AGENCY CONTACT MEMORANDUM #2022-1202

TO: **Agency IT Leadership, Technical Contacts**

FROM: **David Carter, Chief Information Security Officer**

DATE: **December 2, 2022**

SUBJECT: **Microsoft 365 Mandatory Changes - Basic Authentication**

Microsoft has announced that they are removing support for older legacy authentication mechanisms in Microsoft 365 effective January 1, 2023. These deprecated authentication mechanisms are used by older versions of Microsoft Office as well as the native email applications for mobile devices.

Employees using email clients that are using legacy authentication, often referred to as basic authentication, will encounter errors when attempting to connect to retrieve email. This message may indicate that the Microsoft Exchange administrator has blocked the version of Outlook but this is not the case. The migration to more secure authentication mechanisms is mandatory and is not at the discretion of COT.

To avoid potential impacts, COT makes the following recommendations:

- Ensure employees are using a currently supported version of Microsoft Office 2016 with the latest patch updates or greater. COT managed computers will be on the current version unless a business need requires deviation.

- Ensure that business partners that leverage the state email system are aware of these recommendations.
- Mobile device users should transition to using the latest Microsoft Outlook mobile app instead of the native email app.
- Any applications that directly authenticate to email should be evaluated to ensure they support secure authentication.
- In the event any of the above recommendations cannot be implemented, the online version of Microsoft Outlook available through Microsoft 365 may be used.

Should you have any questions or concerns, please contact Del Combs at del.combs@ky.gov.