

## How to access your ABAC Email

Please see the bottom of the document for troubleshooting steps in the event you encounter any issues.

1. Go to mail.abac.edu and enter your full email address (XXXX@stallions.abac.edu)

Microsoft
Sign in
XXXX@stallions.abac.edu
No account? Create one!
Can't access your account?
Back Next
🔍 Sign-in options

2. This will take you to an ABAC themed sign in page, use the same password you login to my.abac.edu with to sign in.



- 3. Use whichever multifactor authentication you have chosen to sign in with or set up your multifactor authentication if it is your first time.
- 4. Click the dots in the upper left hand corner to open the Apps menu. Select Outlook.



5. You are now in. We also strongly recommend installing the OUTLOOK app on your phone for easy and instant access to your email wherever you are.

	Outlook		Q, Search										ф (§		-
•	∃ Home View	Help										₽ 1	ummer Progr 1:00 AM Conj	ess Meeting Jer102VC	g (in
	🖂 New mail 🗸			🛇 Sweep 🛛 🔓 Move to 🖂 🥎 Reply 🦘	Reply all 🛛 🤿 Fo	orward 🖂 🦻 Quick steps	<ul> <li>Mark all as read</li> </ul>		· · · · · · · · · · · · · · · · · · ·	>					~
	~ Favorites		Focused Other		0	Select = Filter									
	😔 Inbox	1	From	Subject	Received ~										
÷	▷ Sent Items	- 1	Tina Woods	Dining hall Fall hours Good morning, The Donald	9:12 AM										
	🔊 Drafts	Drafts     Deleted Items 148     Add favorite     iolders	<ul> <li>Vesterday</li> </ul>												
	Deleted Items		William Ansley in Teams	William sent a message For the lunch and learn I'v	Tue 6:53 PM										
-	Add favorite		CDW-G	Boost Productivity and Enjoy the Power of The Clou	Tue 5:01 PM										
88	~ Folders		Cindy Barber	Re: Technology web page Okay, sounds good! Tha	Tue 2:56 PM										
	V 🕞 Inbox	1	William Ansley	Re: Technology web page Hey Cindy, Taylor has ta	Tue 2:49 PM										
	> 🖸 Alerts		CDW-G	2024 Best of CDW+G Trending Tech Q1 — Shop Now	Tue 1:07 PM										
	<ul> <li>Bossdesk</li> <li>Tech Support Email</li> </ul>		<ul> <li>This week</li> </ul>												
	🔊 Drafts		CDW-G	👓 Geek Out in Full HD: Introducing our Top Deskt	Mon 1:05 PM										
	➢ Sent Items		Richard L. Spancake	Job Posting Announcement The following faculty	Mon 1:00 PM										
	Deleted Items	148	donotreply@usg.edu	This Absence Request has been Approved The foll	Mon 9:54 AM										
	Co Junk Email	6	donotreply@usg.edu	This Absence Request has been Submitted The fol	Mon 8:04 AM										
	Archive		Trent Hester	Orientation x31 Good afternoon, everyonel Orient	Sun 12:40 PM		Select an item to read								
	Conversation History		<ul> <li>Last week</li> </ul>					Nothing is selected							
	🗅 RSS Feeds		Deidra A. Jackson	Campus Closure - Independence Day Good Aftern	Wed 7/3										
	Create new folder		CDW-G	Get Pro Performance and Capability with Mac CA	Wed 7/3										
	CR Search Folders		Public Relations	ABAC's Georgia Museum of Agriculture Sets Operat	Tue 7/2										
	Groups		Ashley Moore	REMINDER: Biweekly Time Approvals Due TODAY P	Tue 7/2										
	😵 Switch to new Group	s	Kaycee Jones	TAP Deadline for Fall 2024 TAP application deadlin	Mon 7/1										
	Tech Support Stud	230	OneUSG Connect - Bene	Stay healthy this summer with tips from USG CAU	Mon 7/1										
	Team Technology Se.	. 71	Dr. Tracy Brundage 🖉	Budget Planning Update Please review the att 💧	Mon 7/1										
	Manage groups		CDW	Shop CDW's Outlet and Save CAUTION: This email	Mon 7/1										
	manage groups														

## Possible issues you may encounter

## Username/password is wrong

Your Microsoft account uses the very same password as your my.abac.edu account does. Here are some things to try if you have issues with that.

- Make sure when you sign in that you use your full <u>XXXX@stallions.abac.edu</u> email. Adding the @stallions.abac.edu informs Microsoft that you are trying to get to an ABAC account. <u>Without doing this, you cannot login.</u>
- 2. If you receive a username/password incorrect error, please try re-entering your credentials. Please do this manually and **DO NOT** use saved credentials.
- 3. Please make sure that it is showing your ABAC account as the account you are attempting to login to. You may have a Microsoft account already logged on in your browser. If that is the case, please sign out or switch the account to your ABAC account.
- 4. Go to my.abac.edu and ensure that you can sign in there and that your login credentials work there. If they work on my.abac.edu, they will work on mail.abac.edu.
  - a. If your login does not work on my.abac.edu please use the forgot password process on that login page.
  - b. If a password reset is performed, please give out services a moment to sync that change before contacting support.
- 5. You should also try a different browser or an incognito/private browser if all of the steps above do not work.
- 6. Come visit us in Conger Hall or email us at <u>techsupport@abac.edu</u> if further assistance is needed.

## Authenticator issues

Typically when you get a new phone your authentication will need to be reset.

 If you are having authenticator issues, call us at 229-391-5400, email us at <u>techsupport@abac.edu</u>, or visit us in the first floor of Conger Hall during business hours for assistance. We will have to reset your authentication on our end.