O365 | User name change for Web Portal

Once your account user name has changed, you will need to update your user name to log in to the Office 365 web portal: https://login.microsoftonline.com  OR https://portal.office.com

Follow the directions below to update your user name.

<table>
<thead>
<tr>
<th>STEP</th>
<th>DESCRIPTION</th>
<th>EXAMPLE</th>
</tr>
</thead>
</table>
| **NOTE:** | If you attempted to log in and received the following error: | ![Error Message]

“We don’t recognize the user ID or password” (as shown in the example on the right)

...click the Back button |
| 1 | Open a browser and go to the portal page https://login.microsoftonline.com  OR https://portal.office.com Click Use another account | ![Portal Page]

Click Use another account |
| 2 | **A. Enter your new user name**<br>Employees / Guest: yourStarID@minnstate.edu<br>Students: yourStarID@go.minnstate.edu | ![Username Entry]

Enter your new user name<br>Employees / Guest: yourStarID@minnstate.edu<br>Students: yourStarID@go.minnstate.edu |
|  | **B. Enter your StarID password** | ![Password Entry]

Enter your StarID password |
|  | **C. Click Sign in** | ![Sign In Button]

Click Sign in |
**Recommended:**
After adding your new user name to the sign in page, remove the old user name to prevent any confusion.

To the right of the old user name, *click* the *ellipses*, and then *click Forget*. 