



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.

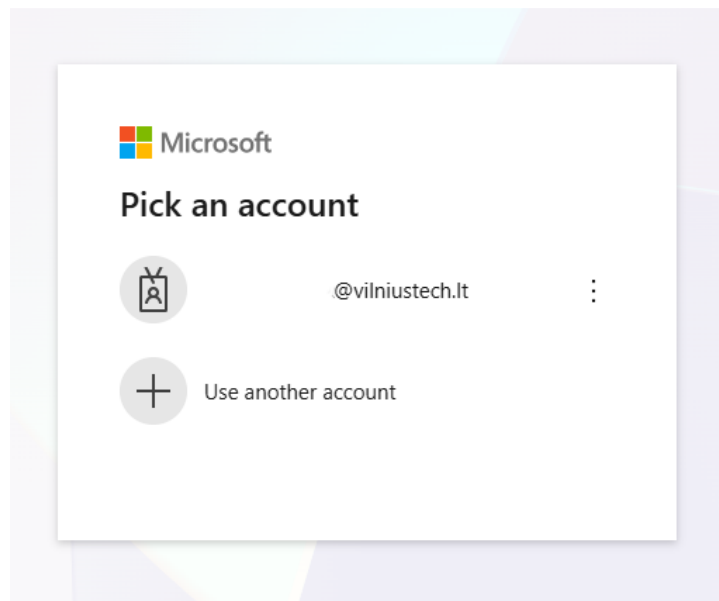
Login details:

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 a web browser

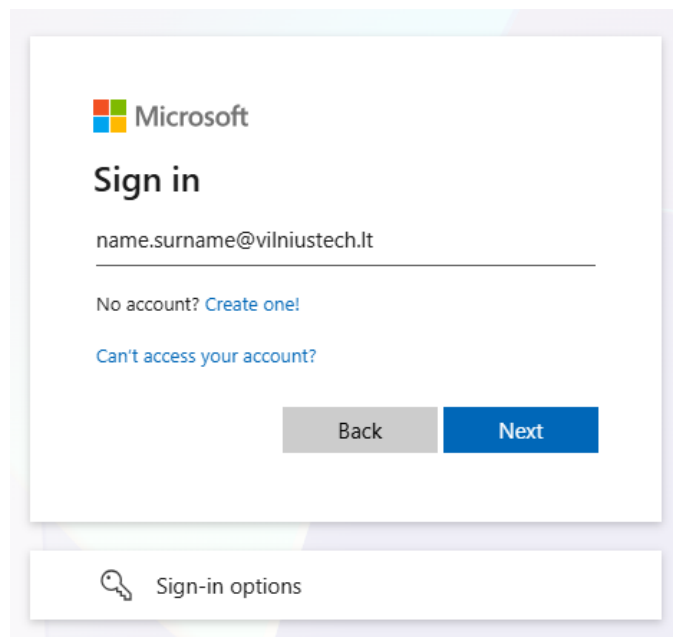
1. Open your browser and go to: <https://outlook.office.com>;

2. Click "Use another account";



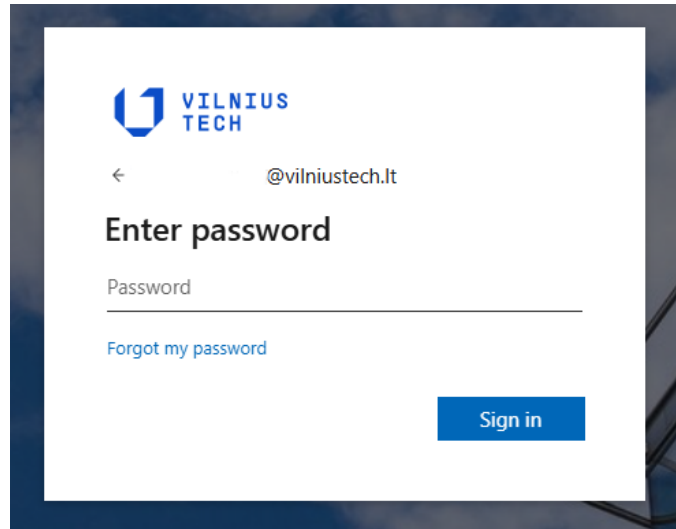
1 pic. Account selection screen

3. Enter your VILNIUS TECH email address, e.g.: name.surname@vilniustech.lt;



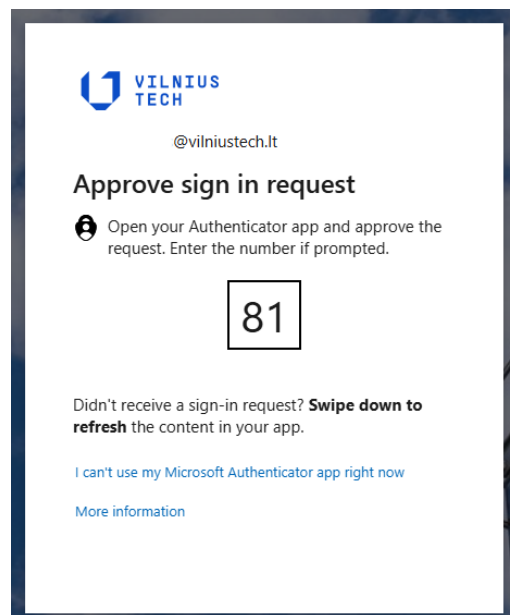
2 pic. Email address entry screen

4. Click Next;
5. You will be redirected to the VILNIUS TECH login page;
6. Enter your password;



3 pic. Password entry screen

7. 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

8. Once logged in, your Outlook mailbox will open.

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

4. Where to go for help?

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

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