

## 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**

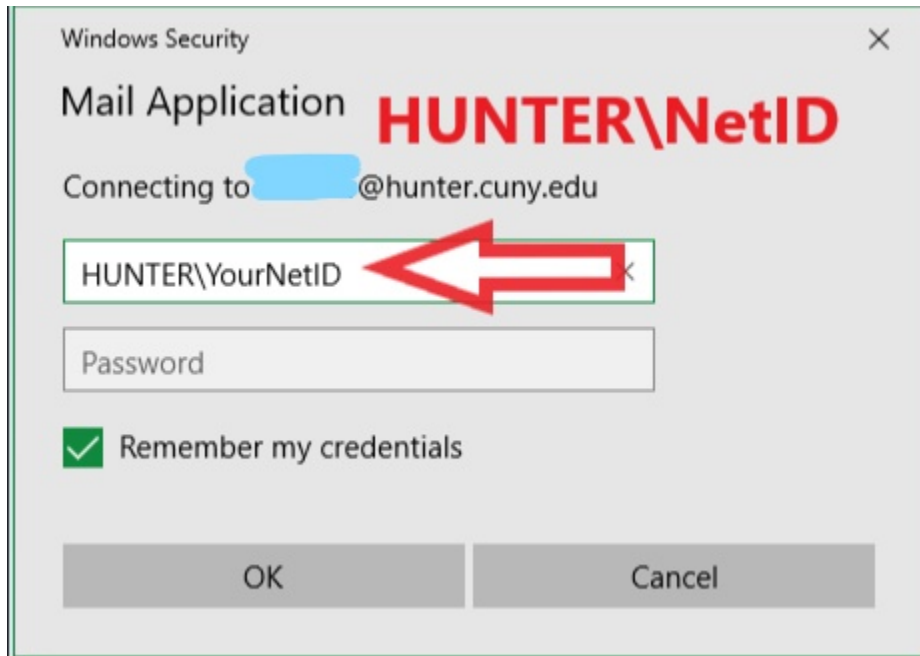
Please make note that it is a **backslash \** being used followed by your NetID (the beginning of your email address).

*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](mailto: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.**