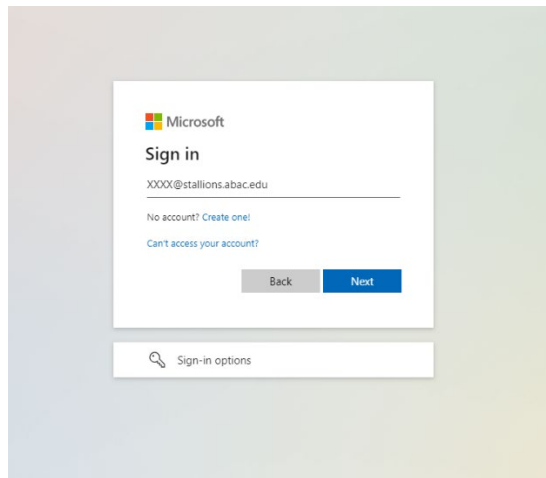


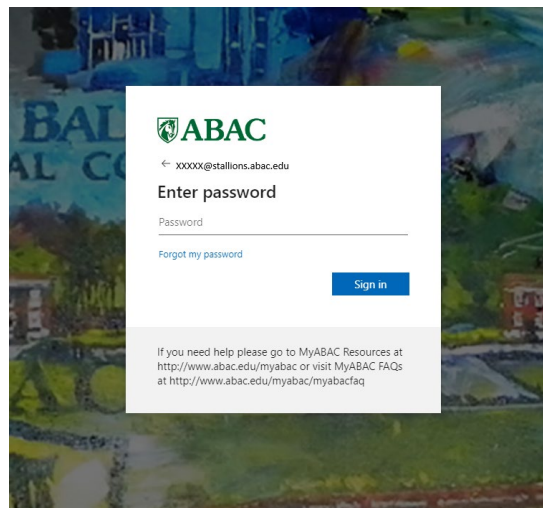
## How to access your ABAC Email

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

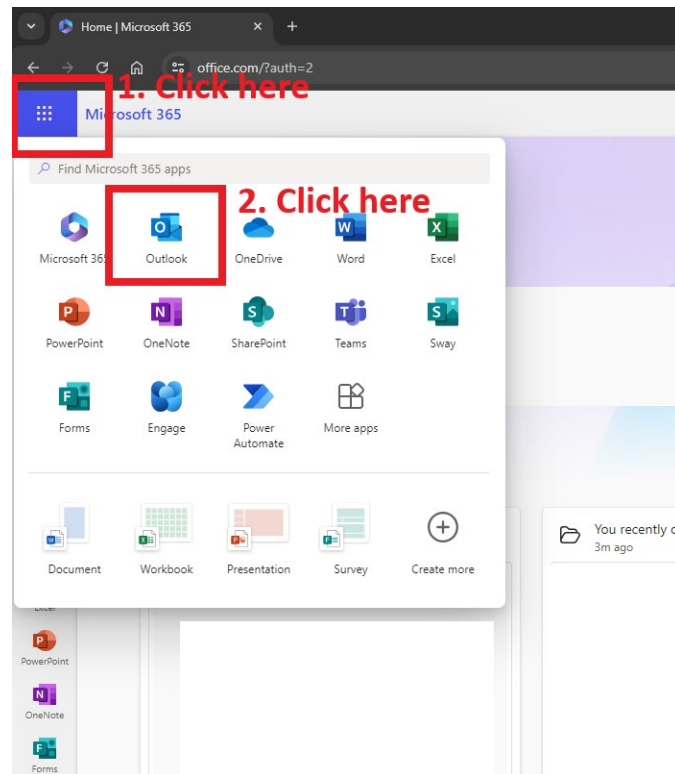
1. Go to [mail.abac.edu](mailto:mail.abac.edu) and enter your full email address ([XXXX@stallions.abac.edu](mailto:XXXX@stallions.abac.edu))



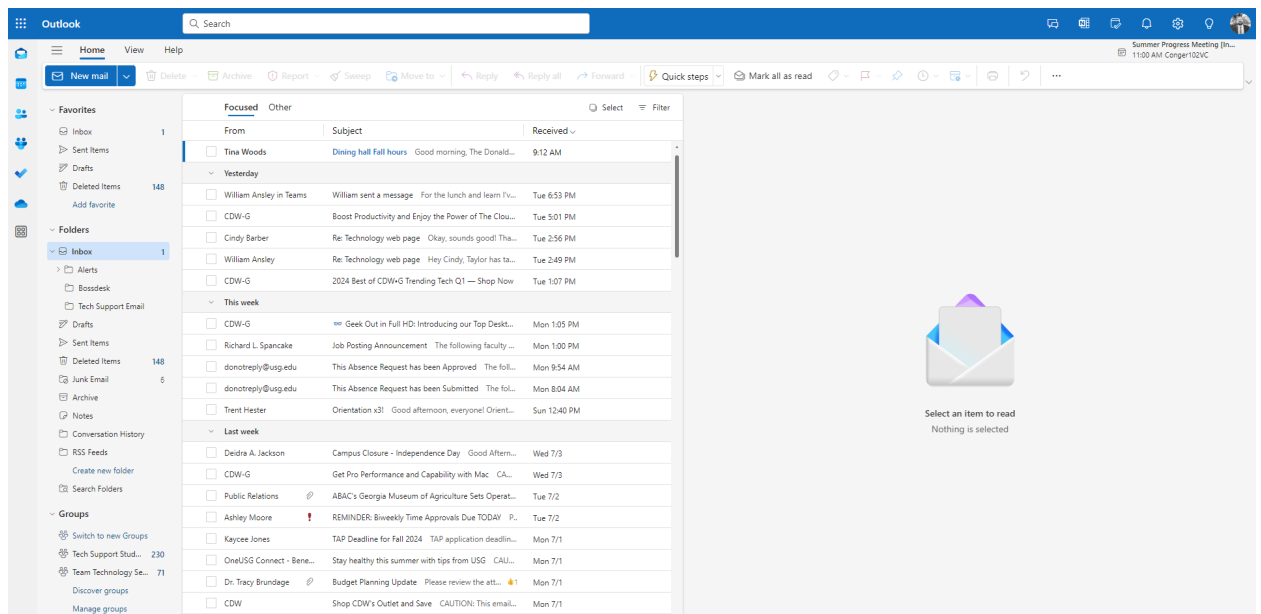
2. This will take you to an ABAC themed sign in page, use the same password you login to [my.abac.edu](http://my.abac.edu) with to sign in.



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



- 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.



# 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.*

1. Make sure when you sign in that you use your full [XXXXX@stallions.abac.edu](mailto:XXXXX@stallions.abac.edu) email. Adding the @stallions.abac.edu informs Microsoft that you are trying to get to an ABAC account. **Without doing this, you cannot login.**
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 [techsupport@abac.edu](mailto:techsupport@abac.edu) if further assistance is needed.

## **Authenticator issues**

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

1. If you are having authenticator issues, call us at 229-391-5400, email us at [techsupport@abac.edu](mailto:techsupport@abac.edu), 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.