Am I Logging On to PoliteMail with Single Sign-On or Password Authentication?
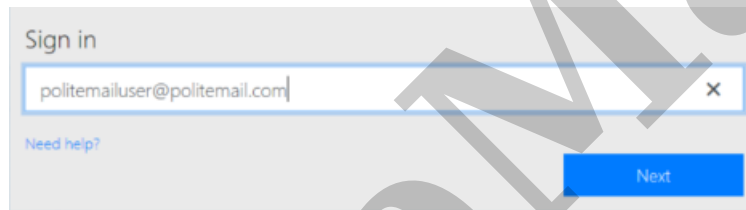
Last Modified on 07/07/2025 10:38 am EDT

Applies To: ■ **PoliteMail Desktop**   ■ **PoliteMail Online**   ■ **PoliteMail M365**
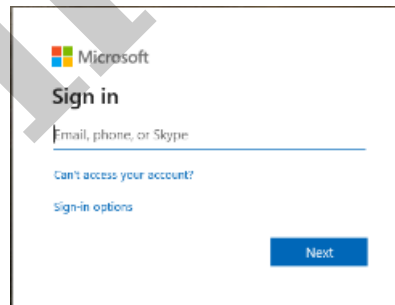
Version: ■ **4.9** ■ **5.0** ■ **5.1+**

If you are not sure if your authentication is Single Sign-On or Password Authentication, click**PoliteMail** > **Server Connection**. Then click OK in the Server Connection box.

If your screen looks like this, then you are Password Authentication:

If your screen does not look like this, then you are Single Sign-On and you must contact your IT department for your credentials. Your organization may have a branded login page (below is an example of how Single Sign-On looks when using Microsoft Office). However, you may want to first try to close and restart Outlook. Sometimes that resolves problems with logging in.