



Keep Me Signed In

As part of the security update for using web clients and applications at Oxford University, the Keep Me Signed In (KMSI) option will be switched off on 10 November. This will be replaced by a conditional access policy where you will be required to sign in for the first time when the change is made. After that initial sign-in you will only be prompted to sign in when you open a new browser session or if you change your IP address.

The steps below will show you how to log back in when you are logged into specific applications when Keep Me Signed In is switched off, and you are prompted to sign back in.

It may be the case that you need only complete one of these actions to restore access to all your applications but that will be dependent on individual computer set up and access.

The sections set out in this guide are as follows:

1. Microsoft Outlook Web client/Microsoft Teams web client
2. Microsoft Outlook desktop client
3. Microsoft Dynamics CRM
4. Microsoft Teams Client
5. Desktop Microsoft Office Applications (Word, Excel)
6. Microsoft Office Applications Online



Microsoft Outlook web/Teams web

This refers to the experience users will encounter if they have accessed Outlook or Team through a web browser rather than the desktop application. The application will reload and recognise that login details are required

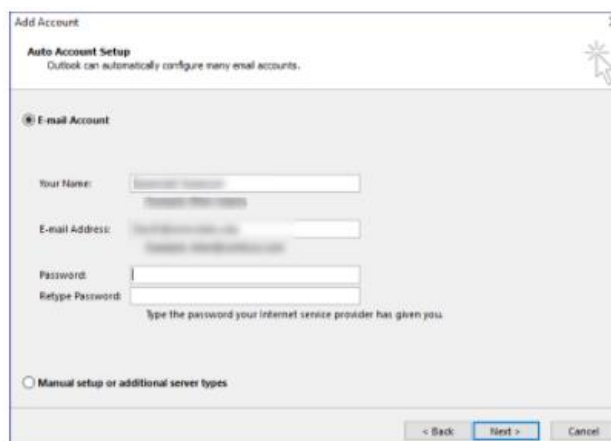
1. The new login screen will display
2. Enter your Oxford Single Sign-On username. Your username will need to be entered as follows: [abcd1234@OX.AC.UK](#) (where abcd1234 is your existing sso username)
3. The password screen will display
4. You will then have access to Microsoft Outlook Web and/or Teams Web

Outlook 2016

This section refers to the experience users will encounter if they have accessed the Microsoft Outlook mail client on the desktop. The application will recognise that login details are required when you attempt to send or check mail.

An Account Error message will appear informing you that you need to sign in.

1. Click **Sign in** within the error message
2. The Outlook application Account set up box may appear



3. Check that the email address is as follows: [abcd1234@OX.AC.UK](#) (where abcd1234 is your existing sso username)
4. Enter your password
5. You will have access to the Outlook desktop client again



Microsoft Teams Client

This section refers to the experience users will encounter if they have accessed Team through the desktop application. The application will reload and recognise that login details are required.

1. You will see the message at the top of the screen: **'We weren't able to connect. Sign in and try again. Sign in'**
2. Click **Sign In**
3. The new login screen will display
4. Enter your Oxford Single Sign-On username. Your username will need to be entered as follows: [abcd1234@OX.AC.UK](#) (where abcd1234 is your existing sso username)
5. The password screen will display
6. Enter your password
7. You will then have access to Microsoft Teams Client

Dynamics 365 CRM

This refers to the experience users will encounter if they have accessed Microsoft Dynamics 365. Dynamics will reload and recognise that login details are required

1. The new login screen will display
2. Enter your Oxford Single Sign-On username. Your username will need to be entered as follows: [abcd1234@OX.AC.UK](#) (where abcd1234 is your existing sso username)
3. The password screen will display
4. You will then have access to Dynamics 365



Desktop Microsoft Office applications

This section refers to the experience users will encounter if they have accessed Office applications through the desktop. The login process should be recognised across all applications so these actions should only take place with the first application you engage with.

1. When you save an item the application will recognise that login details are required. An error message will appear at the top of the screen.
2. Click **Sign In** within the error message
3. The login page will display
4. Enter your Oxford Single Sign-On username. Your username will need to be entered as follows: [abcd1234@OX.AC.UK](#) (where abcd1234 is your existing sso username)
5. The password screen will display
6. Enter your password
7. You will have access to the desktop application again

Microsoft Office365 (online) Application

This section refers to the experience users will encounter if they have accessed Office applications through an online application. The login process should be recognised across all applications so these actions should only take place with the first application you engage with.

1. When an application tries to auto save (OneDrive functionality) or you save a document (SharePoint functionality) the application will recognise that login details are required and an error message will populate.
2. Click **Sign in** within the error message
3. The Nexus365 login box will appear
4. Enter your Oxford Single Sign-On username. Your username will need to be entered as follows: [abcd1234@OX.AC.UK](#) (where abcd1234 is your existing sso username)
5. Enter your password
6. You will then regain access to your online applications