Welcome to the SUNY Potsdam family!

In preparation for your new academic path at SUNY Potsdam, we wanted to provide you with important information about setting up your email account and the security steps to protect it. As a student, you will now have an official SUNY Potsdam email address that you can use to access a variety of useful software and web portals including Microsoft Office365, BearPAWS, and TheQuad.

All SUNY Potsdam user accounts have MFA (Multi-Factor Authentication) enabled. Before you log in to your SUNY Potsdam account for the first time, please make sure you have a way to receive a verification code. You will need either a cell phone that can receive calls or SMS texts, a desk phone, or an Authenticator App.

It is important to remember that you will be asked to re-authenticate with MFA every two weeks, so it is critical that you have your second verification method nearby when this happens. In most cases a cell phone is the optimal choice for this purpose. If you have your MFA verification method ready, please proceed.

You should have received an encrypted email sent to your personal email address that you used to register for class from earlycollege@potsdam.edu, with the subject line of, “SUNY Potsdam College in High School Campus Computer Account.” In that email you will find your Potsdam ID information which consists of your CCA (Campus Computer Account) username and your P number.

1. Go to https://www.office.com/ and click “Sign-in”

2. Enter your SUNY Potsdam email address and click “Next”
3. Your **current password** will be your **P number** and is case sensitive. You will then be prompted to enter a new password that is 8 characters or longer. The password should contain at least one upper case letter, one lowercase letter, one number, and one special character.

4. After setting your password, you will be prompted to configure multiple verification methods. Please click “Next” on this page.
5. Please then select your default authentication method. There are three options: Authentication phone, Office phone, and Mobile app (Microsoft Authenticator app). Select Next and follow the prompts to add this account. We highly suggest using the Microsoft Authenticator App as it is the most secure method. More information about MFA can be found at [Enabling Multi-Factor Authentication (MFA)](https://www.sunypotsdam.edu) SUNY Potsdam.

6. Once you set your default verification method, you may be signed out of office.com. Log back into office.com and it will prompt you to finish setting up your other verification methods. These additional verification methods will be used when you need to reset your password in the future.
7. After you complete these steps click “finish” and you should be able to access Microsoft Office365, BearPAWS, TheQuad, and other provided services that require SUNY Potsdam Single Sign-On SSO.

If you run into problems during the setup process, you can reach the IT Service Desk by emailing itservicedesk@potsdam.edu or calling (315) 267-4444.