Changes to UAlbany Mail, Office 365 and Outlook Client Logins

ITS is pleased to inform you that we are making it easier for you to log in to UAlbany Mail and related Microsoft services.

When you log in at mail.albany.edu, you will be able to use your password and any of the following credentials:

- Your NetID
- The first part of your email address (what comes before @albany.edu)
- Your full email address

All Microsoft login pages and the Outlook client on your workstation will be redirected to the University login page:

![University Login Page](image)

Depending on your method of accessing UAlbany Mail, you may already log in using this window, so this is not a major change. However, if you log in via other methods, after entering your email address, you may be redirected to the login screen. You may log in with your NetID or your email address.

The affected logins include the following applications:

- Outlook Web App (e.g. outlook.office365.com)
- Outlook client on your workstation
- Outlook mobile clients (iOS, Android)
- iOS Mail app (iPhones and iPads)
- OneDrive for Business
- OneDrive for Business Desktop Sync Client
- Skype for Business

Once the login modifications are completed, you will be presented with a pop-up of the University’s login page (shown above) by those applications.
Note:

When logging in, you may see the following screen:

![Microsoft Login Screen](image)

It looks like this email is used with more than one account from Microsoft. Which one do you want to use?

- **Work or school account**
  - Created by your IT department
  - Damien@albany.edu

- **Personal account**
  - Created by you
  - Damien@albany.edu

Tired of seeing this? Rename your personal Microsoft account.

Sign in with another account

If you see this, select **Work or school account**.

Click here to learn more about One Drive for Business.

**Faculty/Staff:** If you are currently running older versions of the above applications and encounter problems logging in, please contact your **Technical Coordinator** to upgrade to the latest version.

**Students:** You can download updated versions of these applications from your UAlbany Mail account.

For any questions, please contact the ITS Service Desk at (518) 442-3700 or submit a request online.

Need more help? Contact the ITS Service Desk.