



Security update affecting Basic Authentication for Exchange Online

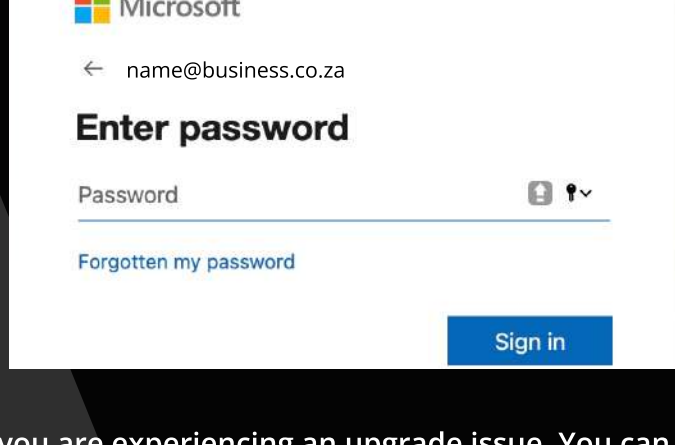
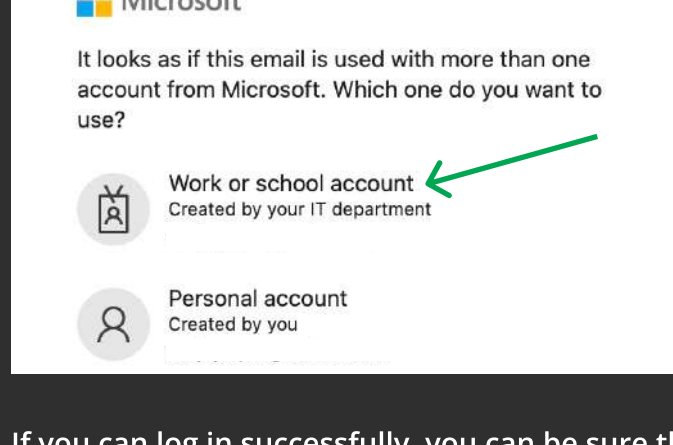
support@databias.co.za

Having trouble accessing to your **Microsoft** account?

Microsoft is working to educate Exchange Online customers that one of the most important security steps they can take is to move away from Basic Authentication as well as soon to be legacy products such as Microsoft Office 2013 and Microsoft Office 2016, which will be shelved early next year.

Going forward, Microsoft will be encouraging customers to move to Modern Authentication and away from Office 2013 and 2016 in a staggered manner. If you receive a pop-up asking you to put in your password that does not accept your password, please take the following steps:

Log in to login.microsoftonline.com using your **Username** (email address) **Password** (please reset your password using the Forgotten my password link if you have forgotten it or email support@databias.co.za if you need us to reset your password)

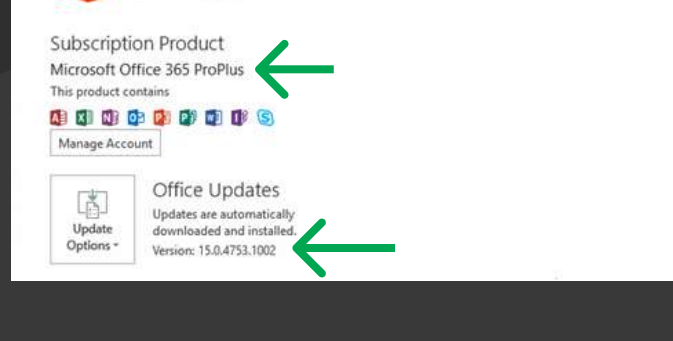


If you can log in successfully, you can be sure that you are experiencing an upgrade issue. You can now continue to work online while resolving.

Next, please check which version of **Office** you are using.

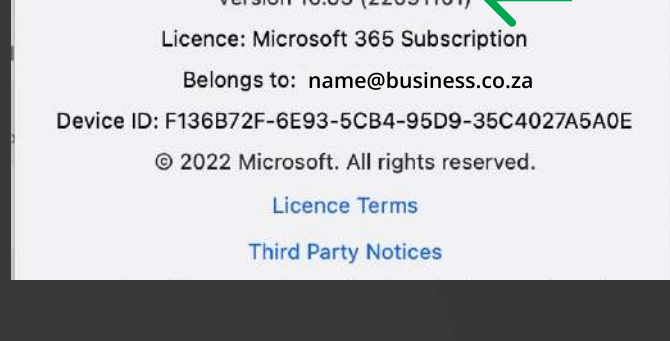
If you have **Windows**, open a **Word** document, choose **File** from the top left corner, and then click either **Account** or **Help** on the left nav bar.

You'll see your Office version and information under **Product information**, on the right side of the window. If you cannot see this block, your version of Office may be compromised.



If you have a **Mac**, open **Word**, go to **Word menu**, and click **About Word**.

In the dialog box that opens, the version will either appear in the middle (Mac 2016), or on the top left corner (Mac 2011).



Beginning **October 2022** the minimum mail client versions of Office that will be supported without patches and services packs are listed below.

- Microsoft Office 2019** running on Windows 10 or higher
- Microsoft Office 2019** running on macOS 11 (Big Sur) or higher
- Mail on macOS 11** (Big Sur)
- Microsoft Office 2013 SP1** with the latest patches (13 September 2022)
- Microsoft Office 2016** with the latest patches (13 September 2022) will also be able to connect to Exchange Online services. (Please note registry edits may be needed to force Modern Authentication)

If you are using Windows, now is a good time to check on which version of Windows your machine is running as Windows 7 is no longer supported and you will need to upgrade to Windows 2010 / 11

Should you decide to request Databias technicians to install patches, you will be charged a support fee of R935 p/h. It would be better to upgrade to a [Business Standard License](#) which includes the Office Suite, as the patches will only last till early next year when you once again experience access issues.

We do sell both [Monthly](#) and [Annual](#) licenses. Monthly licenses are charged at a premium as you can cancel the license at any time. Annual Licenses are close to 20% more cost effective.

Microsoft 365 Business Standard	
This packages offers exchange Online 1 with Office desktop software, 1TB OneDrive, Skype Business	
50GB Exchange Mailbox	✓
Databias spam / virus filtering	✓
Exchange ActiveSync for mobile devices	✓
Shared contacts & calendars	✓
Browser-based Office apps	✓
Teams, Onedrive and Sharepoint	✓
Office 2019 Desktop software (OSx / Windows)	✓
Litigation hold, archiving, data loss prevention, voicemail	✗
R287 per month ex. VAT	ORDER NOW

Microsoft 365 Business Standard	
A 50GB Exchange mailbox with Office desktop software, 1TB OneDrive, Skype Business.	
50GB Exchange Mailbox	✓
Databias spam / virus filtering	✓
Exchange ActiveSync for mobile devices	✓
Shared contacts & calendars	✓
Browser-based Office apps	✓
Teams, Onedrive and Sharepoint	✓
Office 2019 Desktop software (OSx / Windows)	✓
Litigation hold, archiving, data loss prevention, voicemail	✗
R2860 per 12 month commit ex. VAT	ORDER NOW

We understand that these are difficult times, which is why we are advising all our customers to look to the future and spend wisely now to avoid yet another disruption early next year.

Keep in mind that all Microsoft products are Dollar based and so the monthly licensing which we have kept fixed to the exchange rate of March this year till now, will be tied to the exchange rate going forward.

We are certain that the best future-proof solution is annual licensing, or for the bigger business, a mix of annual licenses with some monthly licenses if you experience high employee churn.

Keep in mind also, that an annual license can be moved to another user if that user leaves your employ.

Thank you for your time and if you are indeed running a legacy version of Office, or begin to experience logging in issues, please let us know how you would like to move forward.

support@databias.co.za

