Microsoft Outlook Login Resolution

If Outlook is asking for you to enter your username and password, to resolve this issue, please follow these steps:

1) Open the Microsoft Outlook program

2) You should see a window prompting for you to enter your username and password

3) Please enter the following information
   a. Under username, enter: HUNTER\(your NetID) 
      Please make note that it is a backslash \ being used followed by your NetID (the beginning of your email address).
      
      For example, a user with the NetID jd1234 would enter HUNTER\jd1234 
      b. Under password, enter your NetID password
      This is the same password you use to login to your computer when you turn it on.

   c. Please check ✔ “Remember my credentials” and hit OK

4) The bottom right of your Outlook should begin updating and connecting.
Please wait a minute or two for Outlook to sync.

Once finished, the bottom right will read: “All folders are up to date. Connected to: Microsoft Exchange”

If you see your emails being sent and received, Outlook is working properly.

If you’re still having issues, please contact the Helpdesk at helpdesk@hunter.cuny.edu or (212) 772-HELP (772-4357). In the meantime, you can use Hunter Outlook Web App (https://mail.hunter.cuny.edu) to send and receive your emails.