Your New SUNY Potsdam Email Account

Welcome to the SUNY Potsdam family!

We wanted to provide you with important information about setting up your email account and the security steps to protect it.

All SUNY Potsdam user accounts have <u>MFA (Multi-Factor Authentication)</u> enabled. Before you log in to your SUNY Potsdam account for the first time, please make sure you have a way to receive a verification code. You will need either a cell phone that can receive calls or SMS texts, a desk phone, or an Authenticator App. We highly suggest using the Microsoft Authenticator app as it is the most secure method to verify MFA requests.

It is important to remember that you will be asked to re-authenticate with MFA every two weeks, so it is critical that you have your second verification method nearby when this happens. In most cases a cell phone is the optimal choice for this purpose. If you have your MFA verification method ready, please proceed.

1. Go to https://www.office.com/ and click "Sign-in"

2. Enter your SUNY Potsdam email address and click "Next"
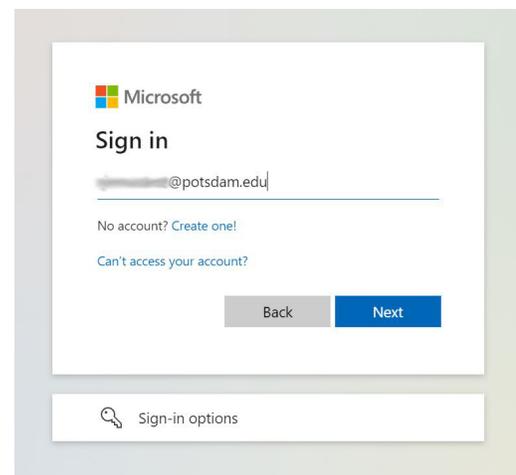
3. Your **current password** will be
   a temporary password sent to your non-SUNY
   Potsdam email that you have provided to us.
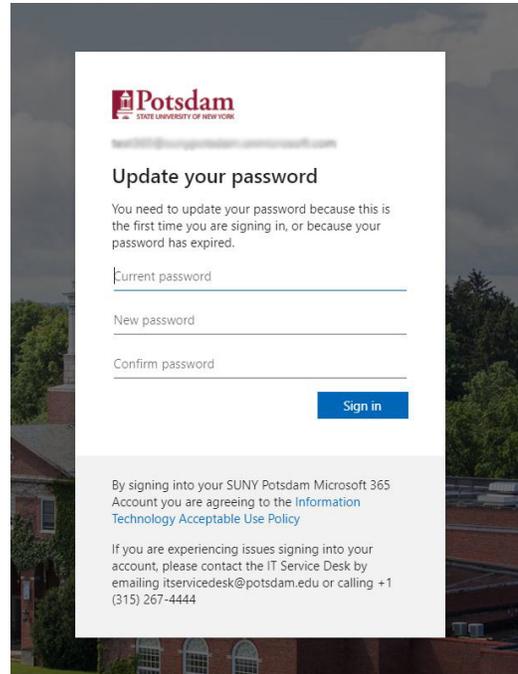
4. After setting your password, you will be
   prompted to configure multiple verification
   methods. Please click "Next" on this page.
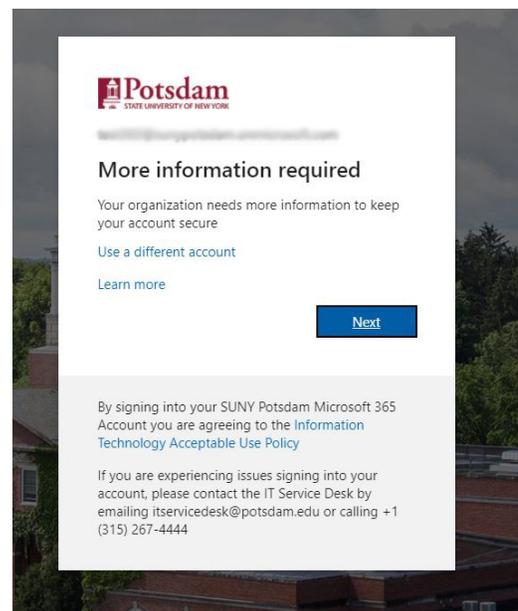
5. Please then select your default authentication method. There are three options: Authentication phone, Office phone, and Mobile app (Microsoft Authenticator app). Select Next and follow the prompts to add this account. We highly suggest using the Microsoft Authenticator App as it is the most secure method. More information about MFA can be found at Enabling Multi-Factor Authentication (MFA) | SUNY Potsdam

6. Once you set your default verification method, you may be signed out of office.com. Log back into office.com and it will prompt you to finish setting up your other verification methods. These additional verification methods will be used when you need to reset your password in the future.

7. After you complete these steps click "finish" and you should be able to access Microsoft Office365 and other provided services that require SUNY Potsdam Single Sign-On SSO.

If you run into problems during the setup process, you can reach the IT Service Desk by emailing itservicedesk@potsdam.edu or calling (315) 267-4444.