

Email login instruction

Microsoft office 365 Online – employees

1. What actions are being taken?

We would like to inform you that the organization's email system will be migrated from the local Microsoft Exchange server to the Microsoft Office 365 Online cloud service. Important Information:

- Email Address: Your email address will remain unchanged.
- Login Credentials: You will use the same login credentials as you do for other Office 365 services (e.g., OneDrive or Teams).
- System Change: The only change will be the system hosting your mailbox, which is being relocated to the Office 365 cloud.

2. How to log in after migration?

On your work computer: Use the **Outlook app** (recommended).

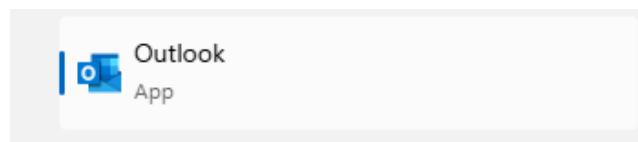
In public places/from home: Use Outlook in the browser.

Login details:

Username:	name.surname@vilniustech.lt
Password:	Current Vilniustech account password
MFA (additional authentication):	Verify via the Microsoft Authenticator app or mobile phone

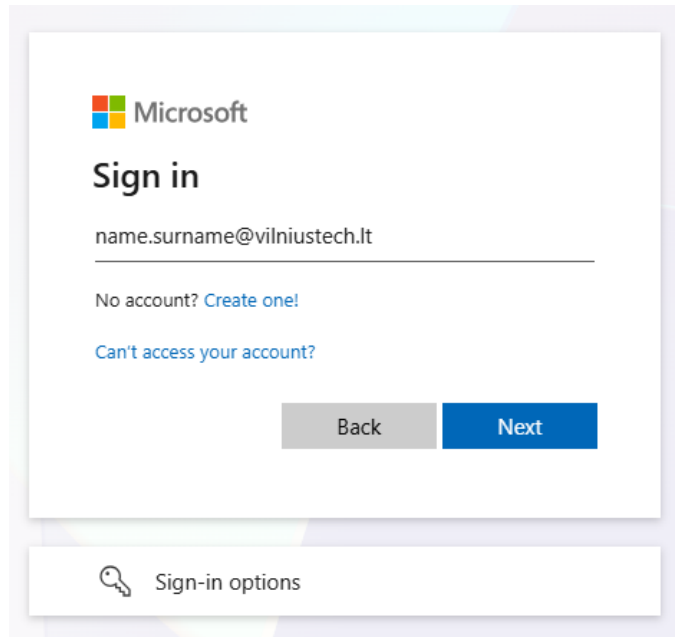
Logging in using the Outlook(“Classic”) application

1. Launch Outlook;



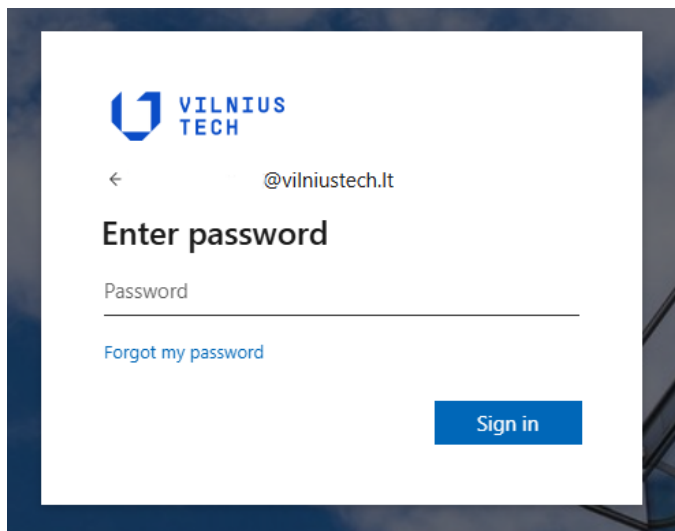
1 pic. Outlook application icon

2. Enter your VILNIUS TECH email address;

A screenshot of the Microsoft sign-in interface. At the top left is the Microsoft logo. Below it, the text "Sign in" is displayed. A text input field contains the email address "name.surname@vilniustech.lt". Below the input field, there are two links: "No account? Create one!" and "Can't access your account?". At the bottom right, there are two buttons: "Back" (grey) and "Next" (blue). Below the main sign-in area, there is a section titled "Sign-in options" with a key icon.

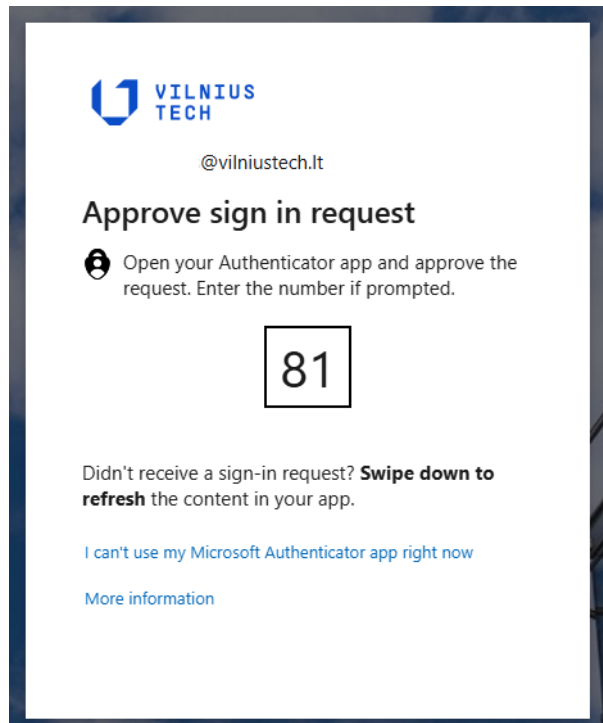
2 pic. Email address entry screen

3. Click "Next";
4. Sign in using your VILNIUS TECH account;

A screenshot of the Vilnius Tech password entry screen. At the top left is the Vilnius Tech logo. Below it, there is a back arrow and the text "@vilniustech.lt". The main heading is "Enter password". Below it is a password input field. A link "Forgot my password" is located below the input field. At the bottom right, there is a blue "Sign in" button.

3 pic. Password entry screen

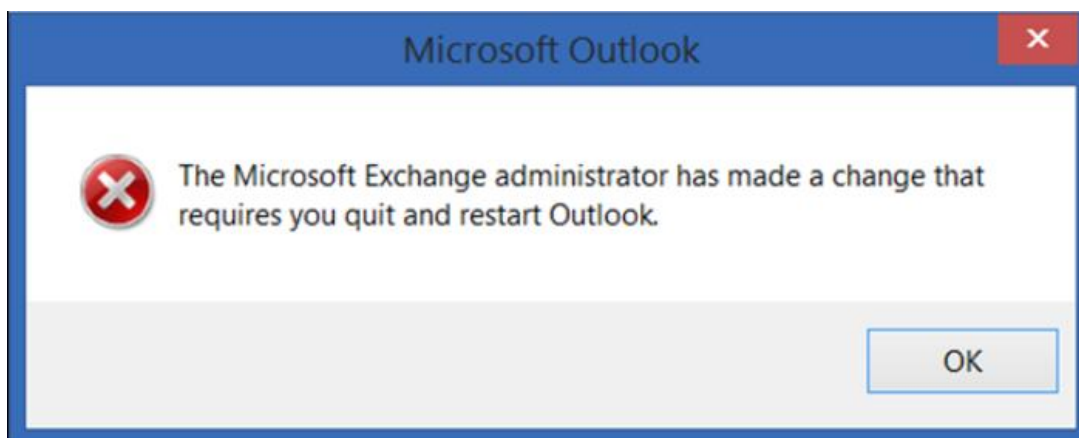
5. Confirm the login using multi-factor authentication (MFA); Enter the number shown on screen into the Microsoft Authenticator app on your mobile phone;



4 pic. MFA verification screen

6. Wait for your emails to synchronize;

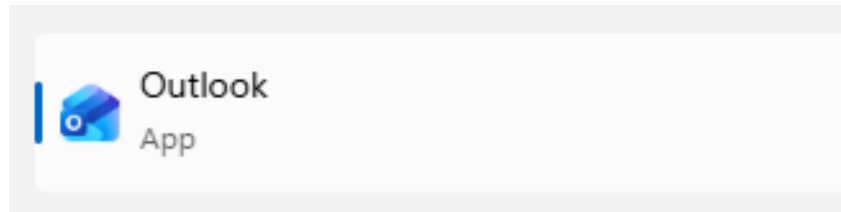
IMPORTANT: After the first login, Outlook may ask you to restart the program and log in with name.surname@vilniustech.lt. This is normal - just follow the on-screen instructions.



5 pic. Error prompt – click OK and restart Outlook

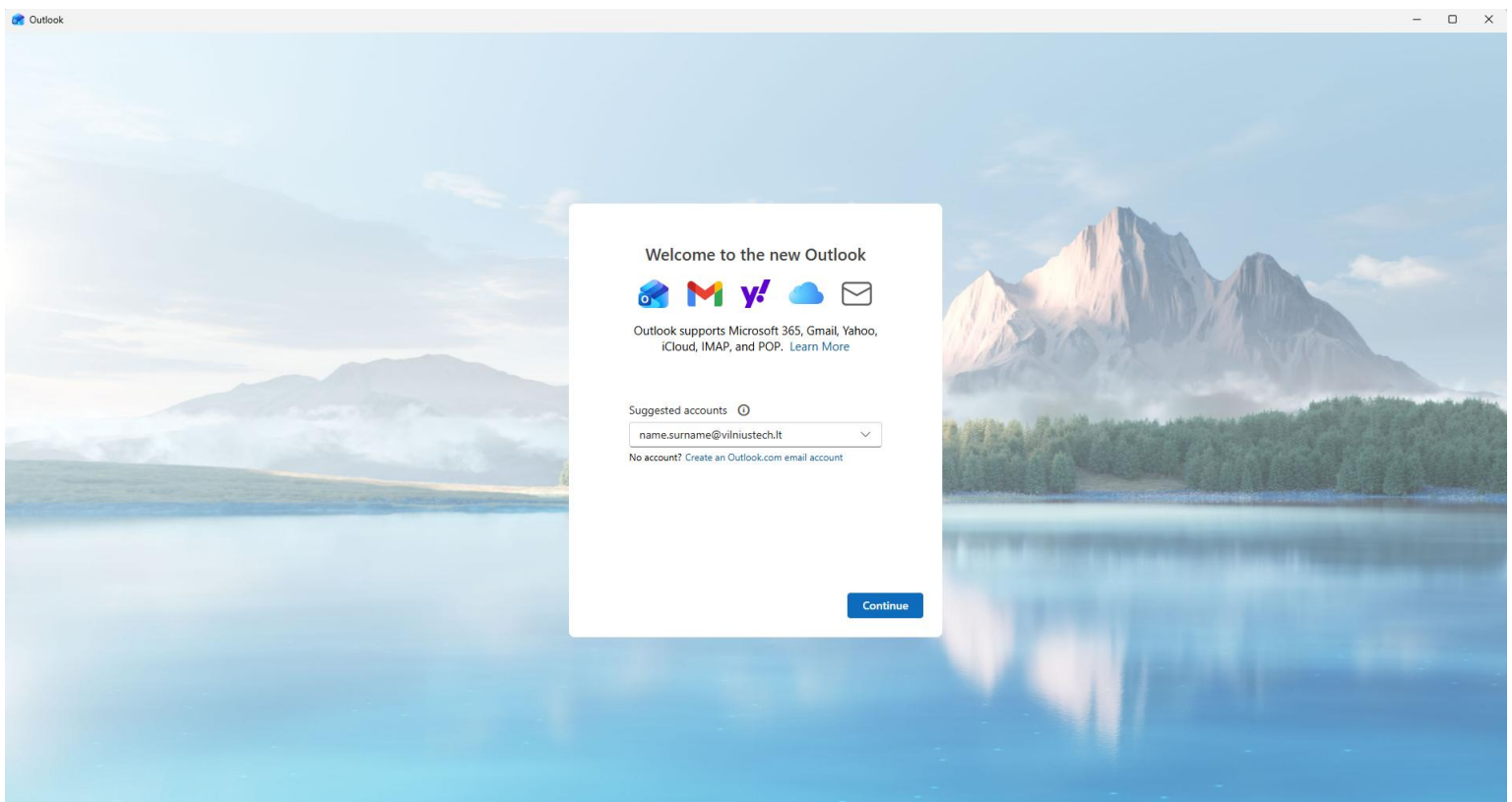
Logging in using the new Outlook application

1. Launch Outlook;



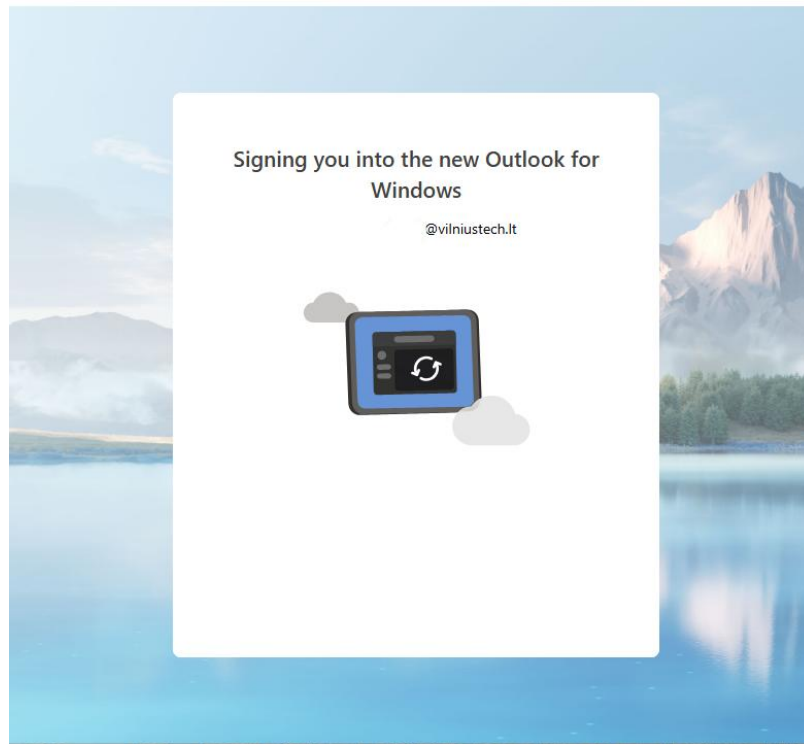
6 pic. New Outlook app icon

2. Enter your VILNIUS TECH email address (name.surname@vilniustech.lt);

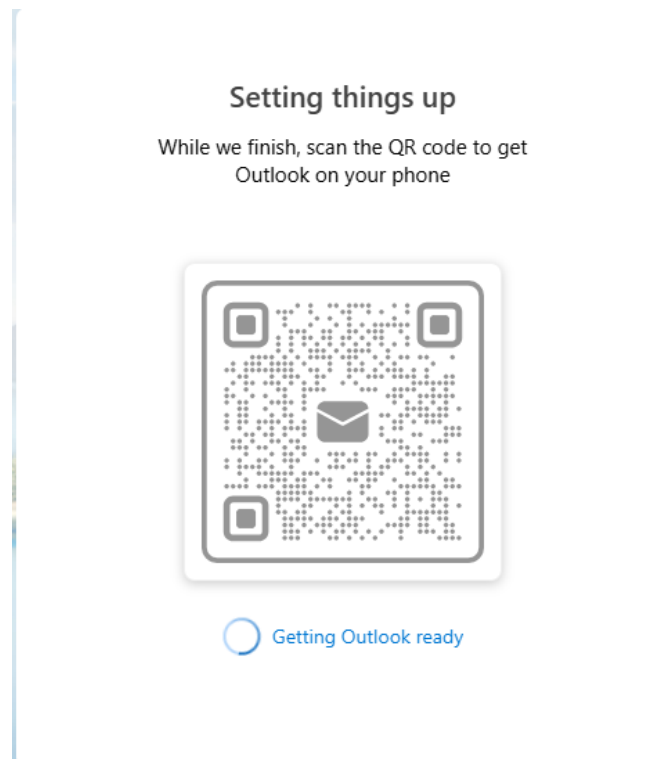


7 pic. Email address entry screen

3. Wait until you log in to your email;



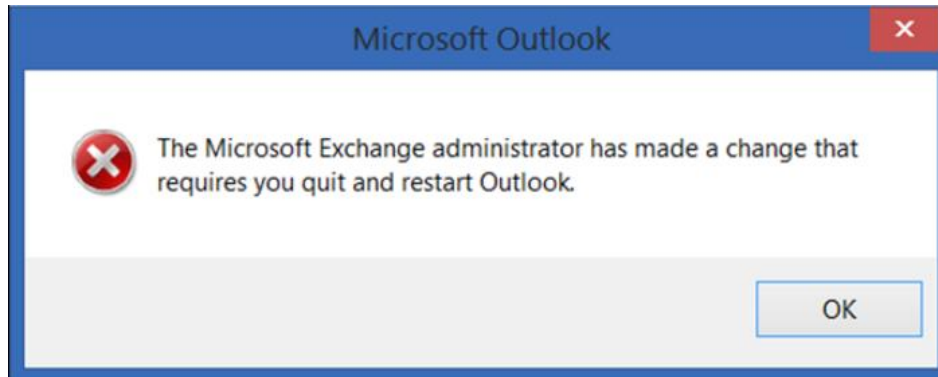
8 pic. Login/Waiting Screen No. 1



9 pic. Login/Waiting Screen No. 2

4. Check that everything is working properly;

IMPORTANT: After the first login, Outlook may ask you to restart the program and log in with name.surname@vilniustech.lt. This is normal - just follow the on-screen instructions



10 pic. Error prompt – click OK and restart Outlook

3. Common errors and solutions

Error	Reason	Solution
Outlook asks to log in again	Automatic migration has occurred	Restart Outlook, sign in with name.surname@vilniustech.lt and confirm MFA
Incorrect username/password	Invalid data entered	Use Vilniustech account details; contact IT support if you don't remember them
Account locked	Too many false attempts	The account is automatically unblocked within 15 minutes, otherwise please inform IT support.
MFA/additional verification	O365 requires Authenticator	Install Microsoft Authenticator on your mobile phone
Automatic redirection does not occur (pastas.vilniustech.lt)	The feature is still being tested	Go directly to https://outlook.microsoft.com
Outlook does not update with emails	Old server address in settings or offline mode enabled	Remove the old account and add the new O365 account; check if "offline" mode is enabled.

The phone mail program is not working	Needs to be reconfigured	Contact IT support - configuration is still being tested
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4. Where to go for help?

IT Helpdesk website: <https://helpdesk.vilniustech.lt>

IT Helpdesk (telephone): Tel.: (0 5) 274 4918, extension 9918