Microsoft Office 356/Teams - First time login & Account setup

When logging in for the first time users must provide additional information, set up Microsoft Authentication and change their password. These are all security steps to protect the account.

Students should log in at office.com the first time they access their account. After this they can log in using Microsoft teams app on their PC or a mobile device.

Students should use the Juniper MS Teams account username & password provided. E.g. firstname.lastname@junipertraining.co.uk.

Note: This is not a working email address. Students should not try and use it for communication/emails or signing up to other services other than Microsoft. It will not work.

Authentication **should not** be set up on staff mobile phones. This has the potential to cause problems with account access and is effectively bypassing a security measure.

Authentication methods

Authentication can be done using 2 main methods. These can be chosen from a drop down menu when first logging into their Office 365 account.

1. **Authentication phone** – students will need to enter a mobile phone number.

   a. They should choose 'send me a code by text message'
   b. They will receive a text containing a security code which they can enter on screen.
   c. This will 'Authenticate' their account and allow them to proceed.
   d. They will need to enter a code from a text every time they log into MS Teams or Office 365.

2. **Mobile App** – 'Microsoft Authenticator' app must be downloaded from their phone App marketplace.

Additional security verification

Secure your account by adding phone verification to your password. View video to know

Step 1: How should we contact you?

Mobile app ▼

─ How do you want to use the mobile app? ─

○ Receive notifications for verification

● Use verification code

To use these verification methods, you must set up the Microsoft Authenticator app.

[Set up]   Mobile app has been configured.

a. Students **must** have a Smart phone to do this.
b. Student can choose to receive a code to enter each time OR a notification on their phone to 'Approve' or 'Deny' access to their account when logging in.
c. They should then click 'set up'
d. Students should then log into the mobile app by selecting 'work or school account'
e. If asked – students **must** allow the app to access their camera.
f. They should use the same Juniper MS Teams account username & password provided.
g. The app will allow students to scan a QR code on the computer screen.
h. The app will then give you a code. Click next on screen and enter the code.

Configure mobile app

Complete the following steps to configure your mobile app.

1. Install the Microsoft authenticator app for Windows Phone, Android or iOS.

2. In the app, add an account and choose "Work or school account".

3. Scan the image below.

Configure app without notifications

If you are unable to scan the image, enter the following information in your app.
Code: 295 430 906
Url: https://bn1pfpad03.phonefactor.net/pad/409682238

If the app displays a six-digit code, choose "Next".

[Next]   cancel

i. Codes have a **time limit** – if the time runs out go back and start again.
j. If this method causes any issues students should use the Authentication phone/text method instead.
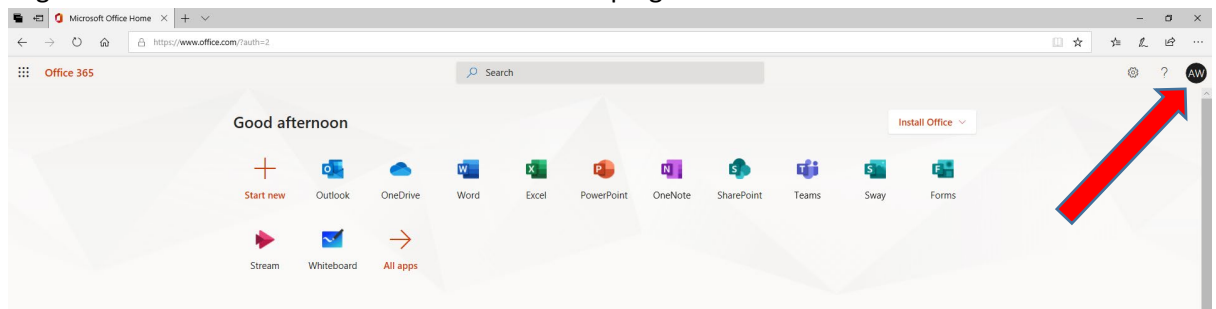
Passwords & Setting up 'self-service password reset'

During the first log in process, students will be required to change their password. It is important that students choose a secure password, but also one they can remember.
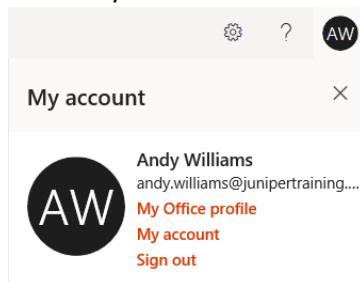
Students must reset their own passwords if they forget them. They can only do this if they have added extra information to their account.

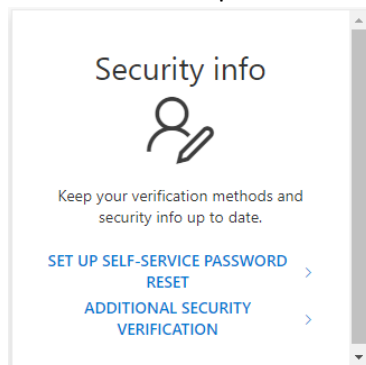To do this they must do the following:

1. Log in to **office.com** and click their initials in the top right of the screen.

2. Select my account from the menu

3. Click 'self-service password reset' on screen

4. Add a phone number and personal email address.