



## Service accounts configured with IMAP and POP will lose access to UMail on 9/15

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This is a reminder that University of Utah service accounts that connect to Exchange servers via IMAP or POP will lose access to UMail on **Tuesday, September 15, 2020**, if they have not been updated to support modern authentication or granted an exemption.

The change is part of **ongoing IT security upgrades** that started in July 2020 and include discontinuing outdated, insecure methods for accessing UMail.

Service accounts configured to use IMAP or POP that can support modern authentication should **update their connections** prior to September 15. If services in your organization connect to Exchange servers via IMAP or POP and cannot support modern authentication, please **request an exemption immediately**. Exemptions must be approved on a case-by-case basis by a supervisor, the U's Information Security Office, and a director/dean.

Please note that exemptions for service accounts will be granted with the understanding that an upgrade strategy will be identified and implemented as soon as possible.

For questions, comments, or concerns, please open a ticket with the UIT Help Desk or ITS Service Desk, and ask that it be routed to the Information Security Office:

- Main Campus UIT Help Desk: 801-581-4000, option 1
- University of Utah Health ITS Service Desk: 801-587-6000



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University of Utah - UIT 102 S 200 E Ste 110  
Salt Lake City, UT | 84111 US

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