SSO vs. Password Authentication Login Check

Last Modified on 10/01/2026 4:26 pm EDT

Applies To: New PoliteMail Legacy PoliteMail

Version: 4.9+ 5.0+

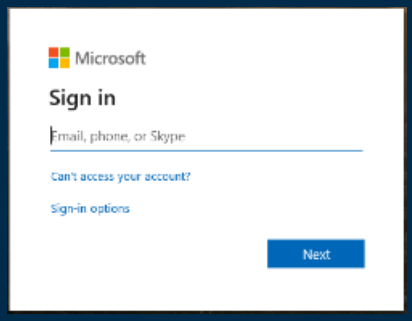
> Password authentication is being phased out in favor of Single Sign On (SSO), and so is no longer recommended.

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.



PoliteMail