

SSO vs. Password Authentication Login Check

Last Modified on 06/02/2026 10:25 am EDT

Applies To: ■ PoliteMail Desktop ■ PoliteMail Online ■ PMUA ■ PoliteMail M365

Version: ■ 4.9 ■ 5.0 ■ 5.1+

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

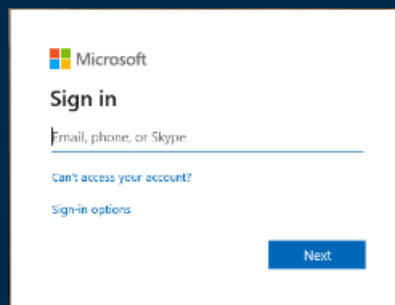
If you are not sure if your authentication is Single Sign-On or Password Authentication, click **PoliteMail > Server Connection**. Then click OK in the Server Connection box.

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



A screenshot of a 'Sign in' dialog box. The title bar says 'Sign in'. Below it is a text input field containing the email address 'politemailuser@politemail.com' with a small 'x' icon to its right. Below the input field is a blue button labeled 'Next'. To the left of the input field, there is a link that says 'Need help?'.

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.



A screenshot of a Microsoft 'Sign in' page. 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'.