

General questions and answers about two-step verification

Do I now have a new email address?

No. Your new login ID *w..@haw-hamburg.de* for MS Teams and Office 365 is not your new email address. You need it to sign in to all MS Office products. Once you have logged in to the new Office 365 account you can use your existing email address *vorname.nachname@haw-hamburg.de*. But please note that this address no longer functions as your login ID.

How can I use the MS Teams desktop app?

In order to use MS Teams in the desktop app, you first need to delete the cache. You will not lose any of your data by doing this, but the first restart after doing so may take a bit longer than usual. You can ignore the error notification 'Es ist ein Problem aufgetreten./Something went wrong' at the end of the new sign-in to the MS Teams desktop app and click on 'Fertig/Weiter'. You can find a guide to clearing the cache for various operating systems on the Microsoft website.

How can I use Outlook or other email programmes on my desktop? You can currently use Outlook in your browser at www.office.com. It is also already possible to use the desktop app; however, the integration of the new account/profile is still not functioning in all cases. The same applies to the use of other mail programmes such as Thunderbird. As soon as we have additional information about this we will post it here.

Will I always have to verify my identity with the second step from now on?

Two-step verification will always be required when you log in to your Office 365 account or the programmes and applications it includes, such as MS Teams. The programme you want to sign in to will confirm that your password is correct once you have entered it and your user ID. However, this does not lead directly to the desired information – as is common in other programmes – but rather to a further checkpoint. This prevents unauthorised parties from accessing user data or functions simply because they have obtained the password.

Can I use my new user ID and the new password to log in to myHAW, EMIL, the employee Intranet and other services?

It is possible that you will use the user ID provided to you to sign in to other programmes and applications in future, so please keep it on file in a safe place. At the time being, though, it is only functioning for Microsoft Office 365 and Adobe products. It cannot currently be used for the employee Intranet, and your former HAW ID (a... 123) no longer works either. The myHAW and EMIL platforms are not yet available. Whether or not you will be able to use your new user ID for these applications in future has not yet been determined.

I have successfully set up two-step verification. How can I use MS Teams on my mobile phone?

Please delete and reinstall the MS Teams app. You can then sign in with your new user ID: *w..@haw-hamburg.de*.

I can't find any of my files. How do I access the files saved in my previous MS Teams account?

Access to your current MS Teams and Office 365 account expired on 17 February 2023 at 8:00 am. We provided instructions for saving your files on the HAW Hamburg website [under the following link](#).

If you did not back up the files from your previous user account, it may be possible to provide access in exceptional cases. To request this, please send an email noting your faculty or organisational unit to ticket@haw-hamburg.de. However, we cannot guarantee that it will be possible to provide access to the account quickly.

I am getting an error message when I try to carry out two-step verification. What is wrong?

You can find an overview of potential [problems and solutions related to two-step verification on the Microsoft website](#).

A common error is that users accidentally sign in with their old account. This can happen when you enter your HAW Hamburg email address as your user ID or you do not delete this when it automatically appears as a suggestion.

My email account is empty. How can I retrieve my old emails?

The IT Service Centre is currently reviewing whether it is possible to integrate your old mails (in your account as of 14 December 2022) into your new account.

If you have backed up the emails from your previous account, it may be possible to load them into your new account. You can find instructions for backing up your mails and loading them into your new account [under the following link](#).