ALL GENERIC ACCOUNTS WILL REQUIRE A PASSWORD RESET AS PART OF THE OFFICE 365 IMPLEMENTATION

Background:
Generic (shared) accounts are those that are used by multiple users for general office e-mails, events, special purposes, etc. Mason employee sponsors request and own these accounts once created. With Office 365, the account were added to the Active Directory which means that the owner will have control over the password changes via the Password site. However, this also means that ALL GENERIC ACCOUNTS require a password reset as part of the Office 365 implementation.

What do I need to do to access my Generic Account in Office 365?
The following are tips in resetting your Generic account for Office 365:
1. Reset the Password
2. Confirm direct access to the account via Outlook Web App (web client)
3. Reset your desktop client access
   a. Set up a new account within your client
   b. Remove the old account from within your client

Detailed steps are provided below

How do I reset my Generic Account’s Password?
The ITU launched a temporary self-service website that will allow you to reset your generic account password as long as you know the current password. Follow the instructions below:
1. Go to https://genericpassword.gmu.edu
2. Enter your PERSONAL netid and password and click LOGIN (DO NOT ENTER THE GENERIC ACCOUNT INFORMATION HERE)
3. On the next page, enter the following
   a. Generic Account Login = enter the generic email account id (without the @gmu.edu) and password
   b. New Generic Account Password – enter the new password and confirm the new password
4. Click Submit – a message will tell you if you are successful or not
5. Repeat the process with any other generic accounts for which you are responsible
6. Click the Logout link when complete

REMEMBER TO COORDINATE WITH OTHERS who may also use the account.

What if I don’t know or remember the password?
Remember to coordinate with anyone else who also uses the account, as to not have multiple changes. If no one associated with the account is able to make the change or you have problems using/accessing the Generic Account Password Reset website, please call
Where do I access my Generic Account?
Via the Office 365 website (Outlook Web Access). After changing the password, confirm that you can reach your generic account. Log in to Office 365 via the web. Go to http://office365.gmu.edu and click the login button. Enter the generic account’s netid and password and click “Sign in”. Just as with personal accounts, if it is the first time logging in, you will be prompted for basic account preferences:

1. Low Vision Experience – leave unchecked
2. Language – English US – should be defaulted
3. Time Zone – if not set to Eastern, please reset (it is up a few lines on the list)

Complete the preferences and continue to the mailbox. Once in the mailbox, you should see all the mail for the account.

Remember, you can only be logged into ONE account at a time in a browser, so you cannot be logged into your personal account AND the generic account from the same browser at the same time. You must log out of one account and log into the other.

How can I access both my personal and generic accounts at the same time?
Use a desktop client or your mobile device. Instructions for setting up your desktop client (Microsoft Outlook 2010 for Windows and Outlook 2011 for Mac are the preferred desktop clients) are provided on the Office 365 website’s Configurations Pages. Please go to http://office365.gmu.edu and click the “Configurations link or go directly to http://tsd.gmu.edu/services/office365/configurations/?sec=1 for the detailed instructions.

Once the Office 365 version of your account is set up, you will want to remove the MEMO (old) version of your generic account loaded in the desktop client or mobile device.

Do you have any other tips?
Additional information on configurations, migrating local mail, FAQs and training is available on the Office 365 website at http://office365.gmu.edu.

What if I still have questions?
Contact the ITU Support Center:
• Phone Support: 703-993-8870
• Remote Support: https://ithelp.gmu.edu
• Additional Information: http://itservices.gmu.edu/help.cfm