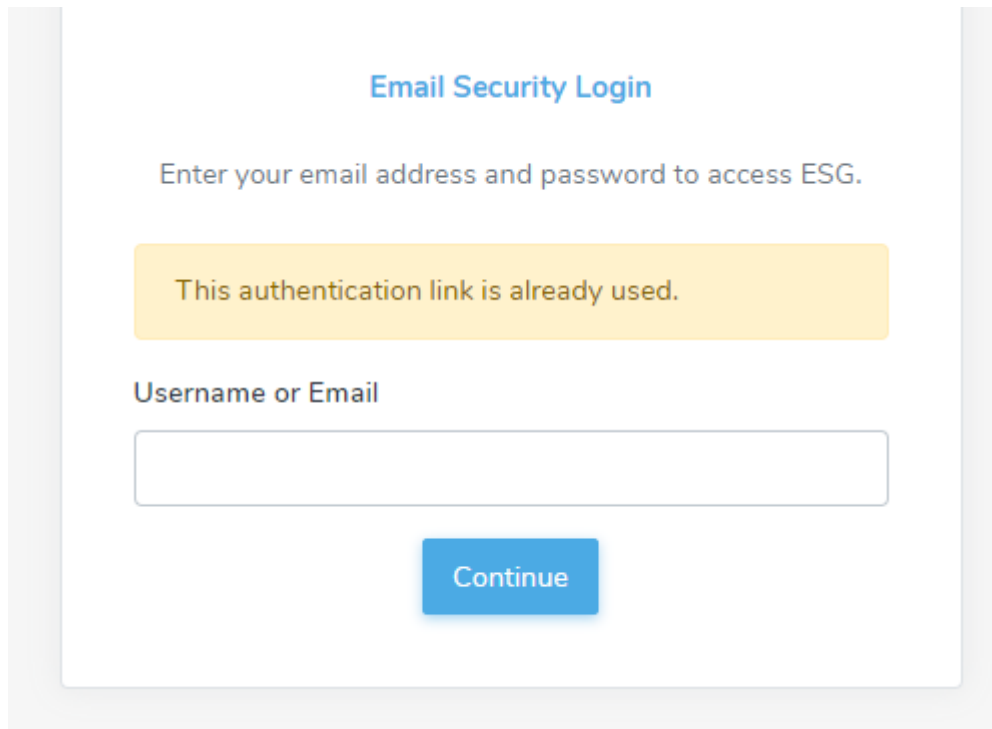


Passwordless token is already used

PROBLEM

Once enabling passwordless authentication, the below error is shown.



The screenshot shows the 'Email Security Login' interface. At the top, it says 'Email Security Login' in blue. Below that, it prompts the user to 'Enter your email address and password to access ESG.' There is a yellow error box in the center that reads 'This authentication link is already used.' Below the error box is a text input field labeled 'Username or Email'. At the bottom of the form is a blue 'Continue' button.

SITUATION

If you're on M365 environment, Safelink protection is interfering with the passwordless procedure.

SOLUTION

You have to add a transport rule in order to skip Safelink protection.

1. login into page <https://admin.exchange.microsoft.com>
2. Apply the rule if the sender IP address is <ESG IP>
3. Do the following: modify the message properties -> set message header -> X-MS-Exchange-Organization-SkipSafeLinksProcessing:1 (with value 1)

Bypass safelings from Libra passwordless

Conditions Settings

Name *

Bypass safelings from Libra passwordless



Apply this rule if *

The sender



IP address is in any of th...



Sender's IP address is in the range



Do the following *

Modify the message pro...



set a message header



Set the message header

'X-MS-Exchange-Organization-SkipSafeLinksProcessing' to the value '1'



Except if

Select one



Select one

