

Am I Logging On to PoliteMail with Single Sign-On or Password Authentication?

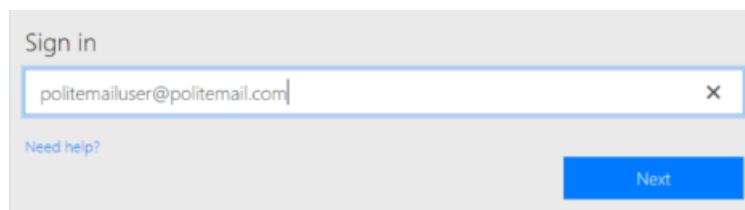
Last Modified on 08/11/2022 10:59 am EDT

Applies To: ■ PoliteMail Desktop ■ PoliteMail Online ■ PoliteMail O365

Version: ■ 4.94 ■ 4.97 ■ 5.0+

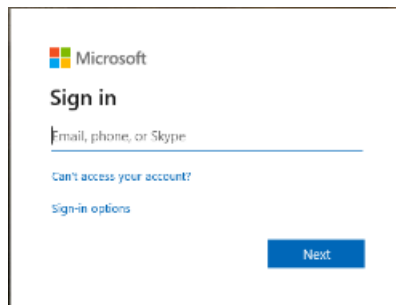
If you are not sure if your authentication is Single Sign-On or Password Authentication, click **PoliteMail > Server Connection**. Then click OK in the Server Connection box.

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



The screenshot shows a 'Sign in' dialog box with a text input field containing the email address 'politemailuser@politemail.com'. Below the input field is a link that says 'Need help?'. To the right of the input field is a small 'x' icon. At the bottom right of the dialog box is a blue button labeled 'Next'.

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.



The screenshot shows a Microsoft 'Sign in' dialog box. At the top left is the Microsoft logo. Below it is the text 'Sign in'. Underneath is a text input field with the placeholder text 'Email, phone, or Skype'. Below the input field are two links: 'Can't access your account?' and 'Sign-in options'. At the bottom right is a blue button labeled 'Next'.