

Email changes for all AU students

The migration of all Athabasca University (AU) student Microsoft accounts includes a change to the ending of student email addresses.

All AU students will need to log into their AU Microsoft account **using their new email addresses that end with @learn.athabascau.ca**. Emails sent to your old @athabasca.edu address will be forwarded to your new @learn.athabascau.ca address.

Your new AU email and Microsoft account login

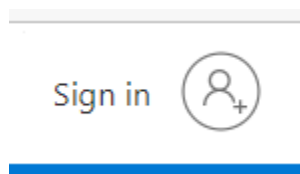
Your new login for all AU Microsoft accounts, including Outlook, will be the same prefix and the new ending—@learn.athabascau.ca. Your password will not change.

For example, jsmith9@athabasca.edu will become jsmith9@learn.athabascau.ca.

You will not be able to access any of your AU Microsoft accounts using your old @athabasca.edu email address. You will need to use the new one ending in @learn.athabascau.ca to access your account.

How to log into your AU Microsoft account using @learn.athabascau.ca

1. Go to <http://office.microsoft.com>.
2. Sign in.

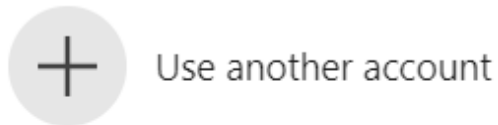


3. Pick an account.

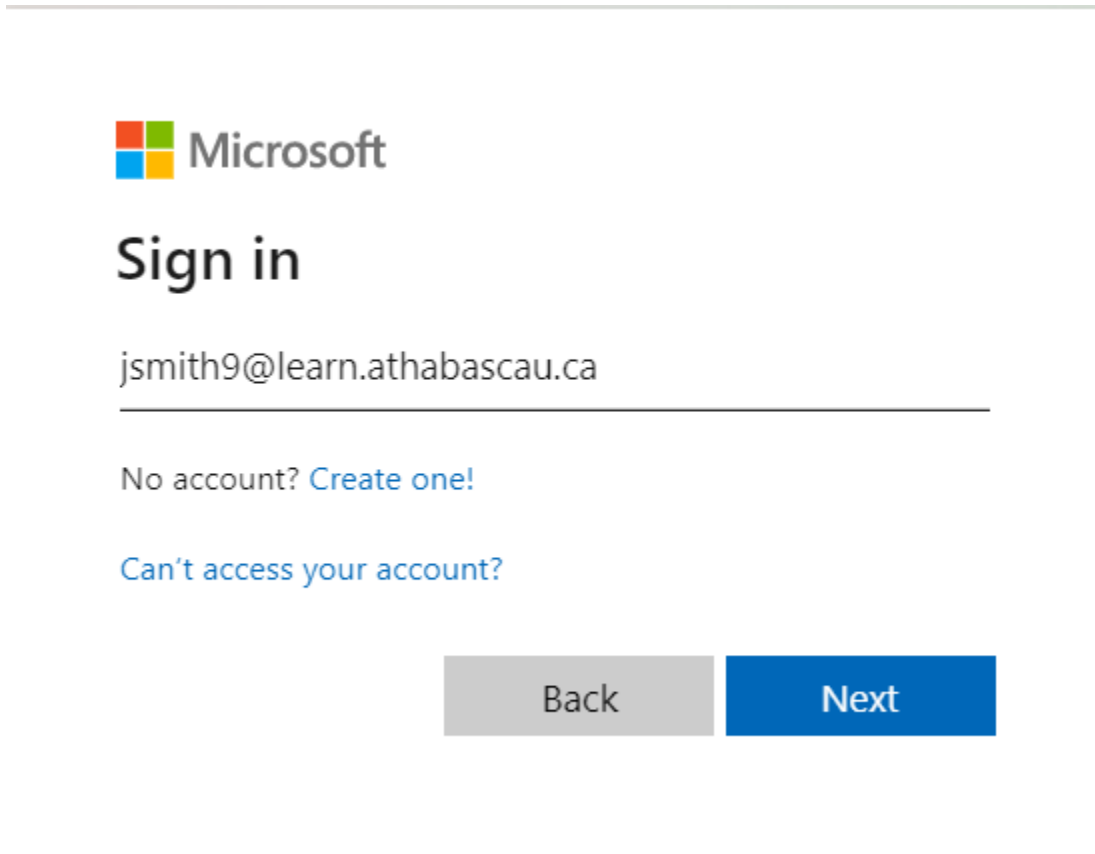


Pick an account

4. Choose: Use another account.

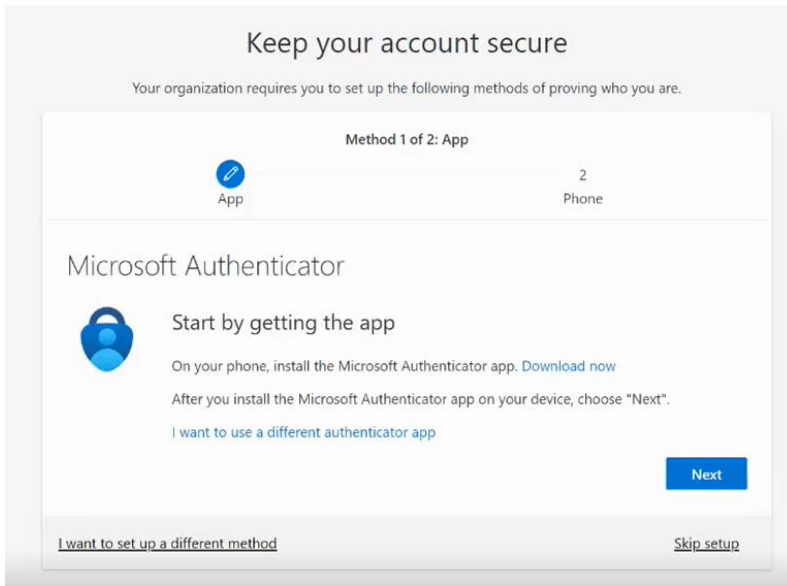


5. Sign in using the @learn.athabascau.ca email.

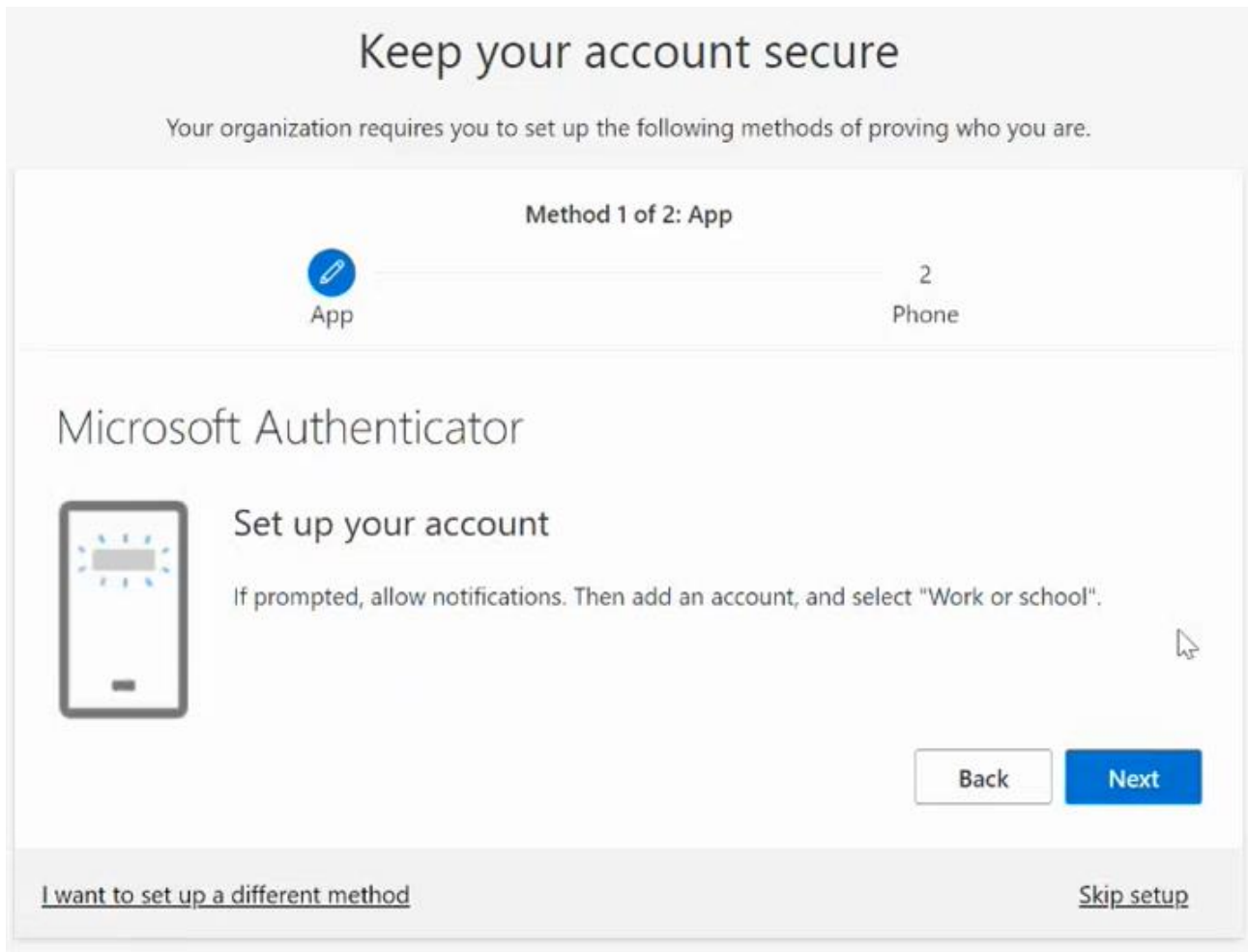


6. Click Next.
7. If you have trouble with your password, you can reset it by following the link found under [step 1 in the activation steps](#). If there is a processing error, please contact the [Technical Services team](#).

8. Below, you will find the steps to set up Microsoft Authenticator. If you experience any difficulties, you can set up account recovery by going to step 20.



9. Click on Next.



10. Click on Next.

Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Method 1 of 2: App


App 2 Phone

Microsoft Authenticator

Scan the QR code

Use the Microsoft Authenticator app to scan the QR code. This will connect the Microsoft Authenticator app with your account.

After you scan the QR code, choose "Next".



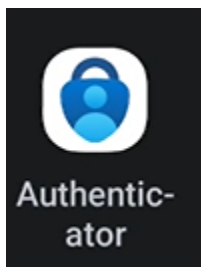
Can't scan image?

Back Next

[I want to set up a different method](#) [Skip setup](#)

11. Scan the QR code with your smartphone.


12. Download "Microsoft Authenticator" App on your phone.



13. Start the app and click on the "+" icon.

14. Choose Work or School Account.

Add work or school account

 Scan a QR code

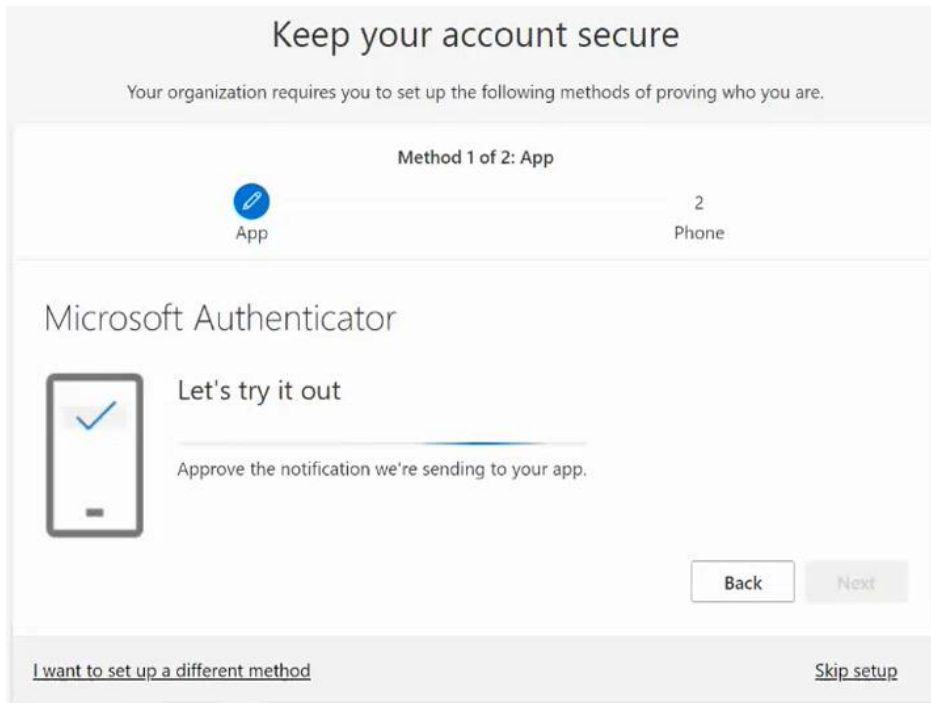
 Sign in

CANCEL

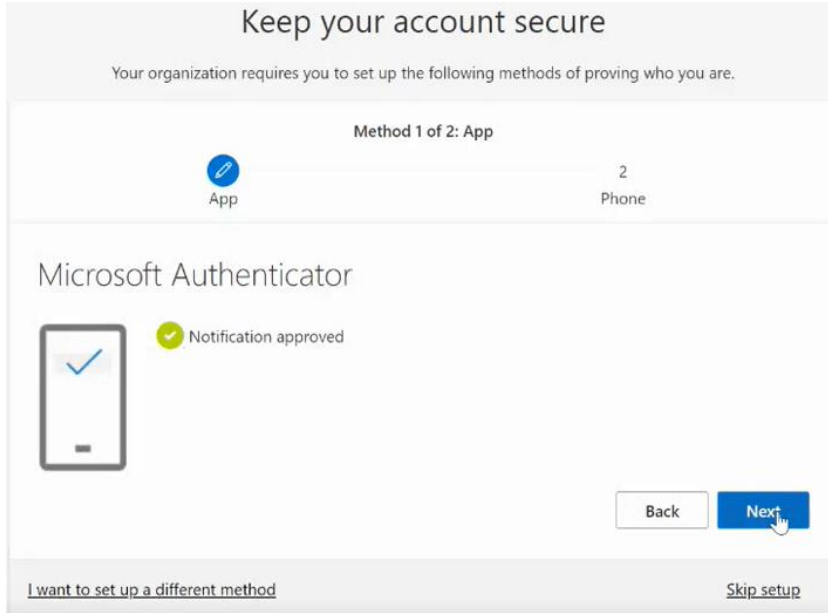
15. Choose Scan a QR code and scan the bar code you see on your screen.

16. Go back to the screen before step 10 and click on Next.

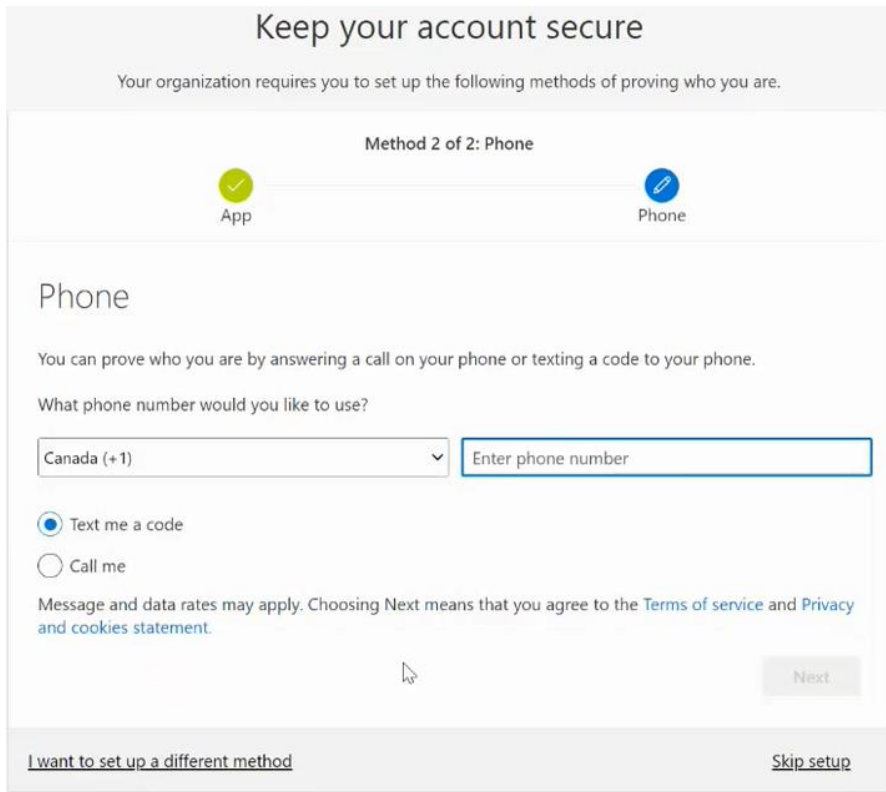
17. You should see the following:



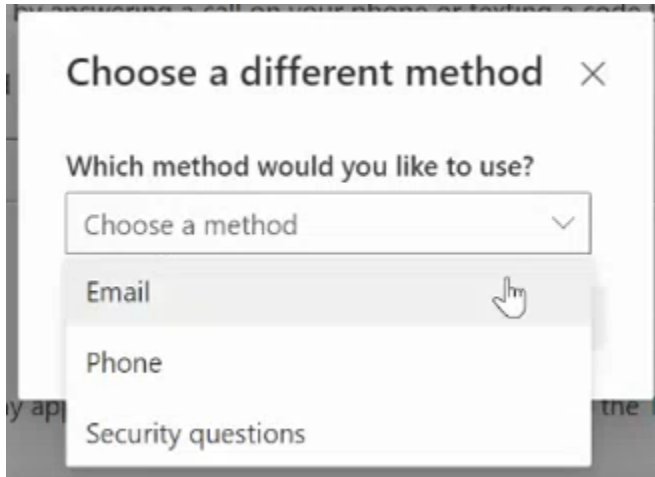
18. When prompted to Approve sign-in, choose Approve. You should see the following:



19. Click on Next.



20. Choose I want to set up a different method to set up the account recovery. You will have to set up **both** phone and email options.



21. Choose Email or Phone, and then Confirm.

Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Method 2 of 2: Email

App Email

Email

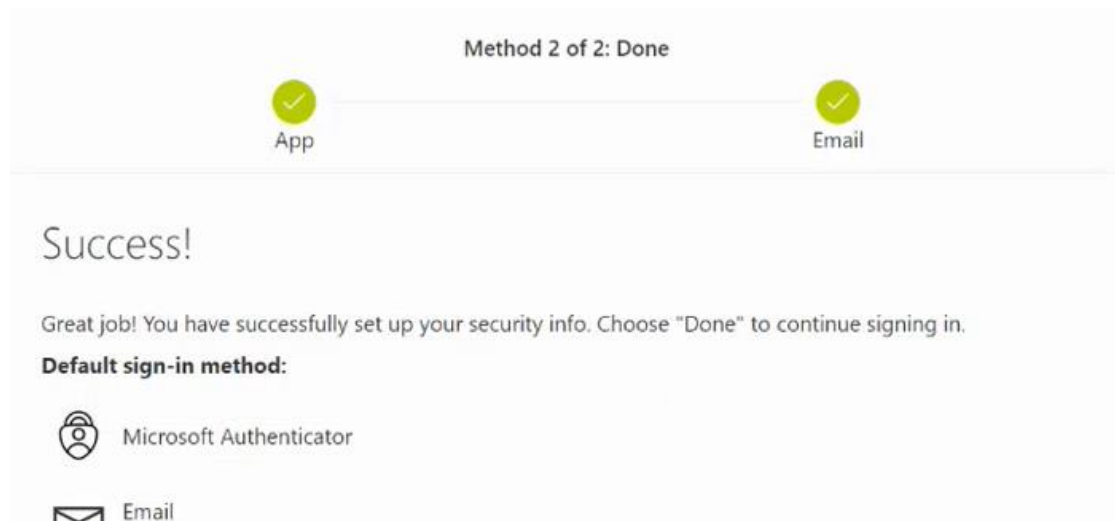
What email would you like to use?

Enter email

[Next](#)

[I want to set up a different method](#) [Skip setup](#)

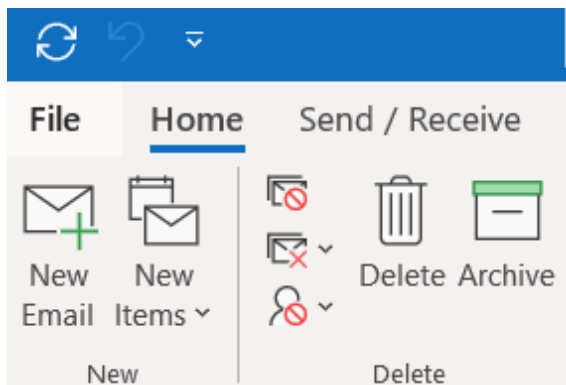
22. Type a personal email address or personal cell phone number, and then Next. You should see the following:



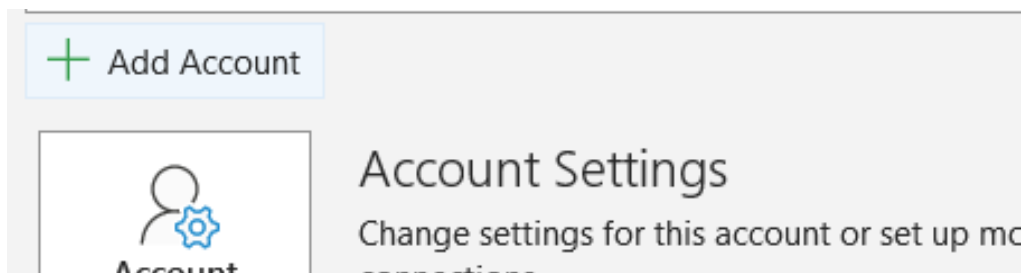
23. Click on Done. Account setup is complete.
24. [Tips for creating a strong password](#) can be found on AU's digital security page.

Log into your AU Outlook account through the desktop app

1. Open the Outlook app.
2. Click on File.



3. Click on Add Account.



4. Use your new email address ending in @learn.athabascau.ca and click connect.



Email address

Advanced options ▼

Connect

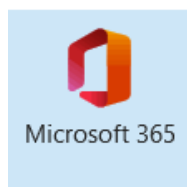
No account? [Create an Outlook.com email address to get started.](#)

5. Click Connect and then choose the Microsoft 365 icon.



 Outlook

Advanced setup



6. Type in your password. If you have trouble with your password, you can reset it by following the link found under [step 1 in the activation steps](#). If there is a processing error, please contact the [Technical Services team](#).
7. [Tips for creating a strong password](#) can be found on AU's digital security page.

Remove old accounts from Outlook

After you have successfully logged in using your new email address ending in @learn.athabascau.ca and have received all your older emails, we recommend that you delete your old profile from your device. Please use the following links for instructions on how to do this:

Windows: [Remove or delete an email account from Outlook \(microsoft.com\)](#)

Mobile: [How do I remove my email account? \(microsoft.com\)](#)

Adding the new student email account for Outlook apps

Please use the following instructions to add your @learn.athabascau.ca email to your Outlook desktop and/or mobile apps.

Windows: [Add an email account to Outlook \(microsoft.com\)](#)

Mobile: [Setup Outlook for iOS and Android \(microsoft.com\)](#)