Due to recent security changes, you may find yourself unable to log into your QU email account if it does not support Multi-Factor Authentication.

Multi-Factor Authentication (MFA), often referred to as two-factor authentication (2FA), is an added security measure to prevent unauthorized access to your Quinnipiac account. If a hacker has access to your password, without MFA there is nothing stopping someone from logging into your account. MFA requires a second form of identity to log into your account, such as a cell-phone, which an attacker would not have access to.

Recently, Multi-Factor Authentication has been rolled out as a mandatory requirement to ensure the safety of all Quinnipiac accounts. If you find yourself unable to log into your email account, you will need to reconfigure your email to use MFA on your device.

Enroll in Multi-Factor Authentication

If you have no already set up your Quinnipiac account to use MFA, you will need to do so here: Validate MFA Settings

Remove Your Current QU Email Account from Your Device

In order to use your email after enabling MFA, you will need to remove your QU account from your device and re-add it.

This guide from Information Services details how to remove your QU account from your device: Removing Quinnipiac Email Account (You will need to log in with your QU account to view this guide)

Add Your QU Account to Your Device

Once you’ve removed QU your account from your device, please select from the following links to add your account back to your device:

- Office 365 Outlook - Mac and Windows
- Office 365 Outlook App for iOS
- Office 365 Outlook App for Android
- Office 365 for Apple Mail
- Office 365 for iOS