**O365 |** User name change for Microsoft (2013 & 2016) desktop applications – System Office - February 28, 2017

After the user name change you will have to sign into Outlook, Skype for Business, OneDrive for Business and other O365 services with the updated user name. Below are directions for changing your user name within desktop applications.

[Outlook](#Outlook)

[Skype for Business](#Skype)

[OneDrive for Business – Sync Client](#OneDrive)

[OneNote](#OneNote)

## Outlook User Name Change

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| STEP | DESCRIPTION |  |
| 1a | If starting your PC for the first time after the username change, and Outlook is in your Start Menu you will be prompted for credentials automatically. Skip to step 3 |  |
| 1b | If Outlook is closed, start Outlook – skip to Step 3 |  |
| 1c | If working in Outlook, continue to work in Outlook until the Send/Receive connection breaks. The connection status is located at the bottom-right of the Outlook window. |  |
| 2 | Exit and re-open Outlook to be prompted for your new user name credential |  |
| 3 | 1. *Enter* your **new user name**   *StarID@minnstate.edu*   1. *Enter* your StarID **password**   OPTIONAL: Select **Remember my credentials** to save credentials   1. Click **OK** to sign in | C:\Users\am5254ca\AppData\Local\Temp\SNAGHTML47a7f63.PNG |

## Skype for Business User Name Change

|  |  |  |
| --- | --- | --- |
| STEP | DESCRIPTION |  |
| 1 | If starting your PC for the first time after the username change, and Skype is in your Start Menu you will be prompted for credentials automatically. *Cancel*. Skip to step 3 |  |
| 2 | Sign out of Skype, if signed in |  |
| 3 | *Click* **Delete my sign-in info** | C:\Users\am5254ca\AppData\Local\Temp\SNAGHTML47f81c4.PNG |
| 4 | Within the forget sign-in information pop-up, *click* **Yes** | C:\Users\am5254ca\AppData\Local\Temp\SNAGHTML4813e7d.PNG |
| 5 | 1. *\*Enter* your **new user name** 2. *Enter* your StarID **password** 3. OPTIONAL: Select **Save my password** to save credentials 4. Click **Sign In**   \*You may need to click Sign In first.  NOTE: If you don’t get the User Name option (example to the right) immediately after clicking “forget this sign-in information:”   1. Do not enter your password 2. Click Sign In 3. Click Cancel | C:\Users\am5254ca\AppData\Local\Temp\SNAGHTML487a3a5.PNG |

## OneDrive for Business – Sync Client

To restore synchronization of your OneDrive, complete the steps below.

|  |  |  |
| --- | --- | --- |
| STEP | DESCRIPTION |  |
| 1 | Sign into the O365 web portal (<https://login.microsoftonline.com/> ) with your new user name: |  |
| 2 | Click on the OneDrive tile |  |
| 3 | Select **Sync** |  |
| 4 | Select **Sync Now**  Once synchronization completes, your OneDrive will be accessible within your local Microsoft applications (Word, Excel, etc.) and within Windows Explorer. |  |
| 5 | **Problems?**  Determine which OneDrive sync client you're using or need to install | If you’re not sure which version of OneDrive you’re using, or which version of the OneDrive sync client you need, follow instructions on this site. (https://tinyurl.com/jbbhu6p)  If you have a Mac, skip to the [OneDrive sync client on Mac OS X.](https://support.office.com/en-us/article/Get-started-with-the-new-OneDrive-sync-client-on-Mac-OS-X-d11b9f29-00bb-4172-be39-997da46f913f) |
| 6 | Install the latest OneDrive sync app, which will prompt you for your updated credentials  In the lower-left of the OneDrive web app, *click* **Get the OneDrive apps** |  |
| 7 | *Click* **Download** |  |
| 8 | *Click* **Save File** | C:\Users\am5254ca\AppData\Local\Temp\SNAGHTML204b61.PNG |
| 9 | Install the file and follow the steps |  |

## OneNote

To restore synchronization of OneNote, complete the steps below.

|  |  |  |  |
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| STEP | DESCRIPTION | |  |
| 1 | Sign into the O365 web portal (<https://login.microsoftonline.com/> ) with your new user name: | |  |
| 2 | *Click* on the **OneNote** tile | |  |
| 3 | From the My Notebooks view, *click* the name of a **notebook** | |  |
| 4 | In the open notebook, *click* **Edit in OneNote** | C:\Users\am5254ca\AppData\Local\Temp\SNAGHTML212f69.PNG  OneNote will open and the notebook will sync | |
| 5 | If OneNote creates a new local notebook instead of syncing to the existing notebook, wait for it to finish creating/syncing the new notebook and then *right-click* on the **old notebook** and *click* **Close This Notebook**. | |  |