

The CASE-Marquardt Office 365 Bug

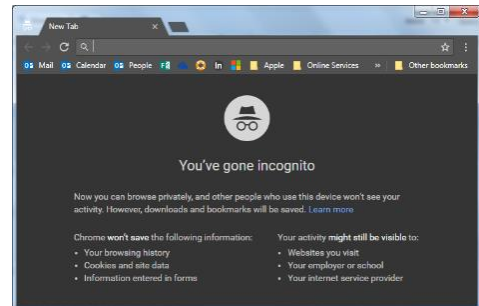
CASE and District 15 Marquardt each subscribes to Office 365. For that reason, CASE faculty and staff are often assigned both a CASE user account (“@casedupage.com”) and a Marquardt user account (“@d15.us”). **Office 365 does not support logging in to user accounts from two different organizations!**

[More info.](#)

Solution

To log in to two different Office 365 accounts, there are two options:

- 1. Use two different browsers** – If you have multiple browsers installed on your computer (e.g., **Internet Explorer, Firefox, or Chrome**), you can use one for Marquardt, and the other for CASE.
- 2. Use a private / incognito window** – All modern browsers support a special mode called “private” or “incognito” mode. When you open a “private window,” the following things happen:
 - The browser won’t remember or use any cookies or temporary internet files that you already have.
 - The browser won’t save any cookies, history, or temporary internet files while your browse.
 - **You can log into a different Office 365 account without logging out of your first one!**



Chrome's Incognito Mode

To open a private window:

Browser	On Windows	On a Mac
Internet Explorer, Edge, or Firefox	Hold down CTRL+Shift and press ‘P’.	Hold down Command+Shift and press ‘P’.
Chrome or Safari	Hold down CTRL+Shift and press ‘N’.	Hold down Command+Shift and press ‘N’.

More Info

What’s happening is that, when you log in to Office 365, your browser saves a “**cookie**” to your computer. Cookies are text files that hold information so that a website can remember things (like login info) as you go from page to page.

In Office 365, the cookie appears to **lock in** which organization you logged into first. So if you log in to Marquardt, your browser is stuck in Marquardt, and vice versa.

This can cause a problem if you need access to shared files from CASE. If you click a link from an email, you’ll be blocked—because you’re logged in to the wrong organization. If you try to log out and log back in, you won’t be able to. You’re stuck on the first organization you used.