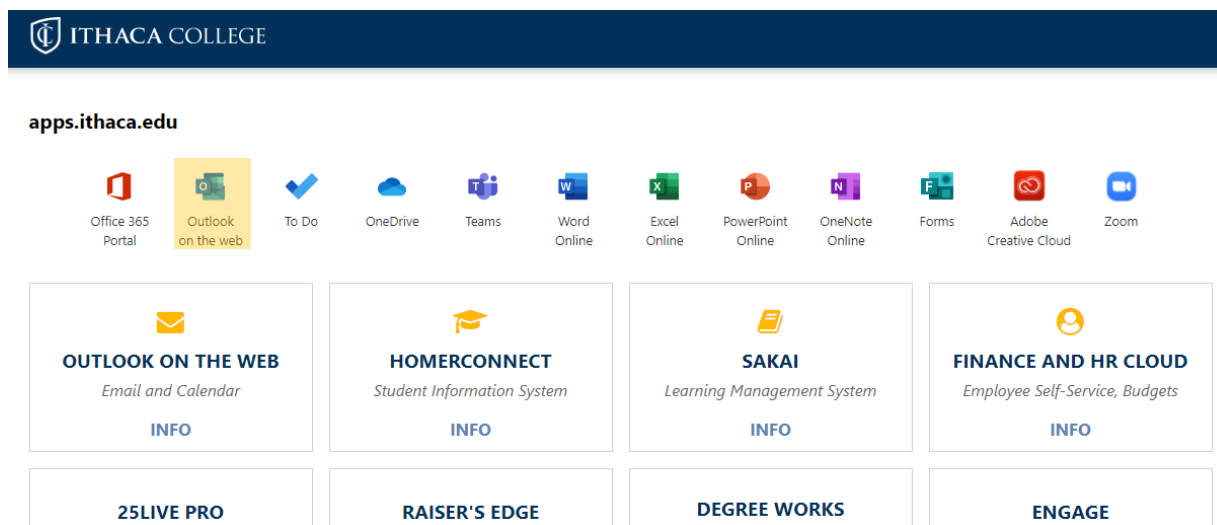
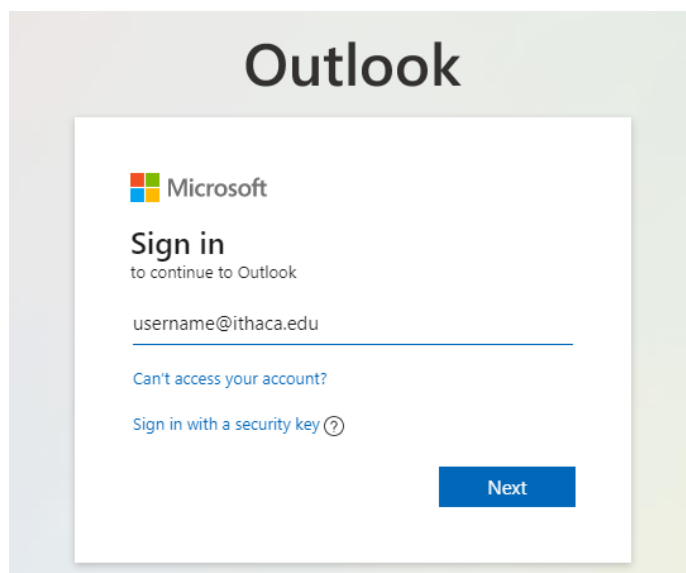


SUZUKI FACULTY MEMBERS – ACCESSING ITHACA COLLEGE EMAIL

1. Follow these instructions if you've previously logged into your Ithaca College email account. If you have previously logged in, but have forgotten your password, go to <https://www.ithaca.edu/passwords/?action=forgot> and enter your Netpass Username and your employee ID in the fields provided.
 - a. Then, follow the prompts provided to reset your password using Duo multi-factor authentication (MFA) or by answering security questions that you previously set.
 - b. If you have not previously set up Duo MFA, or if you need to add another device, follow the instructions regarding how to enroll and set up your device here: <https://ithaca.teamdynamix.com/TDClient/34/Portal/KB/ArticleDet?ID=402>.
2. If you know your Ithaca College Netpass username and password, log into your Ithaca College email account by navigating to <https://apps.ithaca.edu>.
3. Once on <https://apps.ithaca.edu>, click on the “Outlook on the web” icon, in the top left, highlighted below.



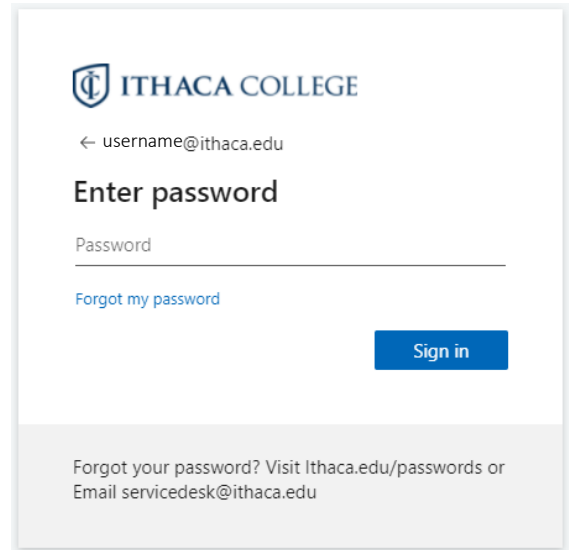
4. When prompted, enter your Ithaca College email address, including @ithaca.edu, as seen below. Then, click “Next”.



SUZUKI FACULTY MEMBERS – ACCESSING ITHACA COLLEGE EMAIL

5. When prompted, enter the password that you have set, as shown to the right.

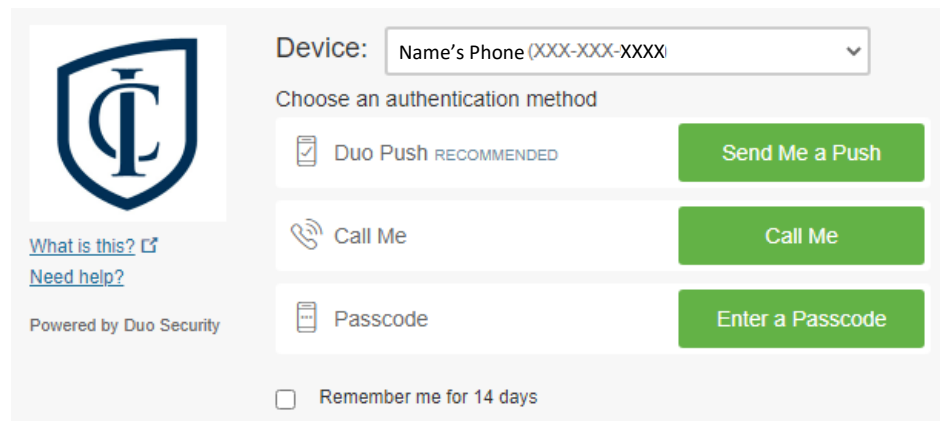
Then, click “Sign in”.



The image shows the Ithaca College email login page. At the top is the Ithaca College logo and name. Below that is a text input field for the username, with the placeholder text "username@ithaca.edu". Underneath is a section titled "Enter password" with a password input field. A link "Forgot my password" is located below the password field. A blue "Sign in" button is positioned to the right of the password field. At the bottom of the page, there is a link to "Forgot your password? Visit Ithaca.edu/passwords or Email servicedesk@ithaca.edu".

6. You will then be brought to a page, shown below, where you must authenticate your account via Duo using one of these methods:

- a. Push Notification
- b. Telephone Call
- c. Entering a Passcode



The image shows the Duo authentication page. On the left is the Ithaca College logo and links for "What is this?", "Need help?", and "Powered by Duo Security". On the right, there is a "Device:" dropdown menu showing "Name's Phone (XXX-XXX-XXXX)". Below this is a section titled "Choose an authentication method" with three options: "Duo Push RECOMMENDED" with a "Send Me a Push" button, "Call Me" with a "Call Me" button, and "Passcode" with an "Enter a Passcode" button. At the bottom, there is a checkbox for "Remember me for 14 days".

7. After you authenticate via Duo, you'll be brought to Outlook on the web, where you can view your Ithaca College Email, as shown below.

If you have any questions about these instructions or encounter any issues while completing these processes, please contact virtualevents@ithaca.edu.

