

The entire UM System will be migrating to a single user domain for access to university applications. This will allow a single method of identification for all application users, reduce complexity in our information systems, increase security and enhance collaboration.

- Faculty/Staff accounts will move Monday, May 27. If you are Faculty/Staff with a student status, your account will be moved at this time.
- Student accounts will be moved in phases:
  - Those not enrolled in summer courses as of the move date will be moved in June.
  - Those enrolled in summer courses as of the move date will be moved in August.

If you have questions before your account is moved, email [accountmove@umsl.edu](mailto:accountmove@umsl.edu).

For support or questions after your account has moved, contact the Technology Support Center. 314-516-6034. <https://help.umsl.edu> to submit a ticket for assistance.

### How do I prepare for the change?

- Make note of any non SSO IDs and Passwords you might have stored in your browsers for sites such as the Cerner Wellness Portal, myuhc, or the wellness center.
- Your computer will **need to be powered off** while your account is moved.
- Once your account has been moved, an email notification will be sent.

### How do I log into my computer after my account has been moved?

#### Windows 10 Desktop

1. Power on your computer
2. Select **Other User** under your username in the bottom left corner.
3. Enter **um-ad\ssoid** or [ssoid@umsystem.edu](mailto:ssoid@umsystem.edu) and your SSO password.
4. If you have forgotten your password or need to reset it, visit <https://help.umsl.edu>.

#### Windows 7 Desktop

1. Power on your computer
2. Select **Switch User**
3. Click on **Other User**
4. Enter **um-ad\ssoid** or [ssoid@umsystem.edu](mailto:ssoid@umsystem.edu) and your SSO password.
5. If you have forgotten your password or need to reset it, visit <https://help.umsl.edu>.

#### Windows Laptop

If your laptop is connected to the campus network using a network cable plugged into your laptop or docking station, follow the Desktop directions above.

If your laptop is not connected to the campus network using a network cable plugged into your laptop or docking station, reboot your laptop, connect to the campus network using a network cable plugged into your laptop or docking station, then follow the Desktop directions above.

If your laptop is not on campus, continue to log in as you have before. You may receive a prompt to fix your email account; follow the directions in the “*How do I log into Fac/Staff email?*” question below. When you do return to campus, connect to the campus network using a network cable plugged into your laptop or docking station, then follow the Desktop directions above.

## **Mac OS**

You log in as you did before.

### **How do I log into Fac/Staff email?**

Outlook should load as it normally does. If a box pops up prompting you to enter a username and password, your User Name is [ssoid@umsystem.edu](mailto:ssoid@umsystem.edu) and your Password is your SSO password.

To log into Outlook Web Access from a browser, your User Name will be **um-ad\ssoid** or [ssoid@umsystem.edu](mailto:ssoid@umsystem.edu).

### **Will I still have my UMSL email address or will my UMSL email address change?**

Email addresses will remain [ssoid@umsl.edu](mailto:ssoid@umsl.edu). If you created a friendly/alias address for your email, then that address continues to work for your email as [friendly@umsl.edu](mailto:friendly@umsl.edu). However the username for logging into Outlook will be [ssoid@umsystem.edu](mailto:ssoid@umsystem.edu).

### **Do I need to make any changes on my cell phone or tablet?**

If you access your university email on your cell phone or tablet, you will need to delete the umsl.edu account and add the new umsystem.edu account. The account settings you will use for setting up the new umsystem.edu account are:

- Server name: mail.umsystem.edu
- Domain: um-ad
- Username: SSO id (DO NOT include @umsystem.edu)
- Email Address: [ssoid@umsl.edu](mailto:ssoid@umsl.edu)
- Password: your SSO password

For iPhone/iPad users:

- [Apple Support site](#) for setting up an Exchange account on an iOS device (choose to Configure Manually to enter Server and Domain settings)
- [Microsoft Support site](#) for setting up an Exchange account in the Outlook app on an iOS device (expand *If you connect to an on-premises Exchange server* section)

For Android phone/tablet users:

- [Microsoft Support site](#) for setting up an Exchange account in the Mail app on an Android device (expand *Manual setup in the Gmail app* section)
- [Microsoft Support site](#) for setting up an Exchange account in the Outlook app on an Android device (expand *If you connect to an on-premises Exchange server* section)

Depending on the age of your device, the setup steps may vary.

### How will this change my ShoreTel phone or the Mitel Connect application on my computer?

There is no change to your phone nor the Mitel Connect application on your computer.

### How do I log into common university applications (e.g. Canvas, MyGateway, myHR, Zoom)?

These applications all use the university's Shibboleth authentication service to log in. There is no change in these login procedures. Use your SSO id and password.



## University of Missouri System

COLUMBIA | KANSAS CITY | ROLLA | ST. LOUIS

Username

Password

**Login**

You are currently logging into:

**UMSL Web Applications**

[Help](#)

[Using a shared computer?](#)



### How do I log into Zoom?

If you use Zoom through Canvas then you have a Zoom Academic account and your access through Canvas does not change. But the first time you access Zoom outside of Canvas you may see the prompt below and will need to enter “umslcanvas”.

For non-academic Zoom account users, enter “umsl” before .zoom.us. This application uses the university’s Shibboleth authentication service to log in. There is no change in these login procedures. Use your SSO id and password.



## Sign In with SSO

 .zoom.us

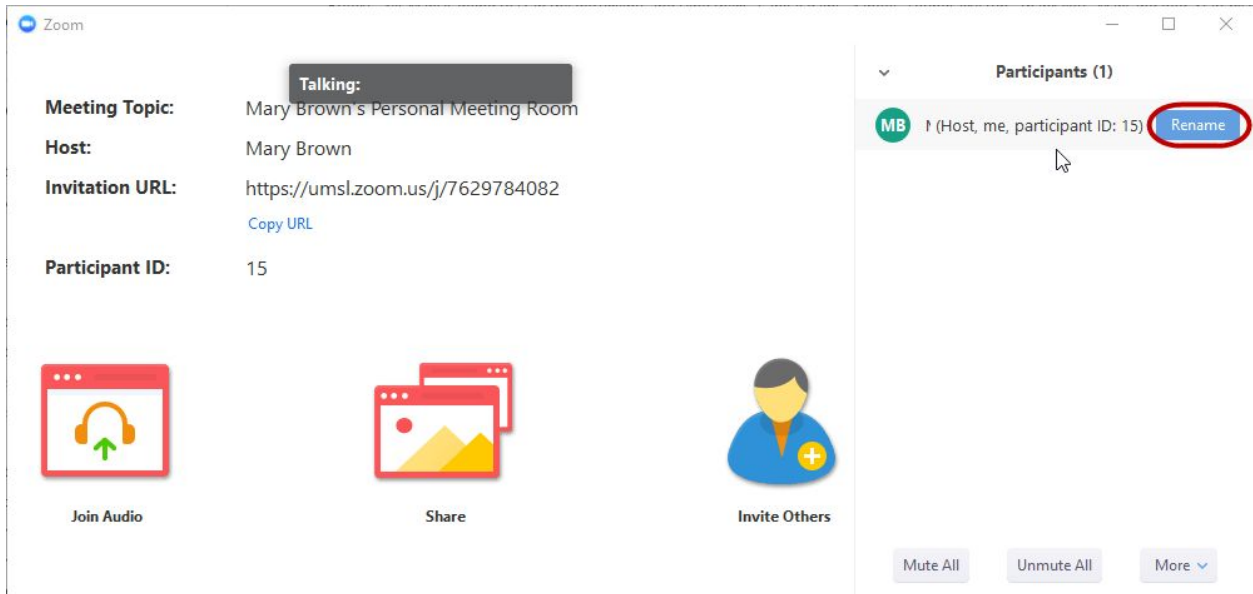
[I do not know the company domain](#)

[Continue](#)

[← Back](#)

### **My Zoom name is showing up as gibberish (Ex. 7y6xyg234556k2) in Zoom. How do I fix that?**

You will need to rename your screen. When your meeting screen is open, click on Participants at the bottom. Hover over your name that is gibberish and the rename option will appear. Click on rename and a box will open that will allow you to type your name in it. Click the box to remember your name for future meetings. Click OK.



### How do I print?

There is no change in printing login procedures. Use your SSO id and password.

### How do I log into my university Google account?

You will log into your Google account the same as you always have, with [ssoid@umsl.edu](mailto:ssoid@umsl.edu). After your account has been moved, your SSO password will no longer sync with Google. If you change your SSO password, you can continue to use your former password or you will need to change your Google password to match your new SSO password. Automatic syncing of Google and SSO passwords will be available at a future date and you will be notified when this functionality is available.

### How do I log into Skype for Business?

Login with the same account and password you used before the account move. If you incur issues with login, access the advanced options button located on the sign in pop up, confirm or change the User name field to match the following: um-ad\SSO, toggle "Auto-Detect Server", Save and continue to login.

### Does this change how I connect to the campus wifi (TritonNet)?

There is no change in wifi login procedures. Use your SSO id and password.

### How do I log into Cognos?

Enter `um-ad\ssoid` or [ssoid@umssystem.edu](mailto:ssoid@umssystem.edu) and your SSO password.

### Does this change how I connect with Remote Desktop Connection?

Your user name must include the domain name in the form of `ssoid@umssystem.edu`.

Full instructions for use Remote Desktop Connection can be found here:

<http://www.umsl.edu/technology/networking/rdg/index.html>

### **How do I log into Soulard?**

SSH/SFTP logins require a domain to be specified; the other login settings are:

- Server name: soulard.umsl.edu
- Username: SSO [id@umssystem.edu](mailto:SSOid@umssystem.edu)
- Password: your SSO password

If you have a mapped drive to your Soulard account, you will also need to add the domain to the path, e.g. \\soulard.umsl.edu\[SSOid@umssystem.edu](mailto:SSOid@umssystem.edu).

Personal sites ([www.umsl.edu/~ssoid](http://www.umsl.edu/~ssoid)) should continue to work without an explicit alias.

Departmental sites using an ~ssoid URL may need to request an alias/redirect, unless the ssoid matches a departmental mailbox that will move to um-ad.

### **Are my generic accounts getting moved?**

Generic accounts will be moved on a future date yet to be determined. Additional communication will be sent out when generic accounts are ready to be moved.

### **Does this affect retiree accounts?**

Retiree accounts are affected the same as other faculty and staff accounts and will be moved at the same time. Email addresses will not change.

### **How do I log into lab and classroom computers?**

After your account has been moved, log in with um-ad\ssoid or [ssoid@umssystem.edu](mailto:ssoid@umssystem.edu) with your SSO password.

### **Who do I call for help?**

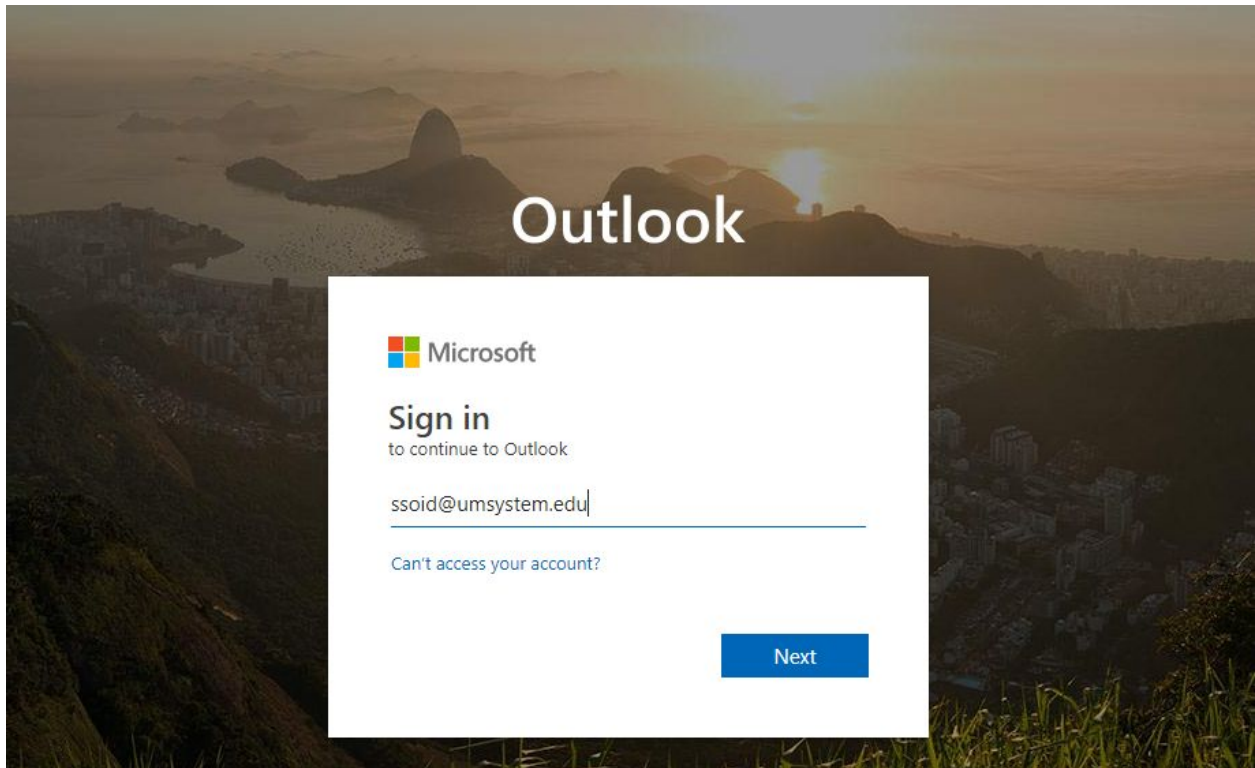
Contact the Technology Support Center with any questions or issues.  
314-516-6034

<https://help.umsl.edu> to submit a ticket for assistance.

## Student Specific FAQ

### How do I log into student email?

You will need to sign in as [SSO@umsystem.edu](mailto:SSO@umsystem.edu). You will then be directed to a login screen at which you will use your SSO id and password.



### How do I log into my Office 365 account?

You will need to sign in as [SSO@umsystem.edu](mailto:SSO@umsystem.edu). You will then be directed to a login screen at which you will use your SSO id and password.



## Sign in

ssoid@umsystem.edu

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No account? [Create one!](#)

[Can't access your account?](#)

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