When opening the app, you will get the following message:

![Unable to log in dialog box](image)

In the Outlook app settings, choose Add Account.

![Add Account button](image)
Enter your email address, userid@villanova.edu

NOTE: Do not add vuad\userid or firstname.lastname@villanova.edu
If you are redirected to the Villanova Web Mail Sign On page, select “Not Google” at the bottom of the page.

Welcome. You have reached Villanova University's webmail for students, faculty, and employees. If you have forgotten your Username or Password, please use the Password Recovery Form.

If you are continuing to have difficulties authenticating your account, please contact the University IT Services by one of the following means.

**Phone and Chat Support**

A Helpdesk representative is available M-Th from 9-7 and Sun 10-4. Chat Support is available M-Th from 9-7 and Sun 10-4. Please visit the [Home page](https://www.villanova.edu) for more details.

**Walk-UP Service**

The TechZone is located in Vasey 101 and is available M-Th from 9-7 and Sun 10-4. If you are prompted to *Sign in with your Google Account*, select “Not Google” in the upper right hand corner and select *Change Account Provider.*
When prompted to *Select your email provider*, choose Office 365:

You will be redirected to the Villanova login page. Enter your userid and LDAP password.

Once completed, Outlook will begin syncing your email.