NTLM method for accessing UMail service accounts will be discontinued, starting 11/17

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As part of ongoing IT security upgrades that started in July 2020, the University of Utah is discontinuing outdated, insecure methods for accessing UMail.

Starting Tuesday, November 17, 2020, access to UMail via the outdated NTLM method will be disabled for service accounts — special UMail accounts for groups or nonhuman users, such as shared inboxes, IT systems, and utilities. Service account users will receive a notification about the update prior to the change.

After the system update, service accounts should automatically reconnect to UMail using a more secure, modern method.

Service account users may briefly experience UMail login issues. Please note that service accounts will continue to be accessible via Outlook Web Access (OWA) using a web browser.

For questions, comments, or concerns, please contact your respective central IT help desk:

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

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