Logging In for the First Time to Outlook on the Virtual Desktop (VDT) for University Staff and Clinical Faculty/Physicians

Outlook on the Emory Healthcare Virtual Desktop (VDT) provides access the shared email and calendaring system for Emory University and Emory Healthcare.

As a university employee or clinical faculty member/physician:
- The first time you login to your Exchange account from Outlook on the VDT you will get an expected error.
- Your Outlook/Exchange account is primarily associated with your university network ID.
  - You need to enter your university network ID and password before the single-sign for Outlook will work on VDT.

Here are the steps to login to Outlook on the VDT the first time

Launch the Virtual Desktop from the icon on the Emory Healthcare desktop OR from https://mydesktop.emory.org.

1. Login to the Virtual Desktop (VDT) using your Emory Healthcare Network ID and password.
2. You will see the icon for MS Outlook 2007 on the VDT.

3. Click on the MS Outlook 2007 icon.

4. Outlook will attempt to authenticate you to the Exchange server but fail the first time – that’s expected!

5. You’ll see this error screen – “The name cannot be matched” – click OK.

6. Initially you will see your Emory Healthcare network ID is in the Mailbox field.
   a. Click the mouse in the Mailbox field: type your University NetID
   b. Click the Check Name button
Hint:  Don’t know what your university network ID is?

Physicians:  It is the same ID you use to login to eVantage
All:  It’s also the ID you used to login to Eagle Webmail or
to the Exchange 2003 system previously

Still not sure? Call 7-7777 or 8HELP.

- You’ll be asked to provide the last 4 digits of your Social
  Security Number.

- Your password will be reset and given to you

- You will want to change your password to something only
  you know and can remember.

- Change your university network ID’s password at
  https://password.service.emory.edu/
7. Outlook now displays your name with an underline under it, click OK.

8. You’ll see the main Outlook window. The next time you login to the VDT and click on the Outlook 2007 icon, you’ll go directly here!