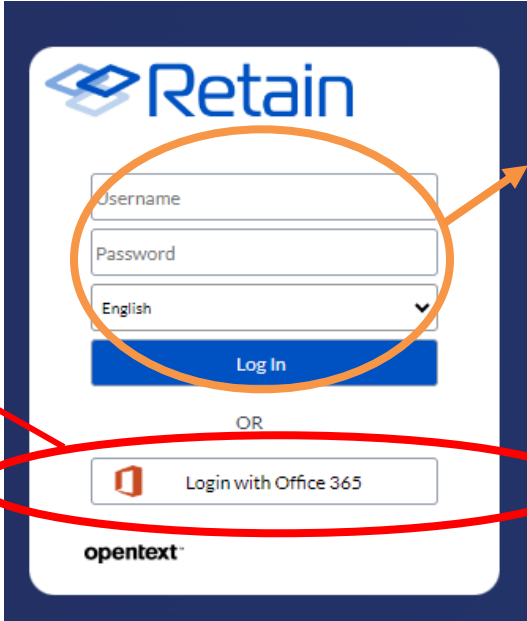


To: All Users
From: Information Technology
Date: August 26, 2024
RE: Office 365 Login into Retain

Now that our organization is no longer on the GroupWise email system, users will need to login to their Retain archives using the **Login to Office 365** method.



The screenshot shows the Retain login interface. It features a 'Username' field, a 'Password' field, and a language dropdown menu set to 'English'. A blue 'Log In' button is positioned below these fields. Below the 'Log In' button, the text 'OR' is displayed, followed by a button labeled 'Login with Office 365'. The 'opentext' logo is visible at the bottom left of the page. Two callout boxes provide additional information: a red box on the left explains that users must now use the 'Login with Office 365' method and will be prompted for DUO authentication; an orange box on the right notes that this method authenticates accounts with GroupWise and that password changes will prevent login using this method.

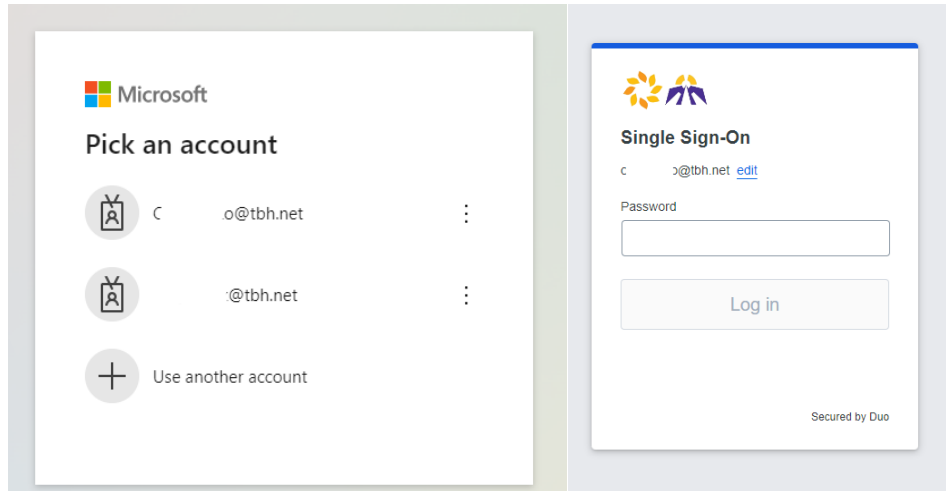
Users will need to use “Login with Office 365” method now that email accounts has been migrated to Outlook. Users will need to authenticate using their EMAIL account, and will then be prompted for DUO authentication.

This login method authenticated accounts with GroupWise and stored the password within Retain. Upon the user’s next password change, they will no longer be able to login using this method.

If the user account is already logged into Outlook in a web browser, it will auto login to Retain. If not, it will direct users to the Microsoft Sign in Page, where users would enter their email address and password (similar to signing into Outlook Web).

Users will then prompted to enter their password as well at the DUO login screen.

Once authenticated, the Retain software will open the account.



Logins to Retain using the network username/password method will stop working in the future and users will only be able to use the **Login with Office 365** method to access their Retain archives.

For any questions or concerns, please contact the Help Desk at 684-6411.