Outlook Authentication Login Issue

Problem: Outlook at work or home will occasionally prompt for login information. Outlook has 2 authentication methods. One is the “Windows Authentication” and the 2\textsuperscript{nd} is the “Web Authentication”. Users might receive 1 or more of these prompts.

Solution 1 – Windows Authentication

If you are prompted for your windows authentication, follow these steps.

Step 1: Click more choices….
Step 2: Type in your Dentistry email address where it says ‘User name’.
Step 3: Type in your UTORID PASSWORD where it says ‘Password’.
Step 4: Click Allow and click OK.
Step 5: If you are presented with the same login information go to step 6.
Step 6: Type in ‘ad\UTORID’ in the “User name” field.
Step 7: Type in your UTORID PASSWORD where it says ‘Password’.
Step 8: Click Allow and Click OK.
Step 9: If you are still having issues, please verify your UTORID here.
https://www.utorid.utoronto.ca/cgi-bin/utorid/verify.pl
Solution 2 – Web Authentication

Step 1: You might be prompted with this dialog box. Click Work or school account.

Step 2: Type in your UTORID and UTORID PASSWORD here and click “log in”.

Step 3: If you are still having issues, please verify your UTORID here.
https://www.utorid.utoronto.ca/cgi-bin/utorid/verify.pl