



Update on recent UMail issues

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Thank you for your feedback and support this past week during the periodic Microsoft authentication issues that have impacted some UMail users.

We have applied changes to the environment as directed by Microsoft that appear to have resolved most issues, and Microsoft remains engaged as we closely monitor the issue.

Today, by 3:00 p.m., our teams would like to hear directly from those who are still experiencing, or know someone who is still experiencing, UMail authentication issues after a full reboot.

To report a UMail authentication issue, please contact your respective help desk: UIT Help Desk (801-581-4000, option 1) or ITS Service Desk (801-587-6000).

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