Changes to Outlook and Skype login

If you are launching either Outlook or Skype for Business for the first time – for example on a brand new device or on a device that you have not used before – you will be prompted for your username and password in a new way. This will happen on your University device and on any personal device on which you have installed Office 365 as part of the University’s Microsoft agreement.

This change to the Sign in prompt is a one-time authentication request and will only affect you the first time you sign into these apps.

The processes for University devices and personal devices differ slightly and are described below.

Outlook (desktop) on University devices

1. On launching Outlook, a sign in box will open. The address field will be pre-populated with your email address.
   - Click Connect.

2. The Enter Password prompt opens.
   - Type your password and click Sign In.

3. Click Done to finish. Outlook will launch.
Skype for Business on University devices

1. On launching Skype for Business, the **Sign in** box will be pre-populated with your email address.

2. The **Enter password** prompt pops up automatically.
   - **DO NOT TYPE IN YOUR PASSWORD!**
   - Instead, click **Sign in with another account**.

3. The **Enter password** prompt changes to display your **username@abdn.ac.uk**
   - Type in your password again and click **Sign in**

4. Skype for Business will launch.
Outlook (desktop) on personal devices

1. On launching Outlook, a sign in box will open. The address field will be empty.

2. Type in your username@abdn.ac.uk, e.g. s01jb7@abdn.ac.uk, and click **Connect**.

   ![Outlook sign in page](image1.png)

2. The **Enter Password** prompt opens.
   - Type your password and click **Sign In**.

   ![Enter password](image2.png)

3. The **Use this account everywhere on your device** prompt opens.

4. UNTICK the **Allow my organisation to manage my device** checkbox.
   - Then, click **This app only**.

   ![Use account everywhere](image3.png)

5. Click **Done** to finish.

   Outlook will launch.

   ![Done](image4.png)
Skype for Business on personal devices

1. On launching Skype for Business, the sign in box will display \textit{username@domain.com}.
   - Type in your email address, e.g. j.bloggs@abdn.ac.uk, and click \textit{Sign in}.

2. The \textit{Enter password} prompt pops up automatically.
   - DO NOT TYPE IN YOUR PASSWORD!
   - Instead, click \textit{Sign in with another account}

3. The \textit{Enter password} prompt changes to display your \textit{username@abdn.ac.uk}, e.g. s01jb7@abdn.ac.uk
   - Type in your password again and click \textit{Sign in}

4. Skype for Business will launch.