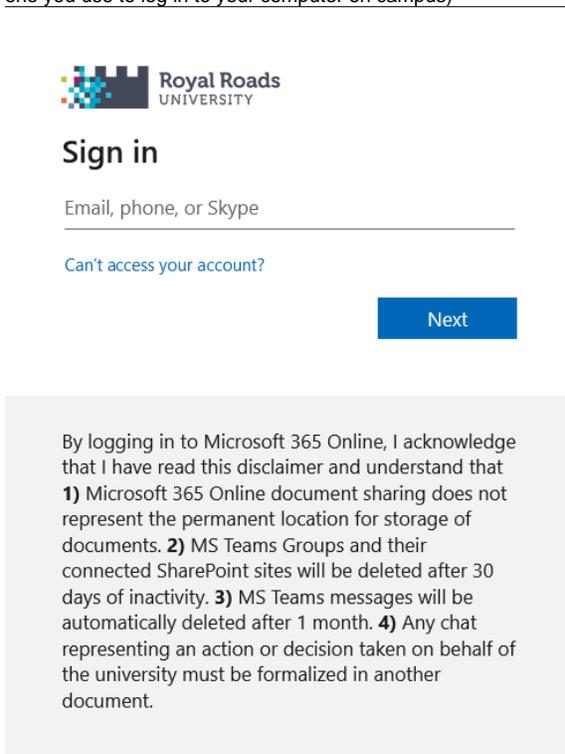


# Webmail for Staff and Faculty

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## To access Webmail:

- The website is <http://webmail.royalroads.ca>
- Login using your usual Office 365 Username (**username@royalroads.ca**) and passphrase (the one you use to log in to your computer on campus)



 **Royal Roads**  
UNIVERSITY

### Sign in

Email, phone, or Skype

[Can't access your account?](#)

[Next](#)

By logging in to Microsoft 365 Online, I acknowledge that I have read this disclaimer and understand that

- 1) Microsoft 365 Online document sharing does not represent the permanent location for storage of documents.
- 2) MS Teams Groups and their connected SharePoint sites will be deleted after 30 days of inactivity.
- 3) MS Teams messages will be automatically deleted after 1 month.
- 4) Any chat representing an action or decision taken on behalf of the university must be formalized in another document.

## Troubleshooting Access

### I cannot remember my password, because my browser saved it previously

The ability for the browser/computer to remember the password is both helpful and a curse because many of us forget the passwords since the browser/computer does all the work.

Luckily you can get your browser to reveal the password rather than change it. Just do a Google search for "**<browser name> Saved passwords**" where <browser name> is the name of the browser you are using to log into Moodle. This will give you detailed instructions on how to reveal the saved passwords.

Once you find the password list, look for the password associated with your username. If there are different passwords, write them all down.

Once you have written them all down, go to Moodle - <https://moodle.royalroads.ca/moodle> and enter each password in manually till you find the one that works. (Please note that if your browser asks you if you want to save the password, do not hit yes, unless the password works and you are successfully logged in.)

Once you have a password that works, this password will now work on Webmail.

If that does not work, please give us a call, as we can help you find the right password.

## I am getting a second login prompt and I cannot log in

Please make sure you are going to <https://webmail.royalroads.ca>. If you have a bookmark/shortcut, make sure the shortcut URL is ONLY <https://webmail.royalroads.ca>.

## How do I edit my bookmark/shortcut?

With most browsers, you simply right-click on the browser bookmark/shortcut and select Edit. Then change the URL to read only <https://webmail.royalroads.ca>

## I am using the link I always use, why is it not working? / I am using the link on my Google home page, why is that not working?

The links that Google saves, or maybe you saved, includes information that is confusing the login process. It has extra info after .ca/ that is pointing it to the old login screen that is no longer valid. It is important that you update the bookmark/link to the shortened URL as identified above.

## Has my Email address changed?

The login to webmail is your Microsoft username and, although it looks like an email address, it is not an email address. Your Login is [username@royalroads.ca](mailto:username@royalroads.ca). Your email address remains [firstname.lastname@royalroads.ca](mailto:firstname.lastname@royalroads.ca).

## I get the error "Your sign in was successful but you don't have permission to access this resource" or something similar.

Please [Contact Computer Services](#) to make sure you have an Office 365 account assigned to you.