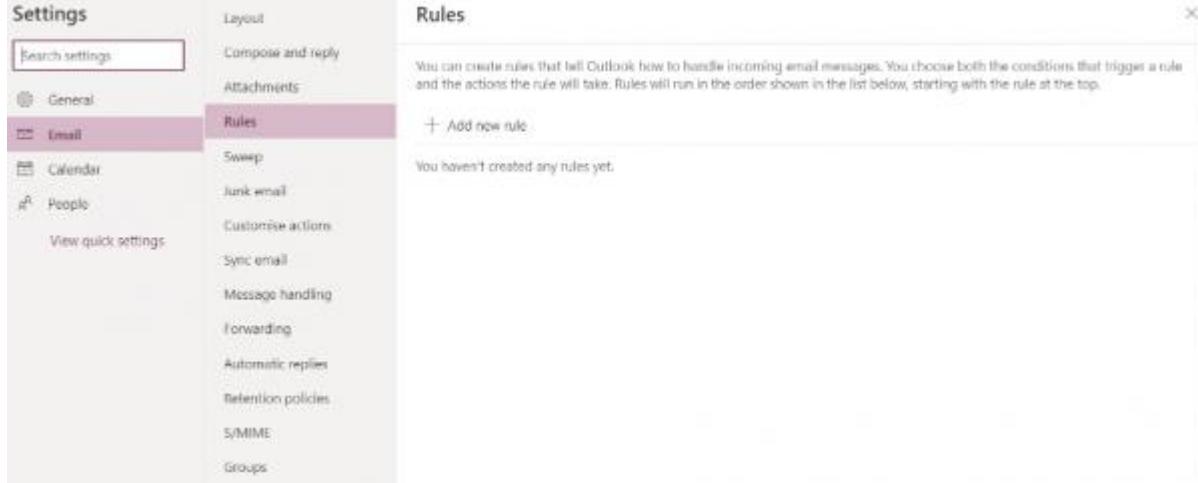
7. How to remove email forwarding? Later, if you want to cancel this email forwarding rule, then go through above step#1-#3 to delete any mail redirection rule, and then select “**Settings**” at OWA, Select **Mail > Rules**, at this interface you can choose and click “**Disable Rule**” to disable this forwarding rule.

G. Procedure for configuration Email Filtering Rule for Graduate M365 email with OWA interface

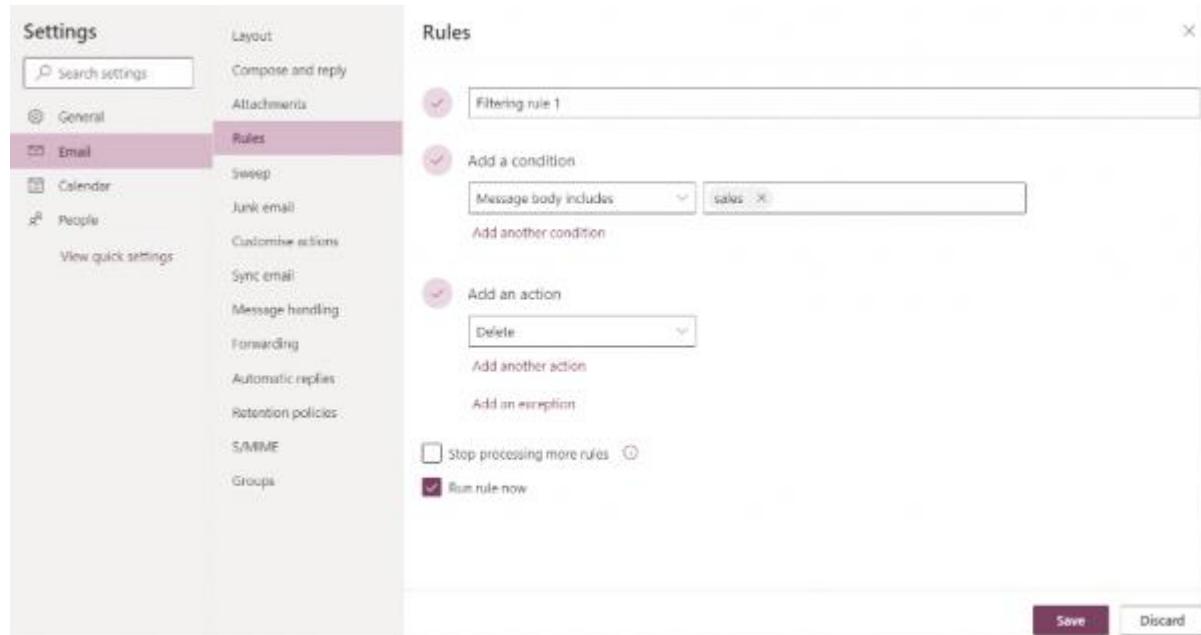
1. Login the Graduate M365 email with OWA interface mentioned at part (A). Then select the gear button click option at the top right.

2. Select View all Outlook settings.

3. Go to Email > Rules > click **Add new rule**.



4. Enter a name for your filtering rule and define the condition and action required for your rule. Check the box Run rule now if you want the rule to run immediately. Click Save after the rule is set up.

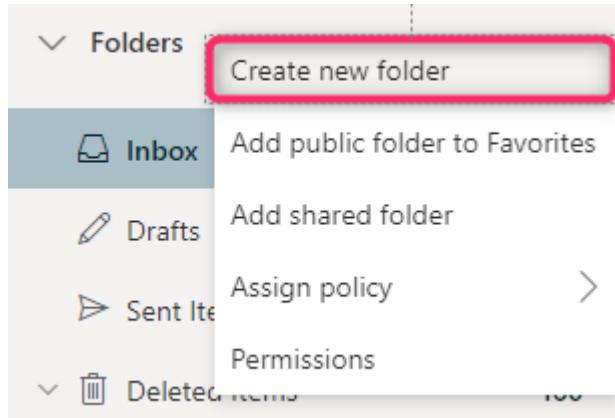


5. Afterward, if you want to delete any existing filtering rule, you can choose the rule and click the Trash button to delete it. Click OK to confirm the deletion.



6. To set up a filtering rule for receiving Spam Quarantine Notification, please follow the steps below:

a. On the left pane, right click Folders and select Create new folder.



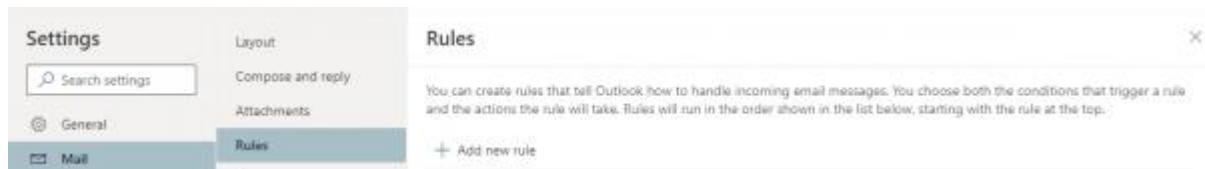
b. Enter spam-notification as the folder name.



c. Select Settings click option at the top right.

d. Choose View all Outlook settings.

e. Go to Email > Rules, click Add new rule.



f. Input a name for your rule

Rules

Spam Quarantine Notification

2 Add a condition

Select a condition

3 Add an action

Select an action

Add an exception

Stop processing more rules ⓘ

g. Under **Add a condition**, select **Subject includes**. Type **Spam Quarantine Notification** in the field

Rules

Spam Quarantine Notification

✓ Add a condition

Subject includes

Spam Quarantine Notification

Add another condition

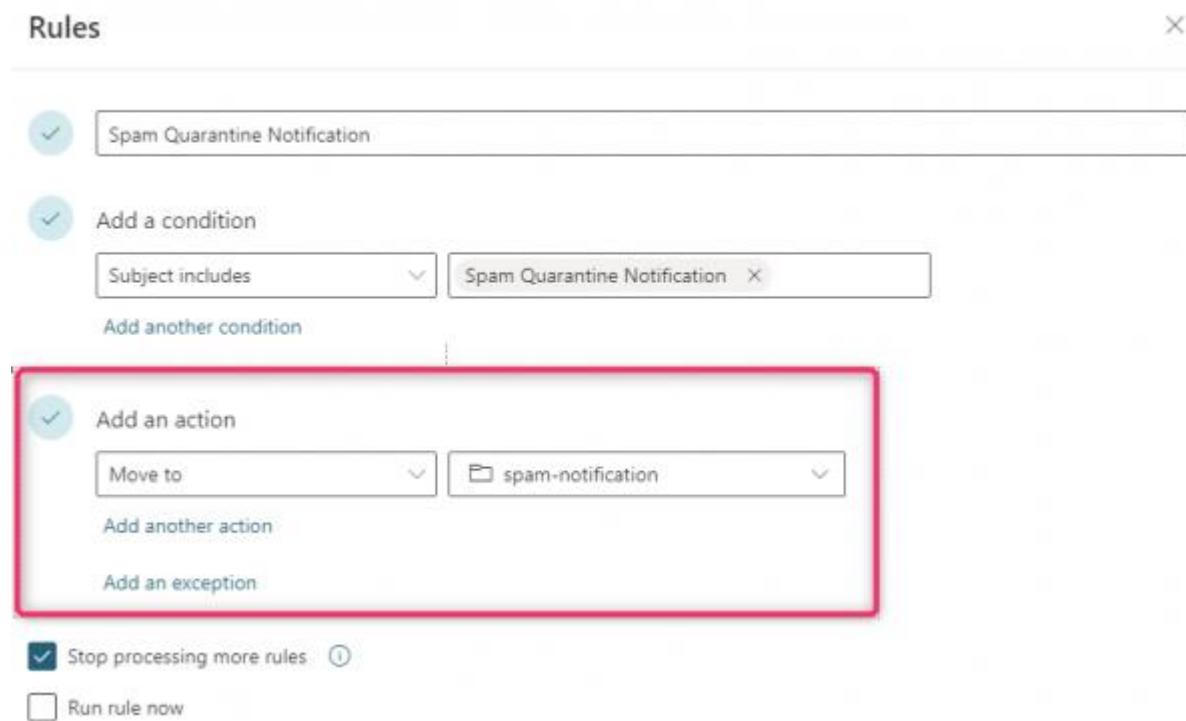
3 Add an action

Select an action

Add an exception

Stop processing more rules ⓘ

h. Under Add an action, select Move to and choose spam-notification



Rules

Spam Quarantine Notification

Add a condition

Subject includes: Spam Quarantine Notification

Add another condition

Add an action

Move to: spam-notification

Add another action

Add an exception

Stop processing more rules ⓘ

Run rule now

i. Click **Save** to save the rule.

H. Setup Email Signature for Graduate M365 email

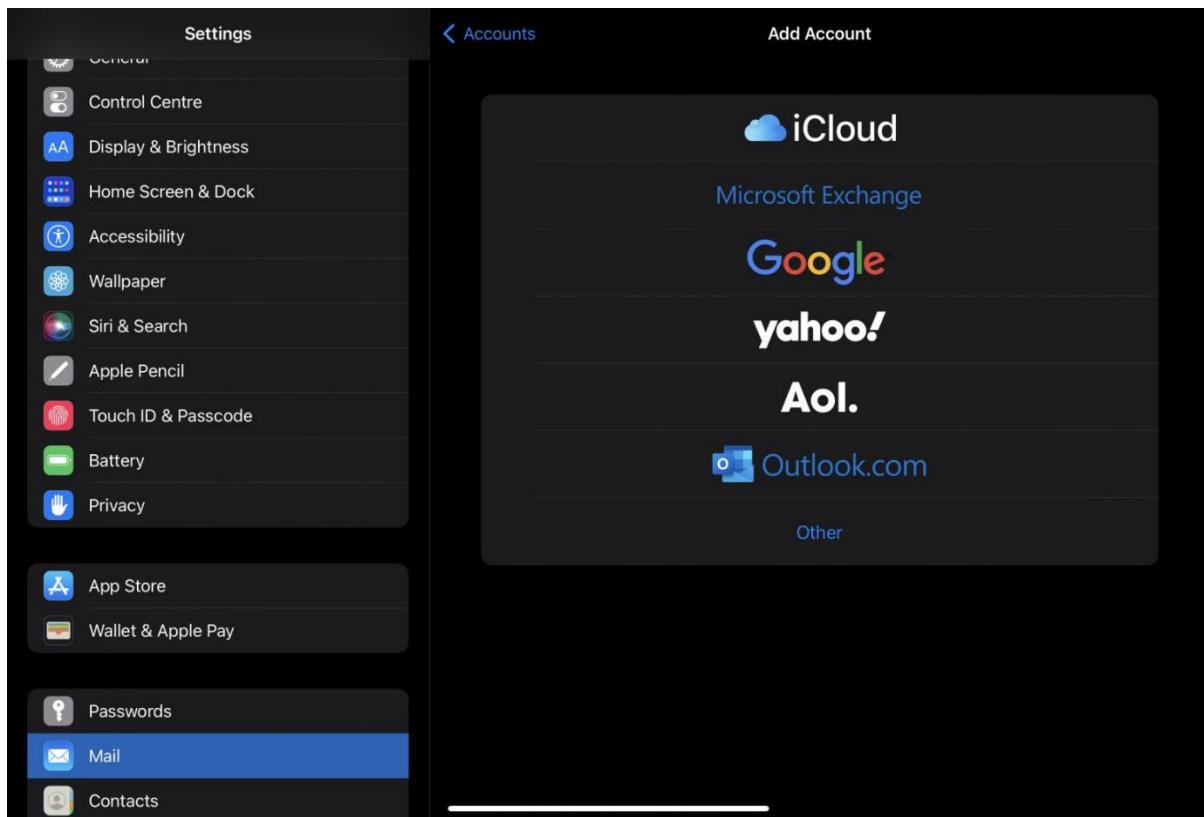
1. Login the Graduate M365 email with OWA interface mentioned at part (A). Then select the gear button  at the top right.
2. Select **View all Outlook settings**.
3. Select **Email > Compose and reply**.
4. Under **Email signature**, type your signature and use the available formatting options to change its appearance.
5. Select **Save** when you're done.

I. Configure iOS device mail client for Graduate M365 email

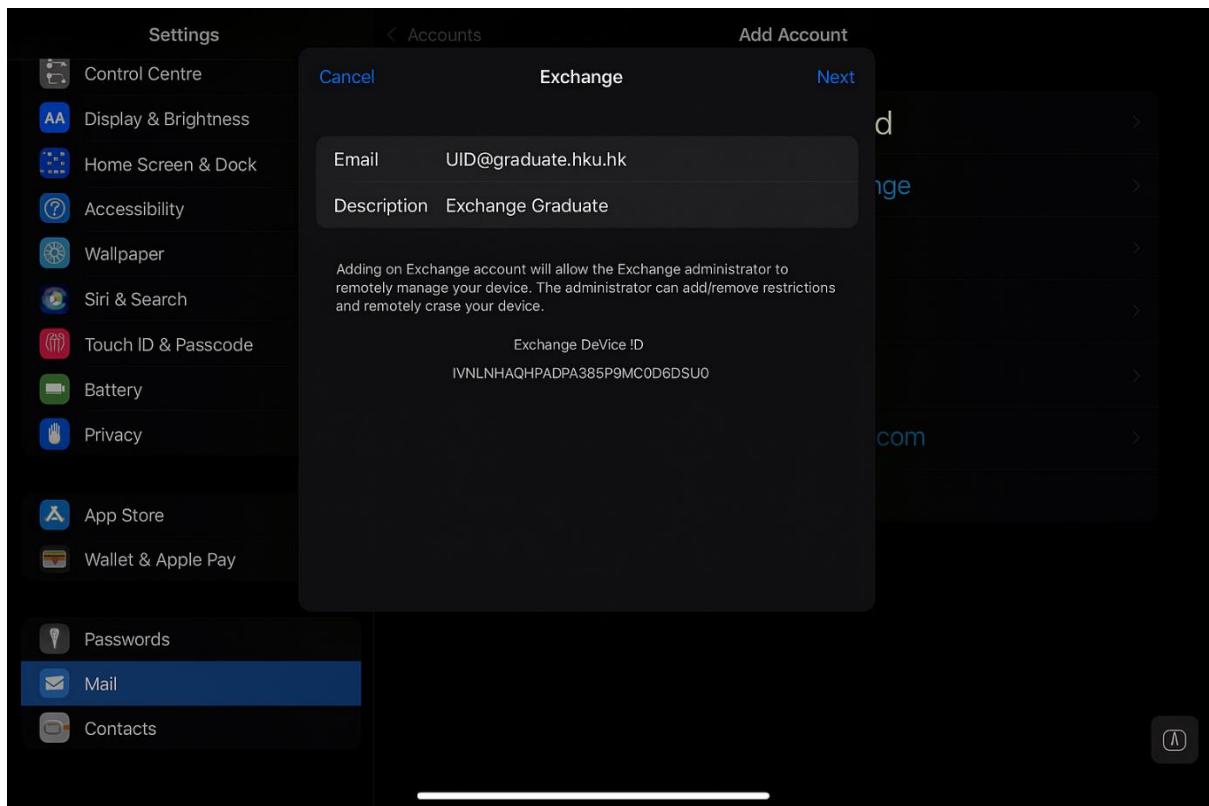
1. To add an Microsoft Exchange account to your iOS device, tap “Settings”.



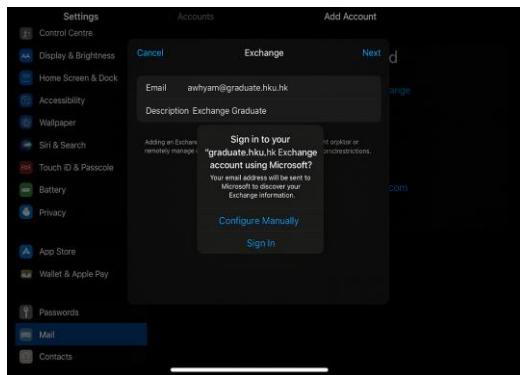
2. Select “Mail”, choose “Microsoft Exchange”.



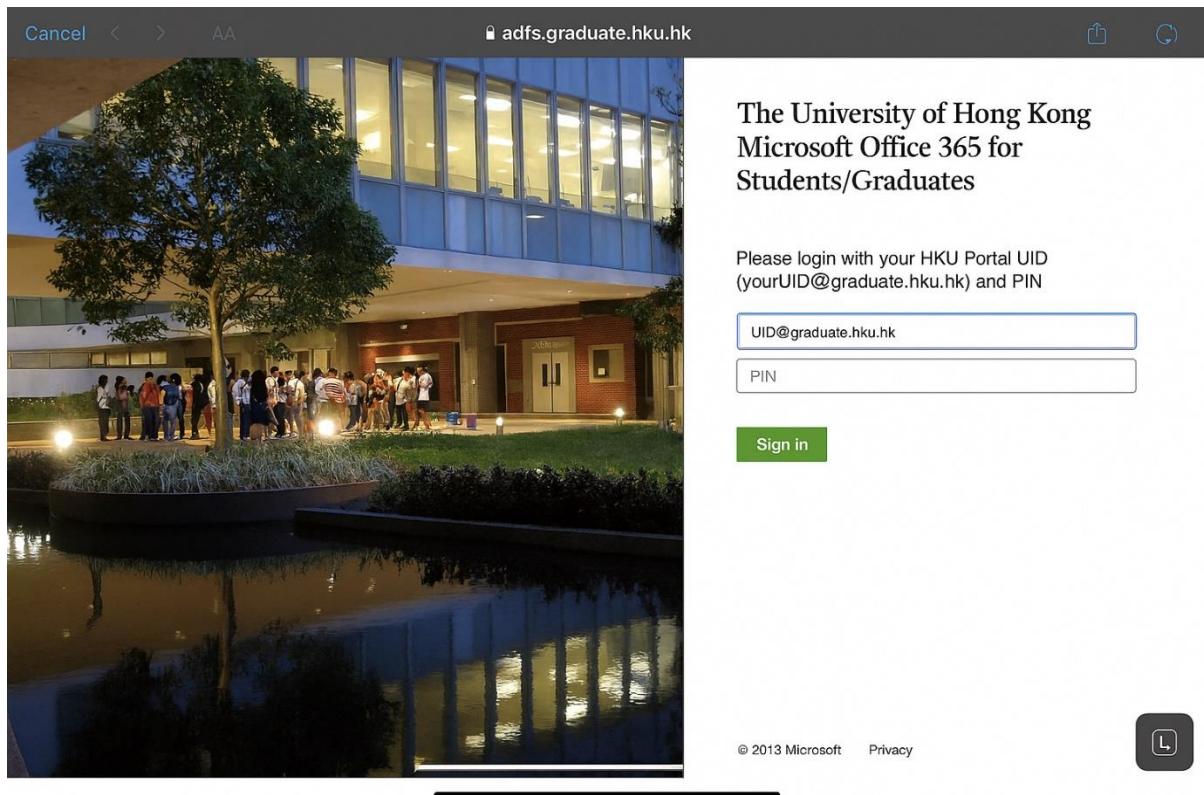
3. Enter your UID@graduate.hku.hk and description as illustrated below. Tap “Next”.



4. Tap Sign in when the following message pops up.



5. Enter your UID@graduate.hku.hk and account password to login.



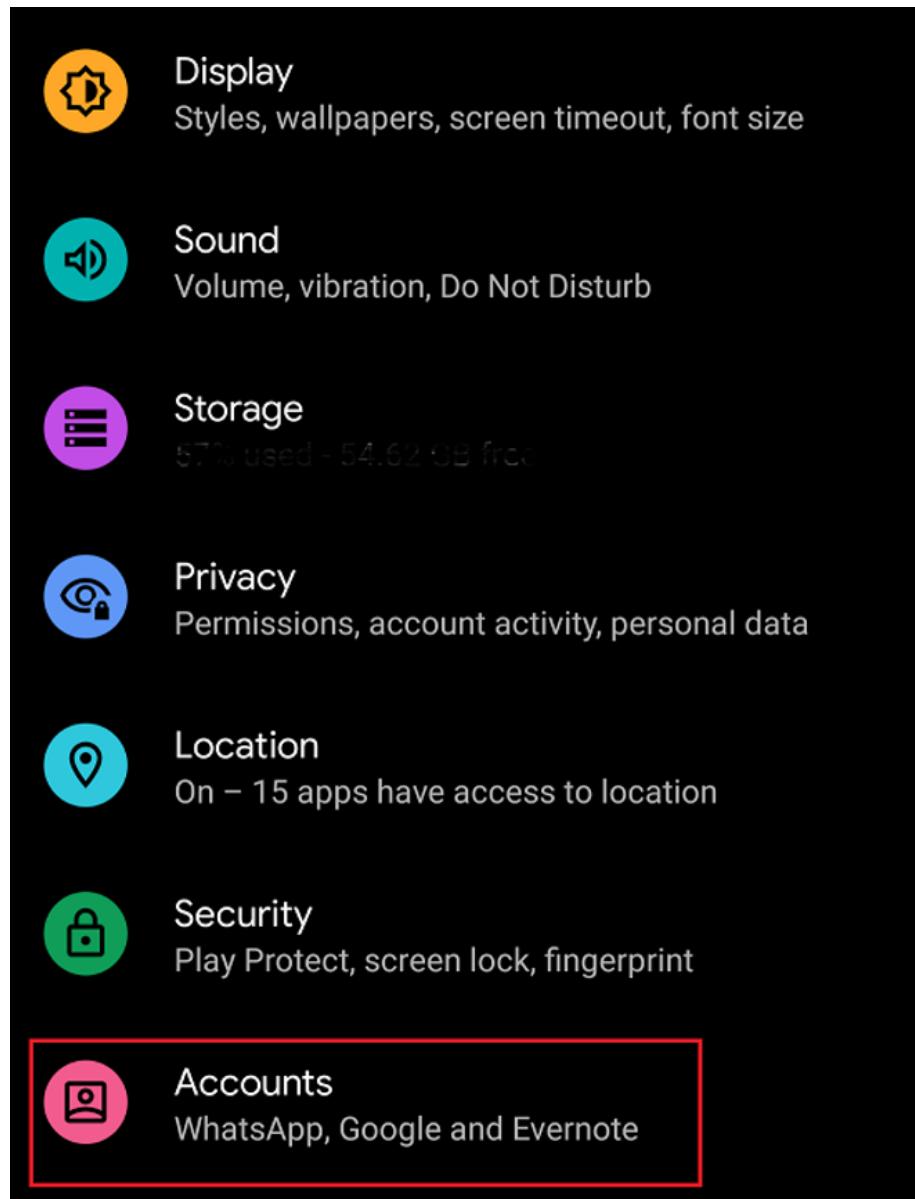
6. Select the items you want to synchronize under your HKU email account. Tap Save to confirm the selection.

J. Configure Android device mail client for Graduate M365 email

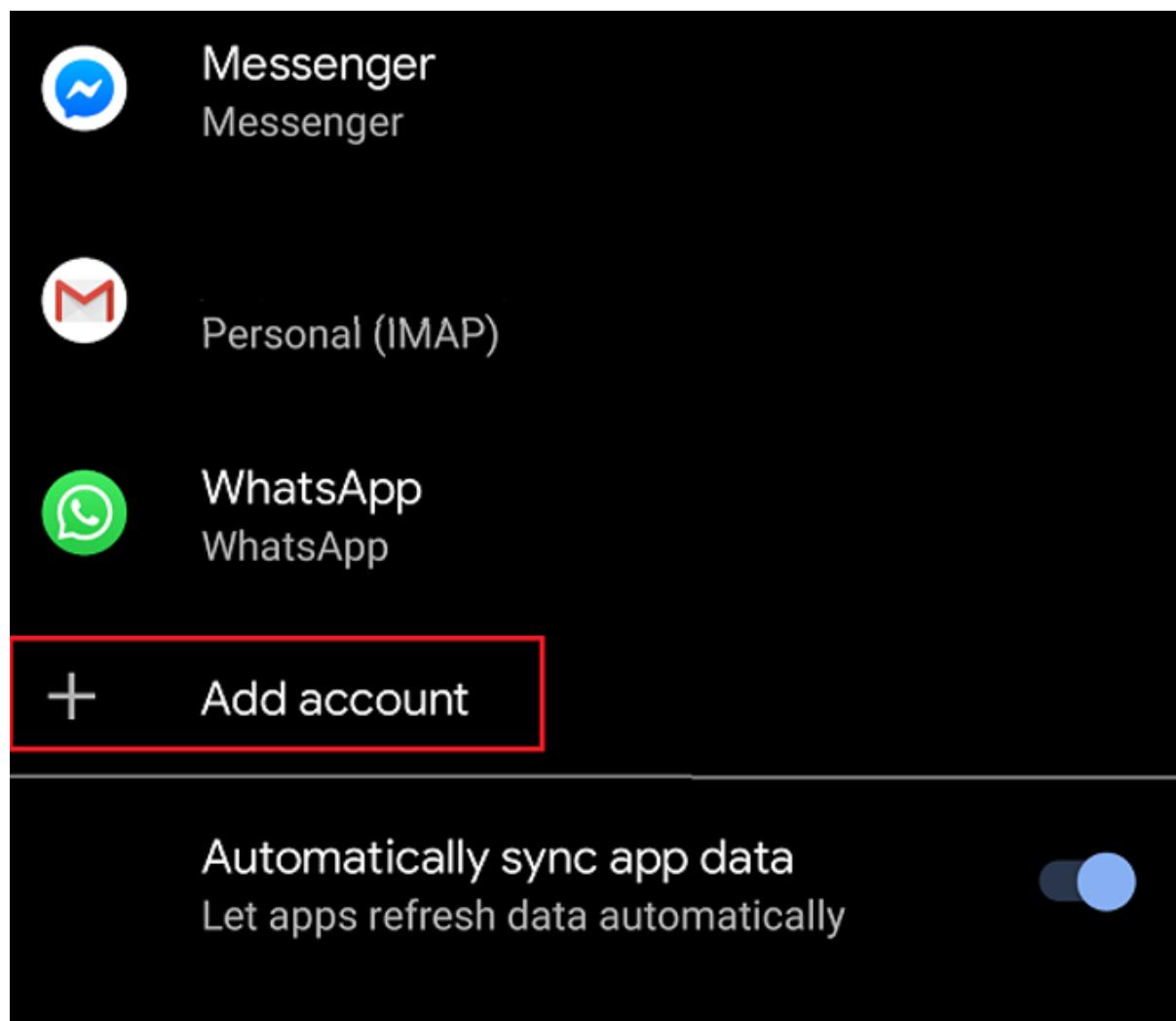
(Note: For those Android client does not have native mail client app, you can consider to use Gmail App or ThunderBird App on Android)

1. Go to Settings.

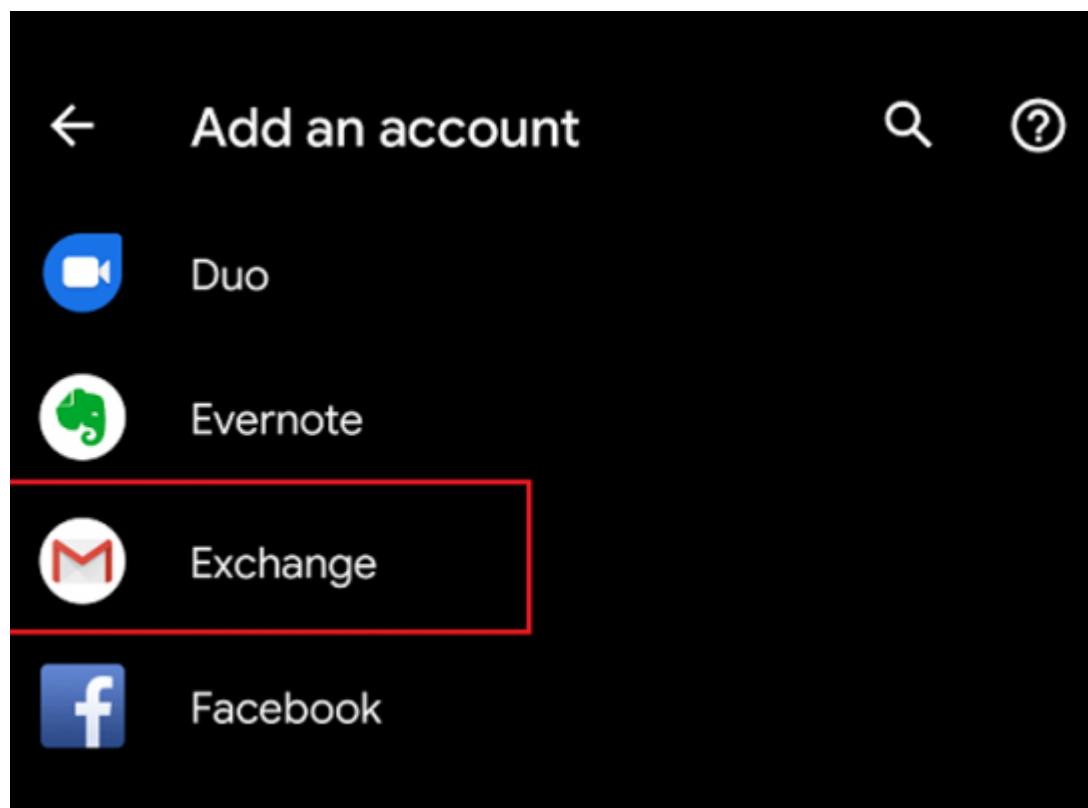
2. Select Accounts.



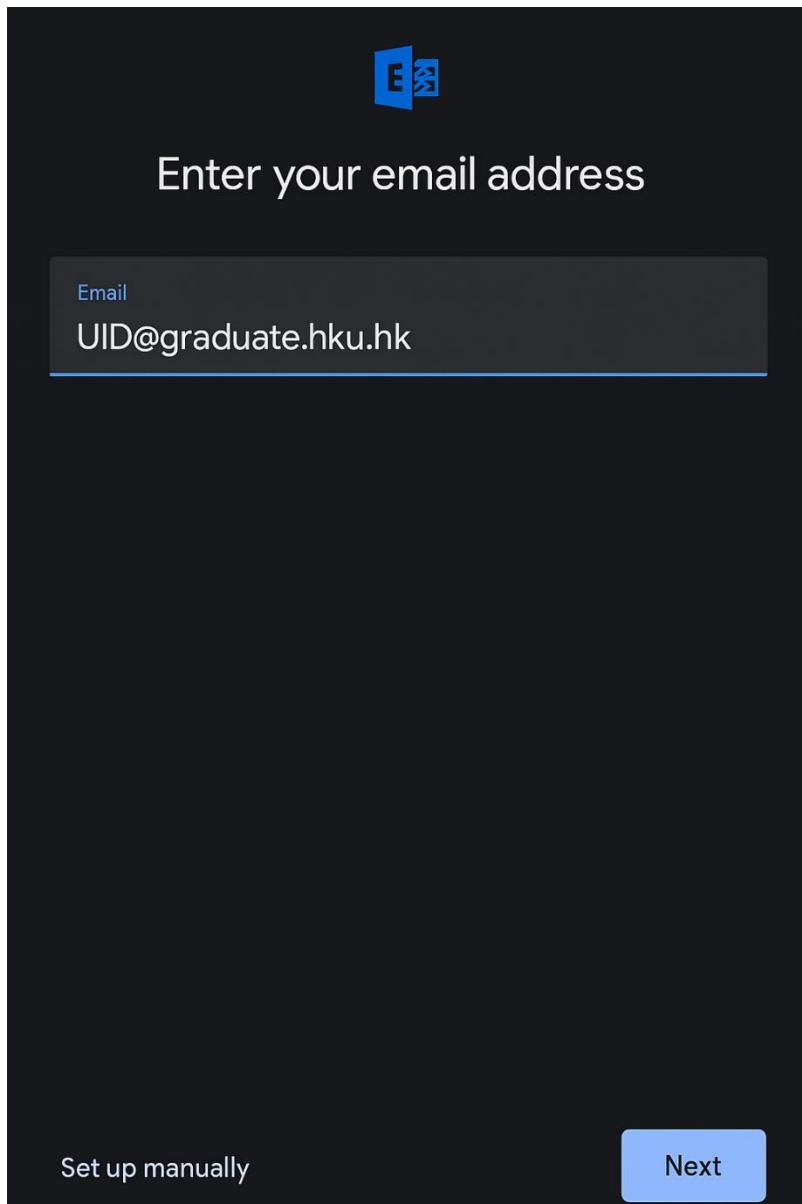
3. Select Add account.



4. Select Exchange.



Enter your UID@graduate.hku.hk and tap Next.



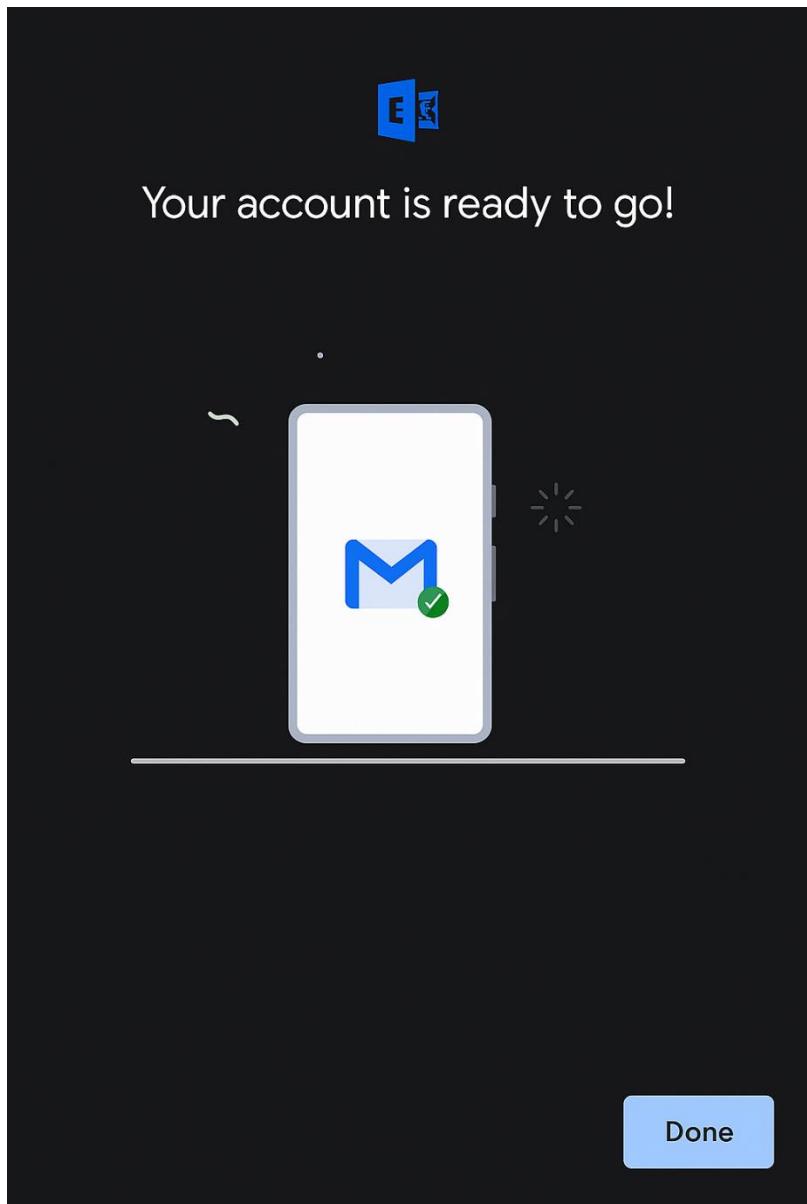
6. Enter you UID@graduate.hku.hk and your HKU Portal PIN/Graduate Email Account Password

The University of Hong Kong Microsoft Office 365 for Students/Graduates

Please login with your HKU Portal UID
(yourUID@graduate.hku.hk) and PI

Sign in

Tap Done to complete the setup.



K. User Guide on Activating Multi-Factor Authentication (MFA)

1. Register your MFA opt-in request for @graduate.hku.hk account at this ITS online form: <https://extranet.hku.hk/gradjob/opt-in-mfa.html>

Then wait for 30 minutes before proceeding to next step.

2. At your desktop **browser**, after the above opt-in step when you use your UID and Portal PIN to try to access a University service like **portal.office.com**, you will reach a screen saying 'More information required. Your organization needs more information to keep your account secure'. **We recommend you do this step on your PC or tablet using a browser.**

Outlook



████████@graduate.hku.hk

More information required

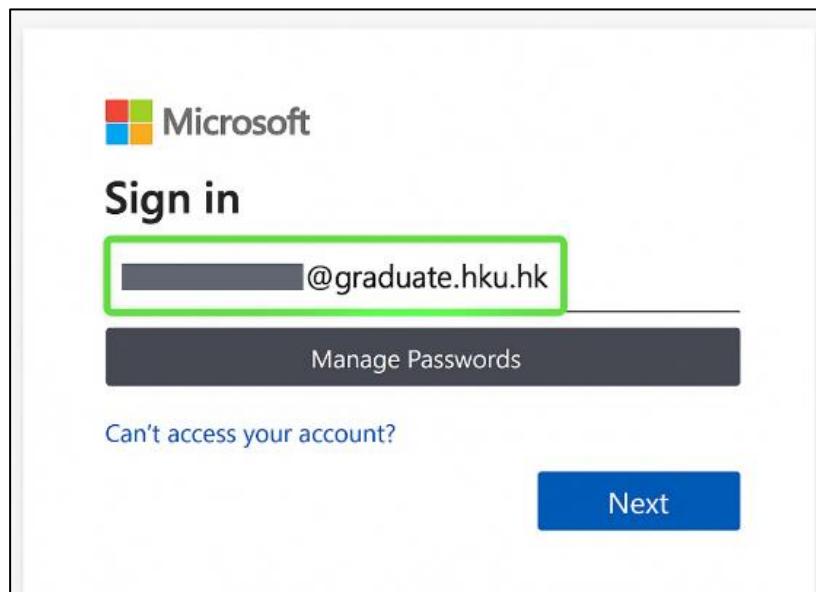
Your organisation needs more information to keep your account secure

[Use a different account](#)

[Learn more](#)

[Next](#)

3. Log into your HKU account using your username and Portal PIN. Your username should include @graduate.hku.hk, i.e. UID@graduate.hku.hk.



4. Once signed in, you will see a message that says 'start by getting the app'. We recommend you use the Microsoft Authenticator app.
 - a. Leave this window open while you **download the app to your smartphone**.
 - b. **On your smartphone**, download and install the 'Microsoft Authenticator' app from **Google Play** or the **App Store** depending on

your device. Please download and install the Microsoft Authenticator app by the QR code below. Scan the corresponding QR code below to open the corresponding device store, and install Microsoft Authenticator app.

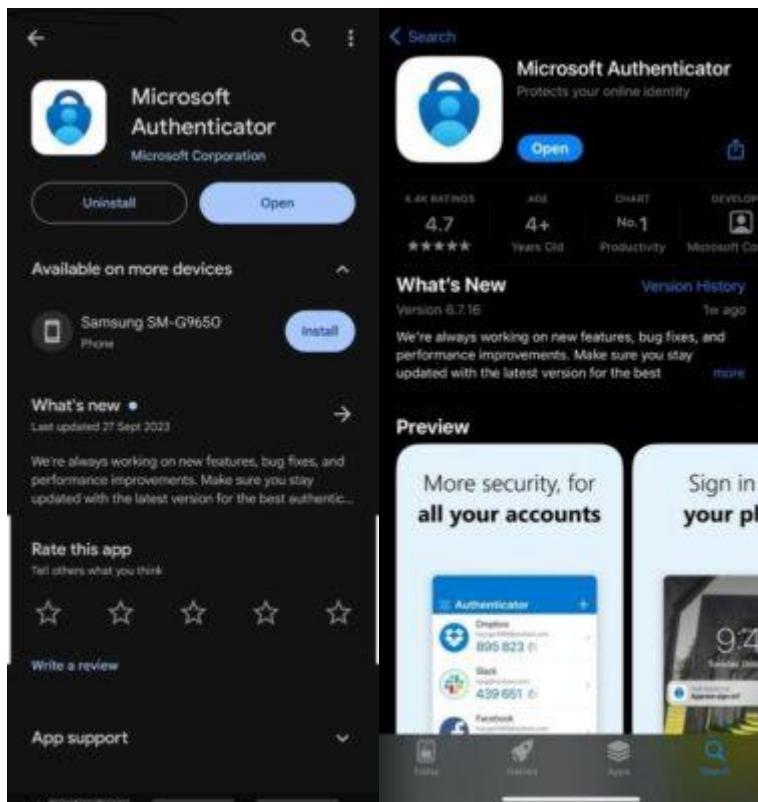
For Android device



For IOS device



Then download **Microsoft Authenticator App** (Android/iOS)



- If prompted allow notifications in the app.
- Once you have downloaded the app on your phone, click 'Next' on your computer.

- **If you do not have a smartphone**, please click 'I want to set up a different method' at the bottom of the message, and follow the instructions of the page to complete the setup.

The University Of Hong Kong ?

Keep your account secure

Your organisation requires you to set up the following methods of proving who you are.

Microsoft Authenticator

 Start by getting the app

On your phone, install the Microsoft Authenticator app.
[Download now](#)

After you install the Microsoft Authenticator app on your device, choose "Next".

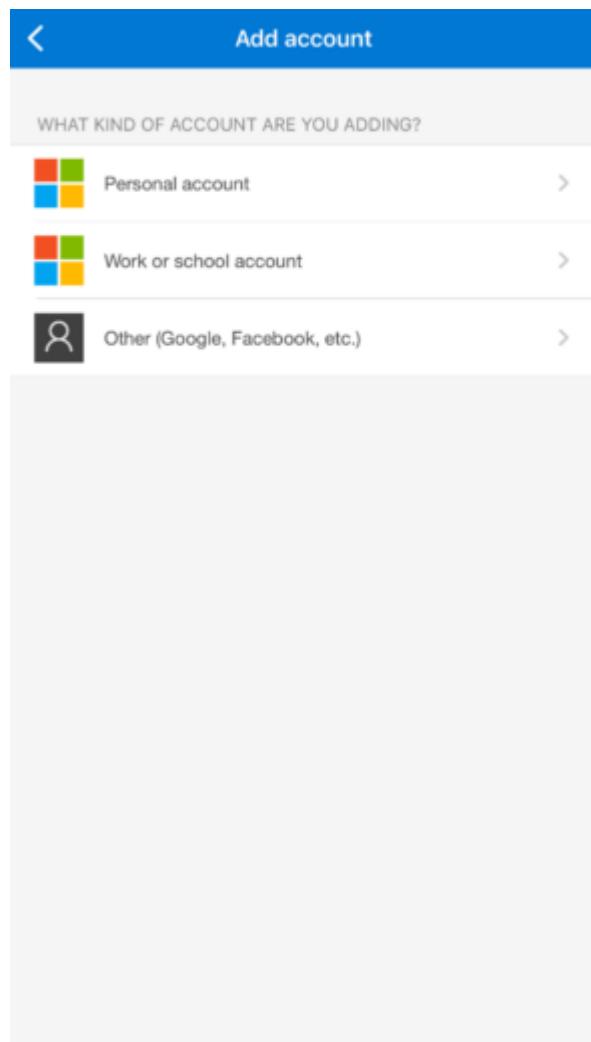
[I want to use a different authenticator app](#)

[Next](#)

[I want to set up a different method](#)

5. In the **smartphone Microsoft Authenticator app**, select 'add an account' and choose the option '**work or school**'.

- Select the required app permissions such as 'use camera', which you will need as part of the set-up process.
- You can change the camera app permission when set up is complete.
- Once you have downloaded the app, click 'next' on your computer



ⓘ When you are signed in with your personal account, all stored passwords, addresses, and other autofill info will be available on this device.

6. In your desktop **browser**, a QR code will be generated which you need to **scan using the Microsoft Authenticator App camera on your smartphone**. Click next on your computer.

Microsoft Authenticator

Scan the QR code

Use the Microsoft Authenticator app to scan the QR code. This will connect the Microsoft Authenticator app with your account.

After you scan the QR code, choose "Next".



[Can't scan image?](#)

Back

Next

Next, you need to try out the app. **In the Microsoft Authenticator app on your smartphone**, type the number shown on your computer screen or other device and click 'yes' to confirm sign in.

Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Microsoft Authenticator

Let's try it out

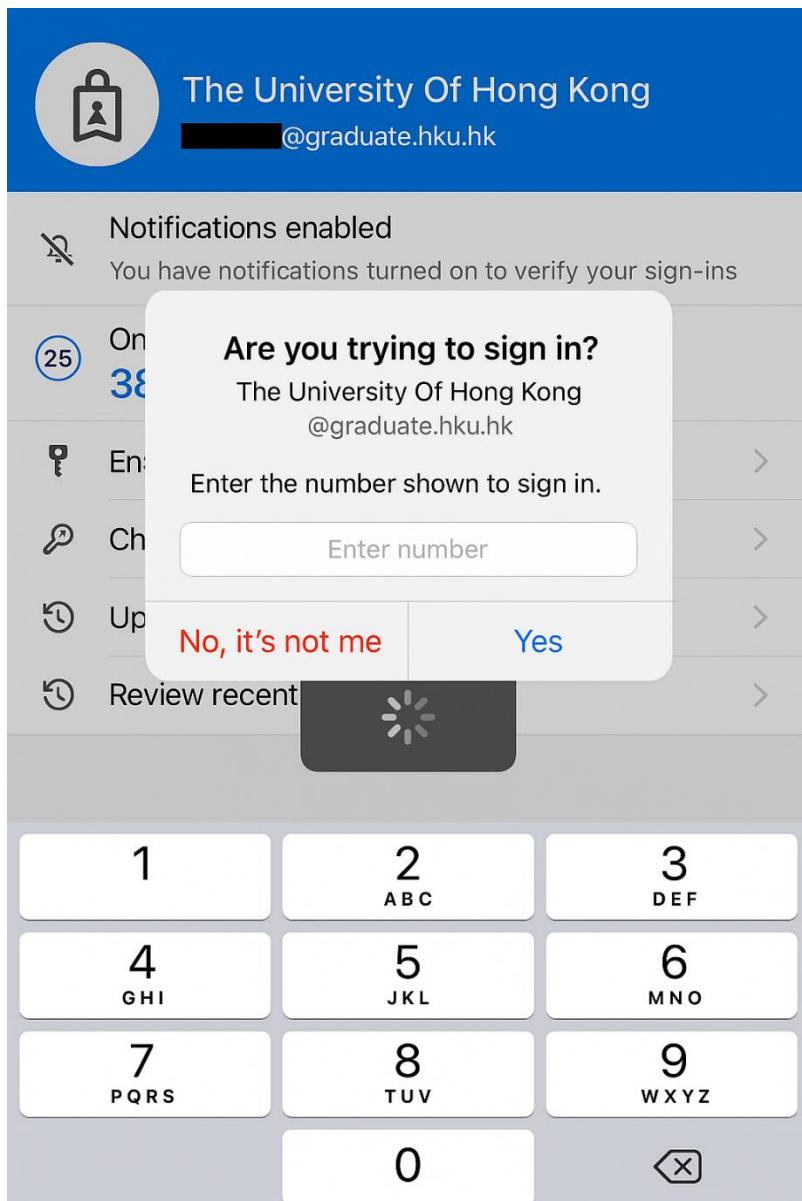


Approve the notification we're sending to your app by entering the number shown below.

90

[Back](#) [Next](#)

(Application side like portal.office.com/Webmail)



(Type the shown number in the application side to Microsoft Authenticator, and click 'Yes'.)

Keep your account secure

Your organisation requires you to set up the following methods of proving who you are.

Microsoft Authenticator

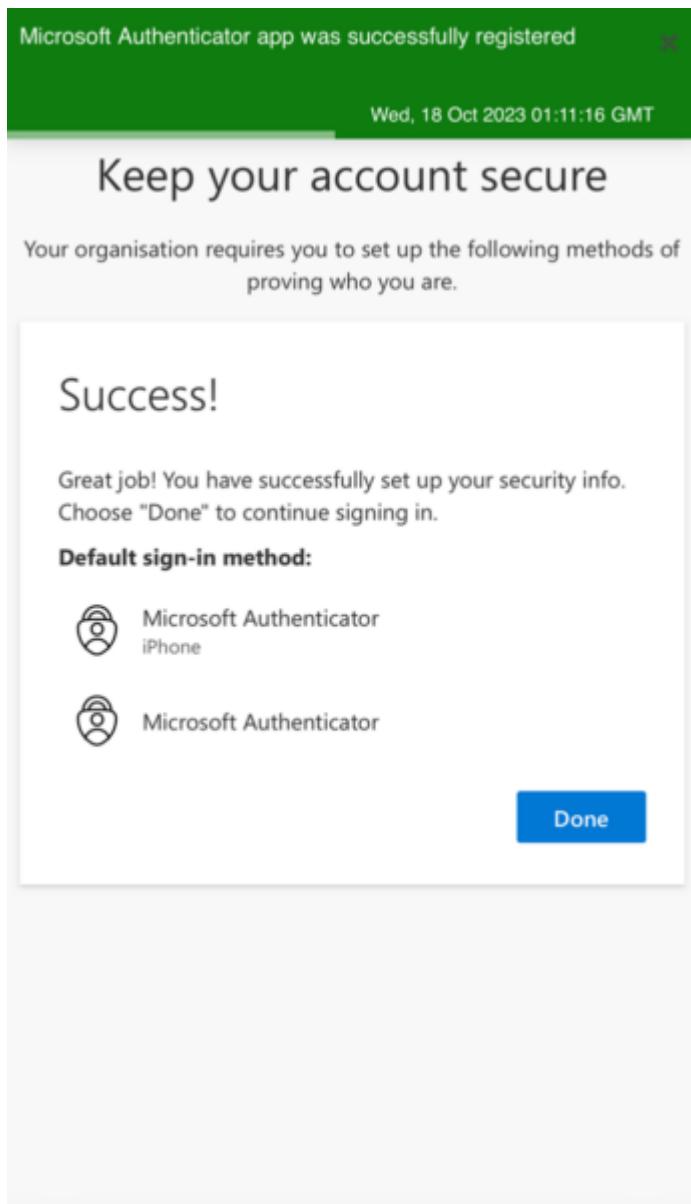
 Notification approved

Back

Next

[I want to set up a different method](#)

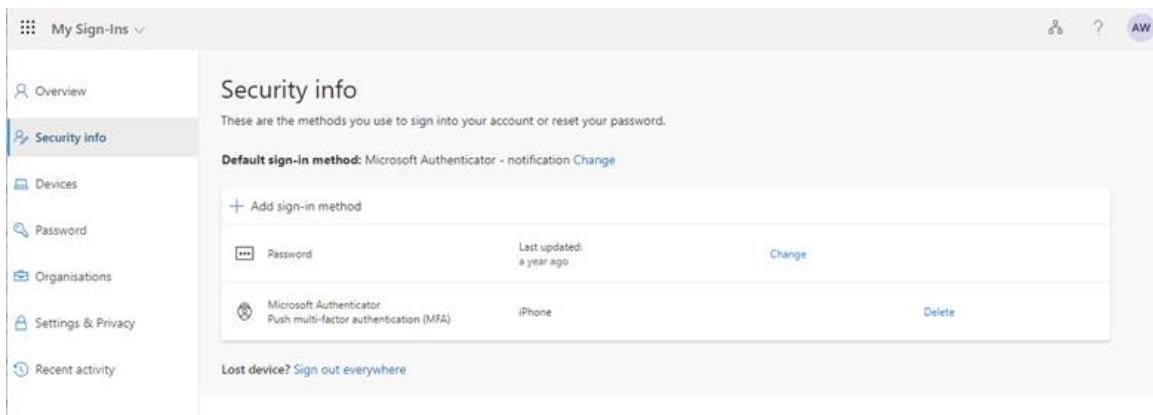
(You will be notified that the login has been approved.)



(and also you will be told that the Microsoft Authenticator App has been registered successfully in the first login of the application.)

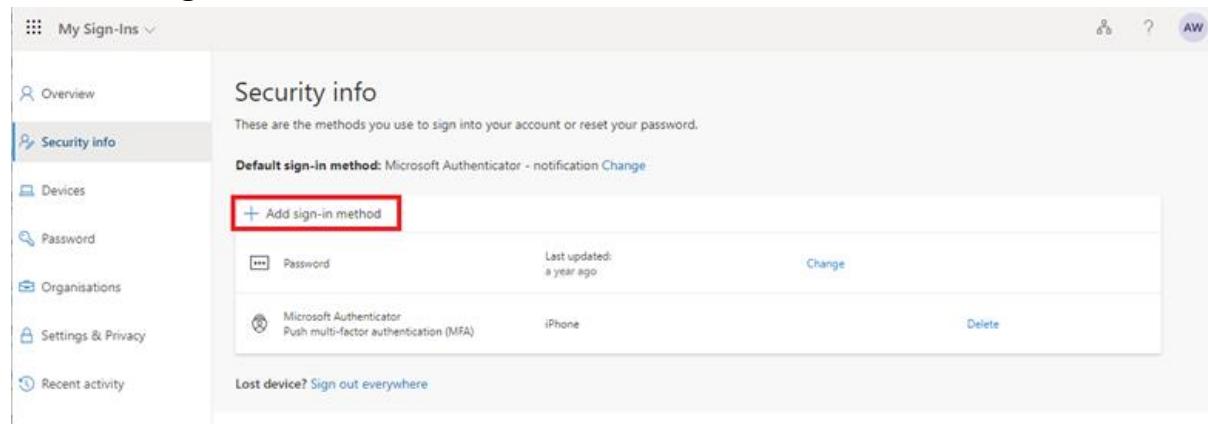
7. Setup Alternative Methods for MFA

You must continue to add alternative sign-in methods. Open a **desktop browser**, go and login to **<https://mysignins.microsoft.com/security-info>** with your <UID>@graduate.hku.hk and password



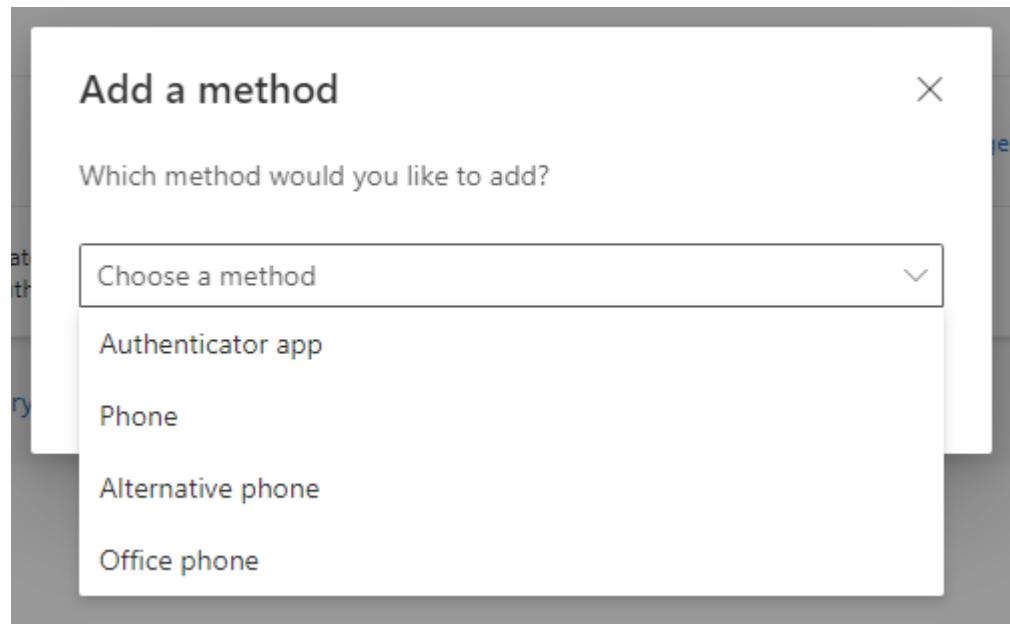
The screenshot shows the 'Security info' section of the Microsoft 'My Sign-Ins' portal. On the left, a sidebar lists 'Overview', 'Security info' (which is selected and highlighted in blue), 'Devices', 'Password', 'Organisations', 'Settings & Privacy', and 'Recent activity'. The main content area is titled 'Security info' and contains the following text: 'These are the methods you use to sign into your account or reset your password.' Below this, it says 'Default sign-in method: Microsoft Authenticator - notification Change'. A table lists the sign-in methods: 'Password' (Last updated: a year ago, Change button), 'Microsoft Authenticator' (Push multi-factor authentication (MFA), iPhone, Delete button), and a 'Lost device?' link. At the bottom of the table is a 'Sign out everywhere' link.

Click **Add sign-in method**.



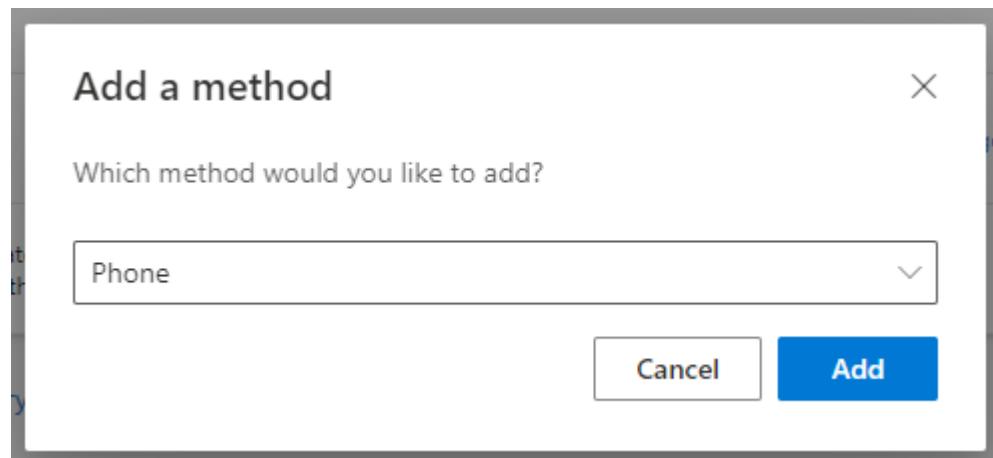
This screenshot is identical to the one above, but the 'Add sign-in method' button is highlighted with a red box. The rest of the interface and data are the same.

Choose the methods.

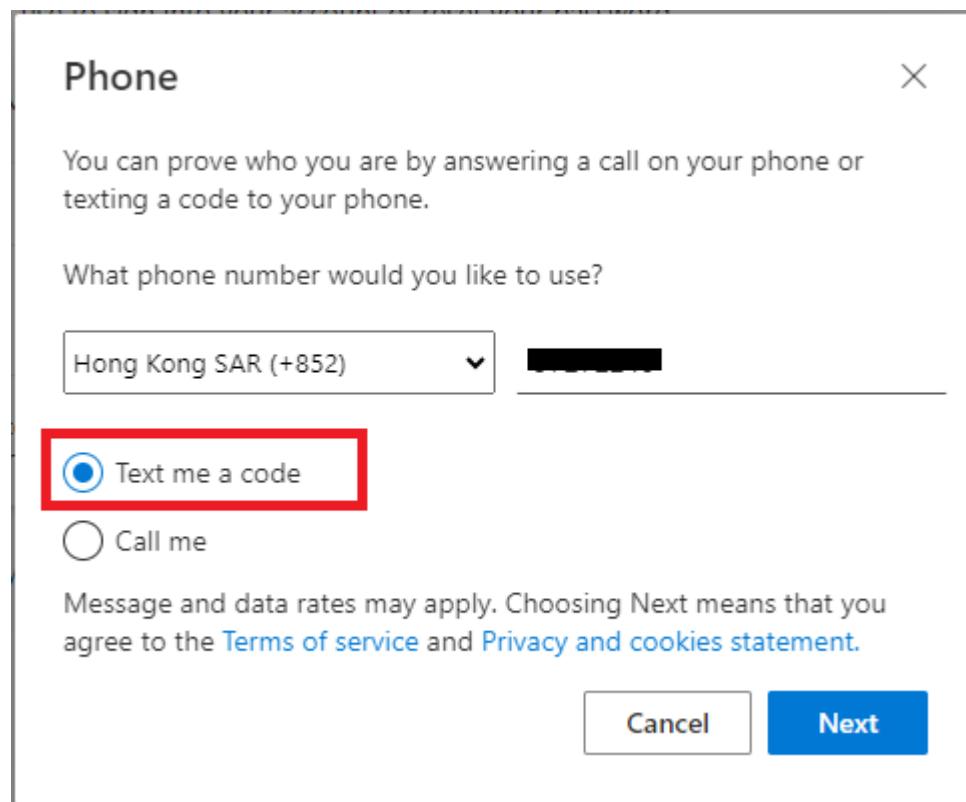


The screenshot shows a modal dialog box titled 'Add a method'. The question 'Which method would you like to add?' is displayed above a dropdown menu. The dropdown menu is open and shows the following options: 'Authenticator app', 'Phone', 'Alternative phone', and 'Office phone'. The 'Authenticator app' option is the first item in the list.

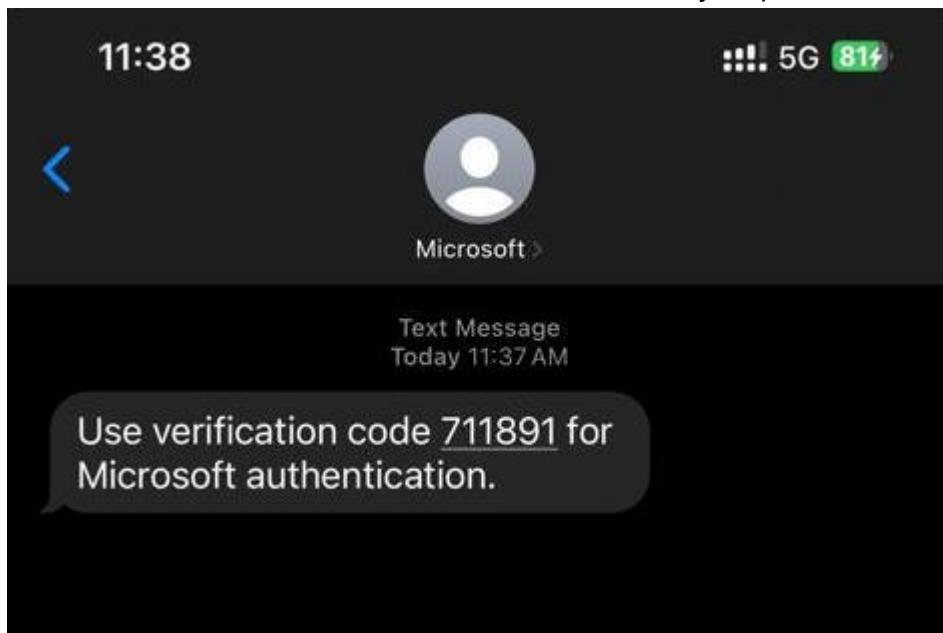
Choose **Phone** and click **Add**



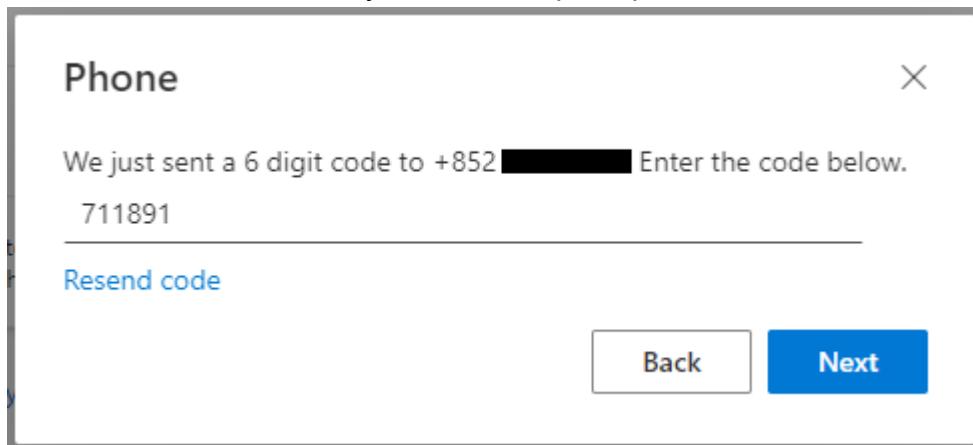
Select the correct **country code** and enter your **mobile number**, then choose **Text me a code**, click **Next**.

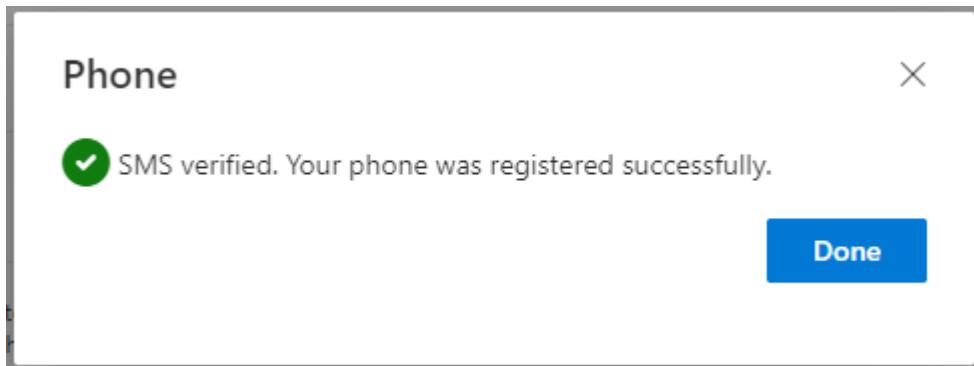


There will be a SMS sends to the mobile number you provided in step 5.

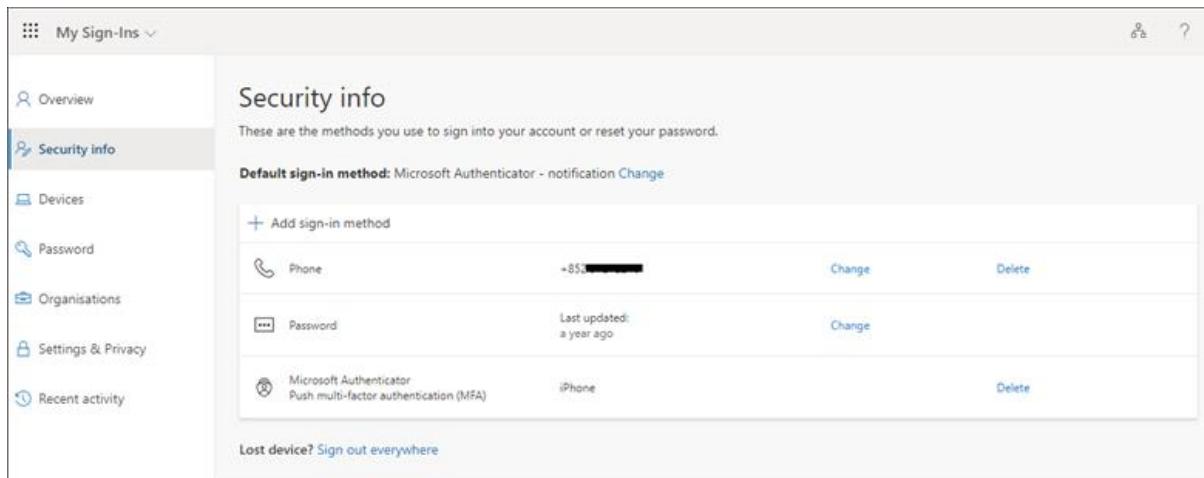


Enter the code received by SMS to the prompted windows, then click **Next**





You will see the new method has been added to the security info of your account.



Default sign-in method: Microsoft Authenticator - notification Change	
	Phone +852-XXXX-XXXX
	Password Last updated: a year ago
	Microsoft Authenticator Push multi-factor authentication (MFA) iPhone

8. Using the Microsoft Authenticator One-Time-Passcode

After successfully completing the above steps to register your Microsoft Authenticator App and Phone number are successfully added as the sign-in method to your graduate.hku.hk email account. Then you can re-launch your Microsoft Authenticator App at your smartphone, then you can click the @graduate.hku.hk account from the list to view the 6-digit One-Time-Password code for your on-going sign-in to your graduate.hku.hk M365 account.

☰ Authenticator

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WAYS TO SIGN IN OR VERIFY

Sign-in notifications

Approve a sign-in request on your phone

One-time password code

815 293



OTHER WAYS TO SIGN IN

Create a passkey >

Set up passwordless sign-in requests >

MANAGE

Change password

Update security info

Review recent activity

-end-

