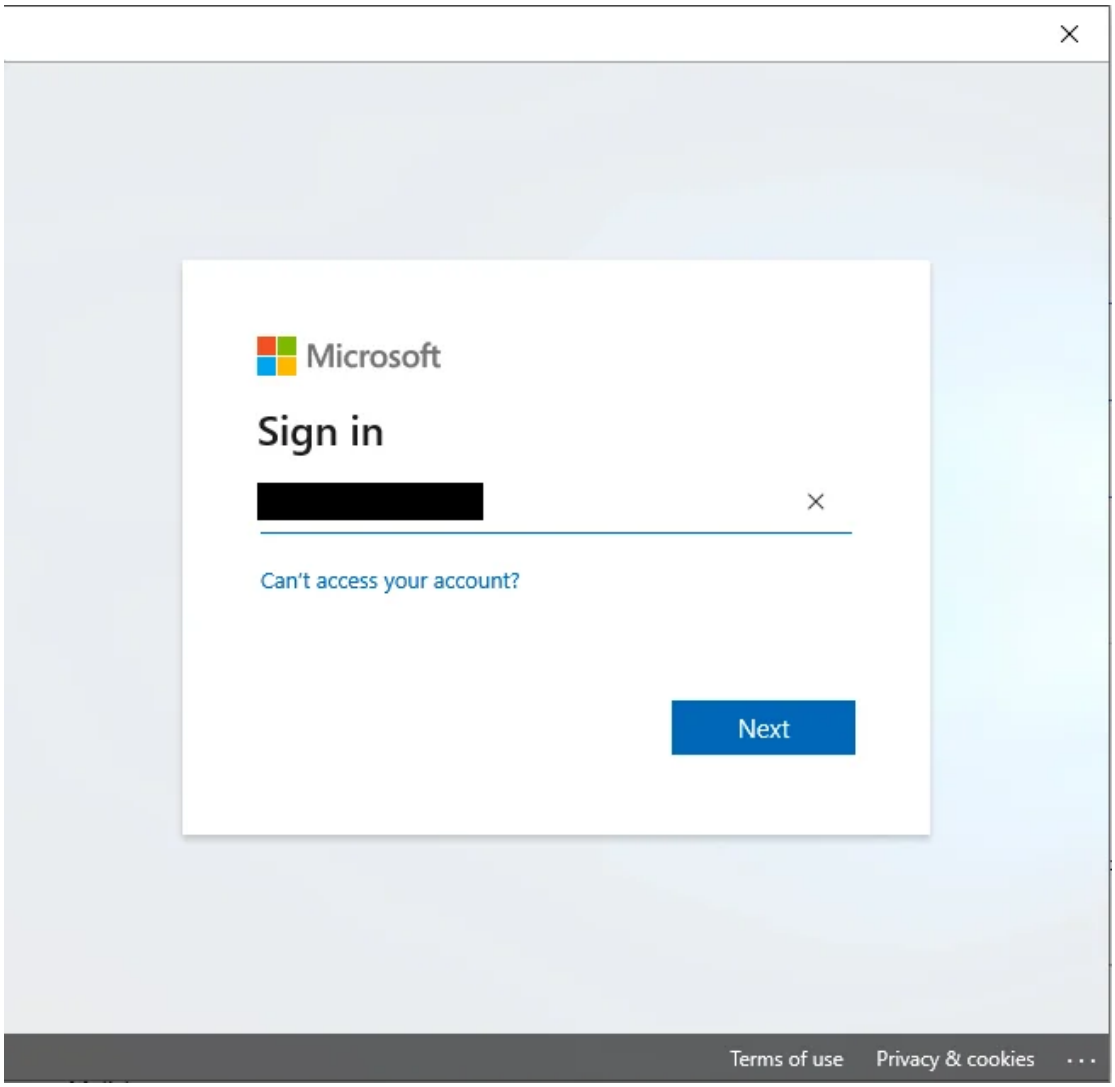
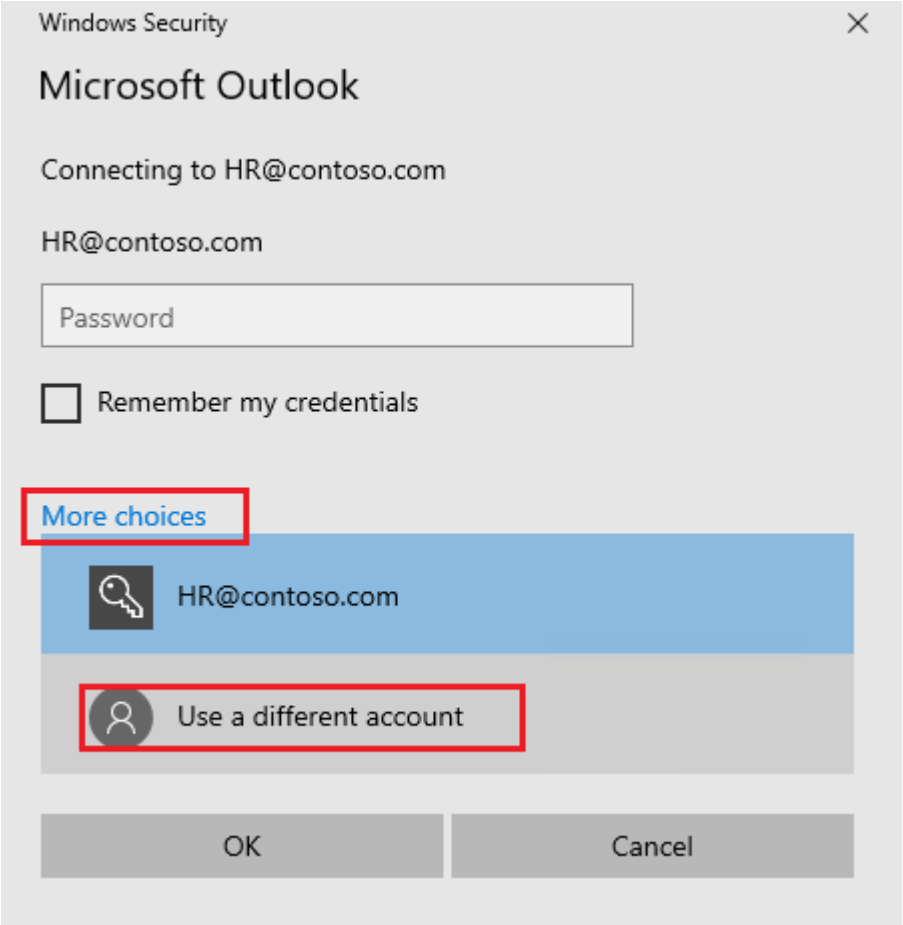
A sign in prompt appears in Outlook and nothing works, what do I do?

Vincent Wu - 2025-04-03 - Email, calendar, and contacts

There are 2 sign-in prompts that can occur in Outlook that require different methods of entering your CWL. Please follow the respective instructions.



If this Microsoft box appears, sign in with your firstname.lastname@ubc.ca email and your CWL password.



If this sign-in prompt appears, select 'More choices' then 'Use a different account'.

In the fields, enter:
Username: ead\CWLusername
Password: Your CWL password