

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

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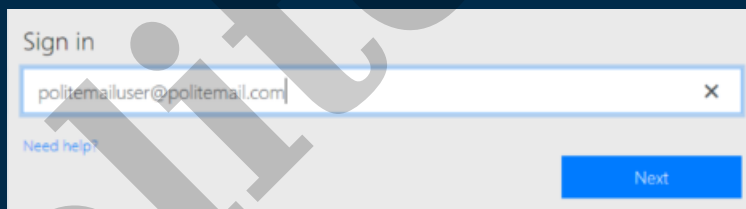
Applies To: ■ PoliteMail Desktop ■ PoliteMail Online ■ PMUA ■ PoliteMail M365

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.

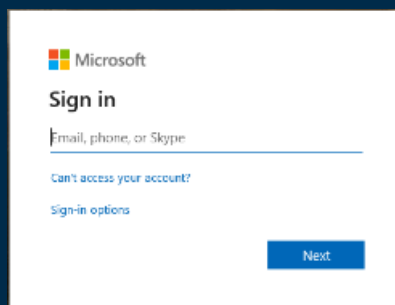
If you are not sure if your authentication is Single Sign-On or Password Authentication, click **PoliteMail > Server Connection**. Then click OK in the Server Connection box.

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



A screenshot of a sign-in dialog box. The title is "Sign in". Below the title is a text input field containing the email address "politemailuser@politemail.com" and a close button (X). Below the input field is a link that says "Need help?". At the bottom right of the dialog 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.



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".