

# Your New SUNY Potsdam Email Account

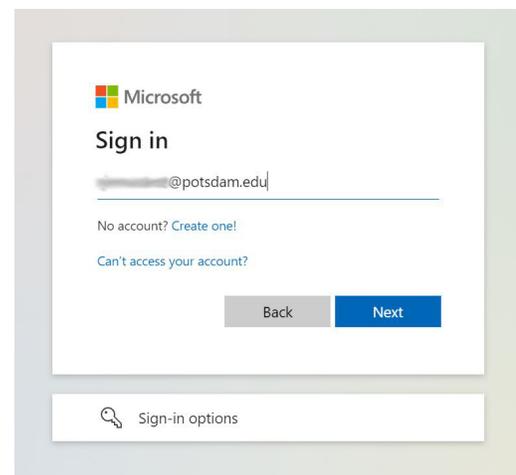
Welcome to the SUNY Potsdam family!

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

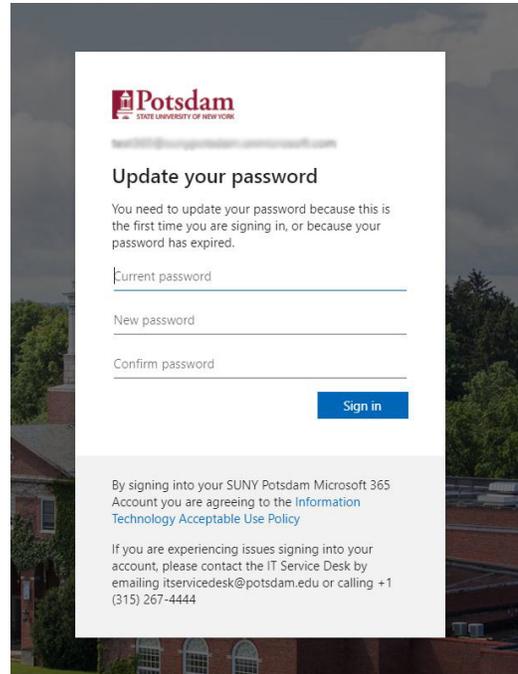
All SUNY Potsdam user accounts have MFA (Multi-Factor Authentication) enabled. Before you log in to your SUNY Potsdam account for the first time, please make sure you have a way to receive a verification code. You will need either a cell phone that can receive calls or SMS texts, a desk phone, or an 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.

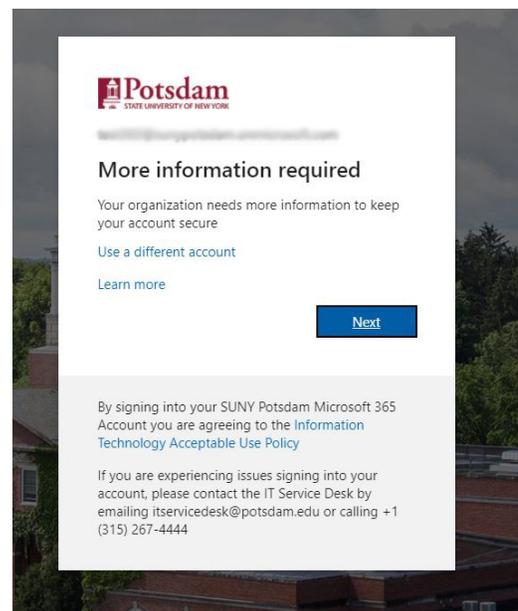
1. Go to <https://www.office.com/> and click "Sign-in"
2. Enter your SUNY Potsdam email address and click "Next"



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.



- 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](#)



## Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

### Step 1: How should we contact you?

Mobile app

How do you want to use the mobile app?

- Receive notifications for verification
- Use verification code

To use these verification methods, you must set up the Microsoft Authenticator app.

Set up

Please configure the mobile app.

Next

- 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.



msal@ny.potsdam.edu | ?

## don't lose access to your account!

To make sure you can reset your password, we need to collect some info so we can verify who you are. We won't use this to spam you - just to keep your account more secure. **You'll need to set up at least 2 of the options below.**

- Office phone is not configured. Set it up now
- Authentication Phone is not configured. Set it up now
- Authentication Email is not configured. Set it up now
- Security Questions are not configured. Set them up now

finish

cancel

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@potsteam.edu](mailto:itservicedesk@potsteam.edu) or calling (315) 267-4444.

