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# Onboarding

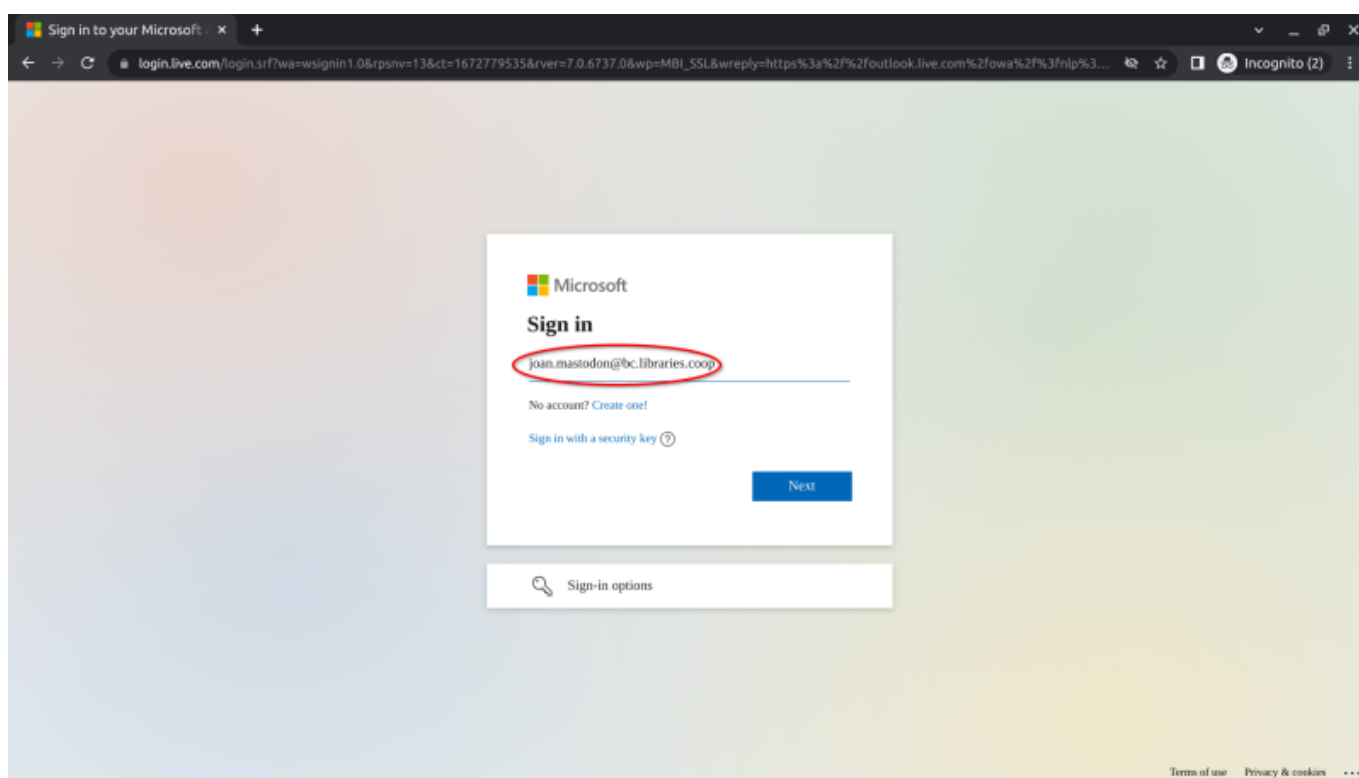
This procedure will guide you through the account setup on M365. I try to be as specific as possible, but since M365 is software as a service, they can change things at any time. If something here isn't working as expected, please let Kev know and they will fix the documentation.

You will receive an email with your login information to be used here.

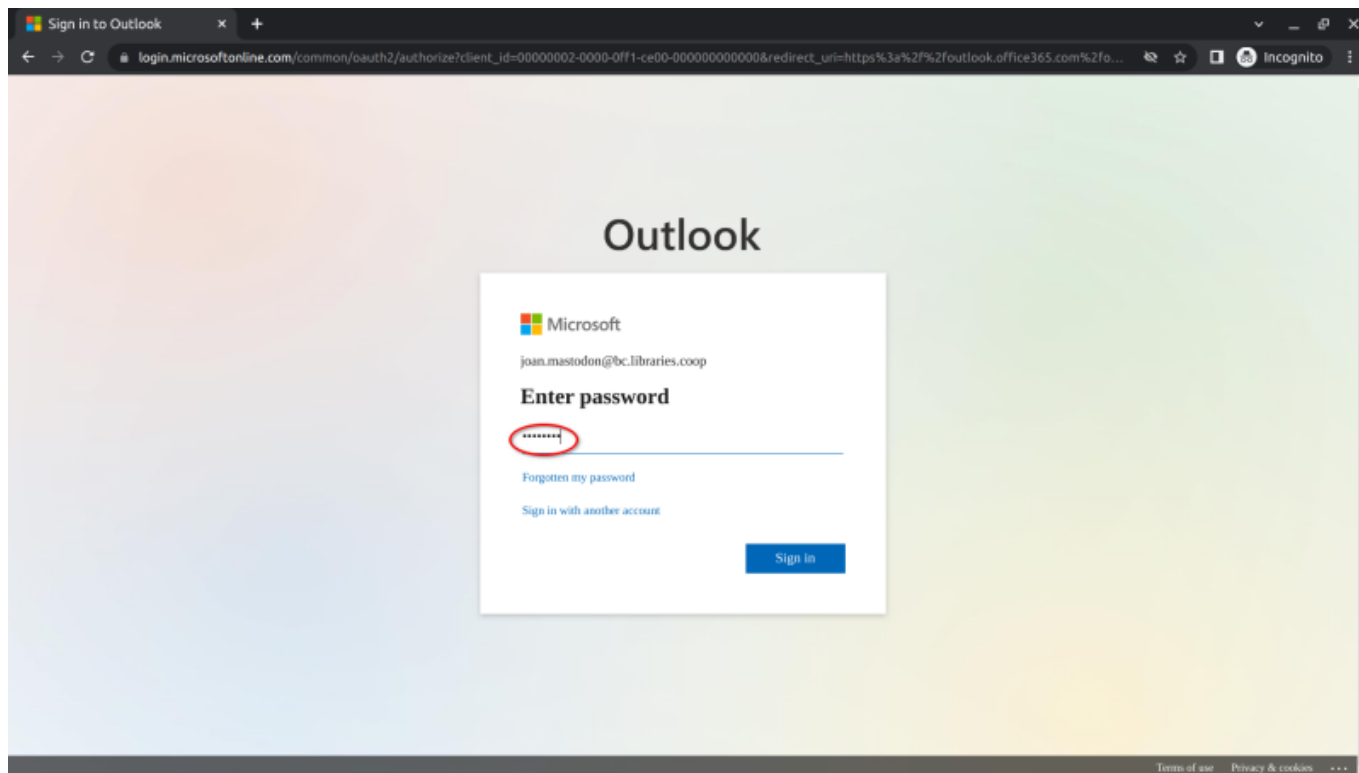
For now, these instructions are accurate for logins from both Windows and non-Windows browsers (as Microsoft sometimes leverages non-standard functionality in Windows browsers that can cause changes to the process). There are a couple of extra dialogue boxes presented at the end of the process on Windows, but those just require "OK/Next" responses.



First, navigate to <https://outlook.com/> and click "Sign in".



Your username is your full email address. For BC Libraries Co-operative emails, the format is firstname.lastname@bc.libraries.coop. For NNELS, it's firstname.lastname@nnels.ca. **If you formerly had a different format of email (firstname@nnels.ca, for example) an alias has been provided and you can safely log in using the new format**, knowing your messages to the old format address will still arrive.



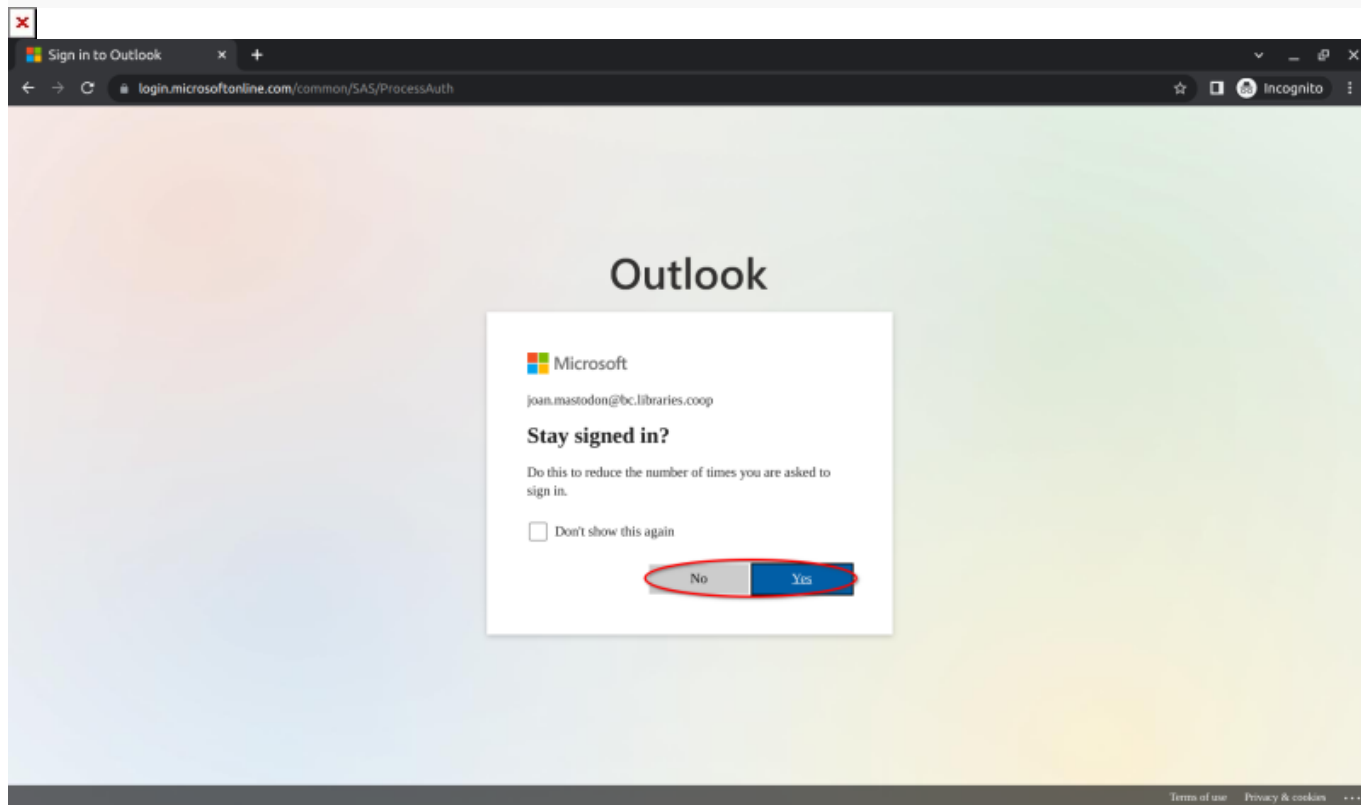
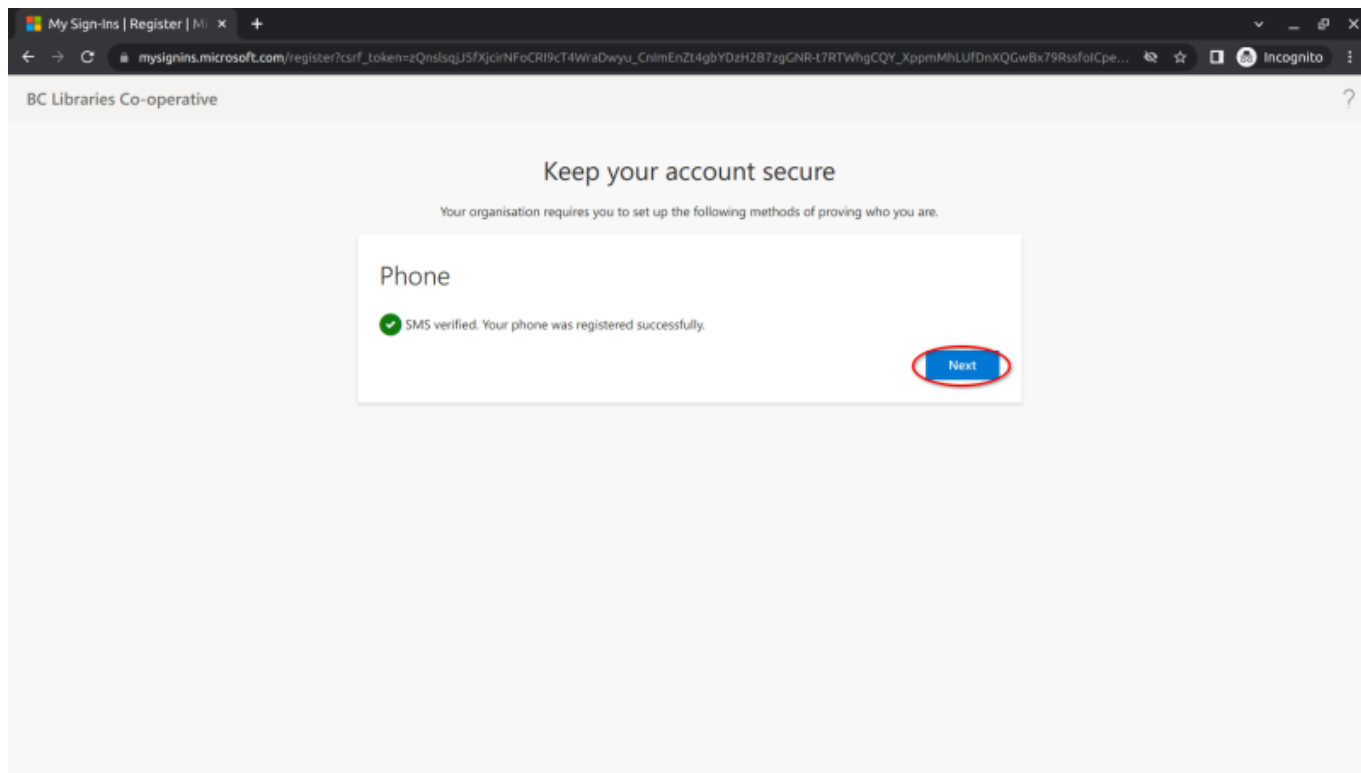
Enter the password that you were given in the on-boarding email. You will be required to change your password later.



We require verification via SMS/text message during the on-boarding procedure. This is also possible to continue to use as an MFA (multi-factor authentication) method, though we recommend the Microsoft Authenticator app on your phone for long-term use. Go to <https://aka.ms/mfasetup> to complete setup of multi-factor authentication.



Enter the six-digit code you received in SMS. If you cannot access SMS, please contact Kev or Scott, as they can help find ways forward.



Decide whether you want a cookie set in your browser to keep you logged in, or whether you want website authentication to work as normal.

Note that M365 will log you out on occasion and/or re-prompt you for MFA tokens from time to time. This is for security reasons. The intent is to keep anyone who steals your device from being able to sustain access to the shared resources on M365. If you have difficulties with the MFA process, please contact Kev or Scott, as they can help find ways forward.



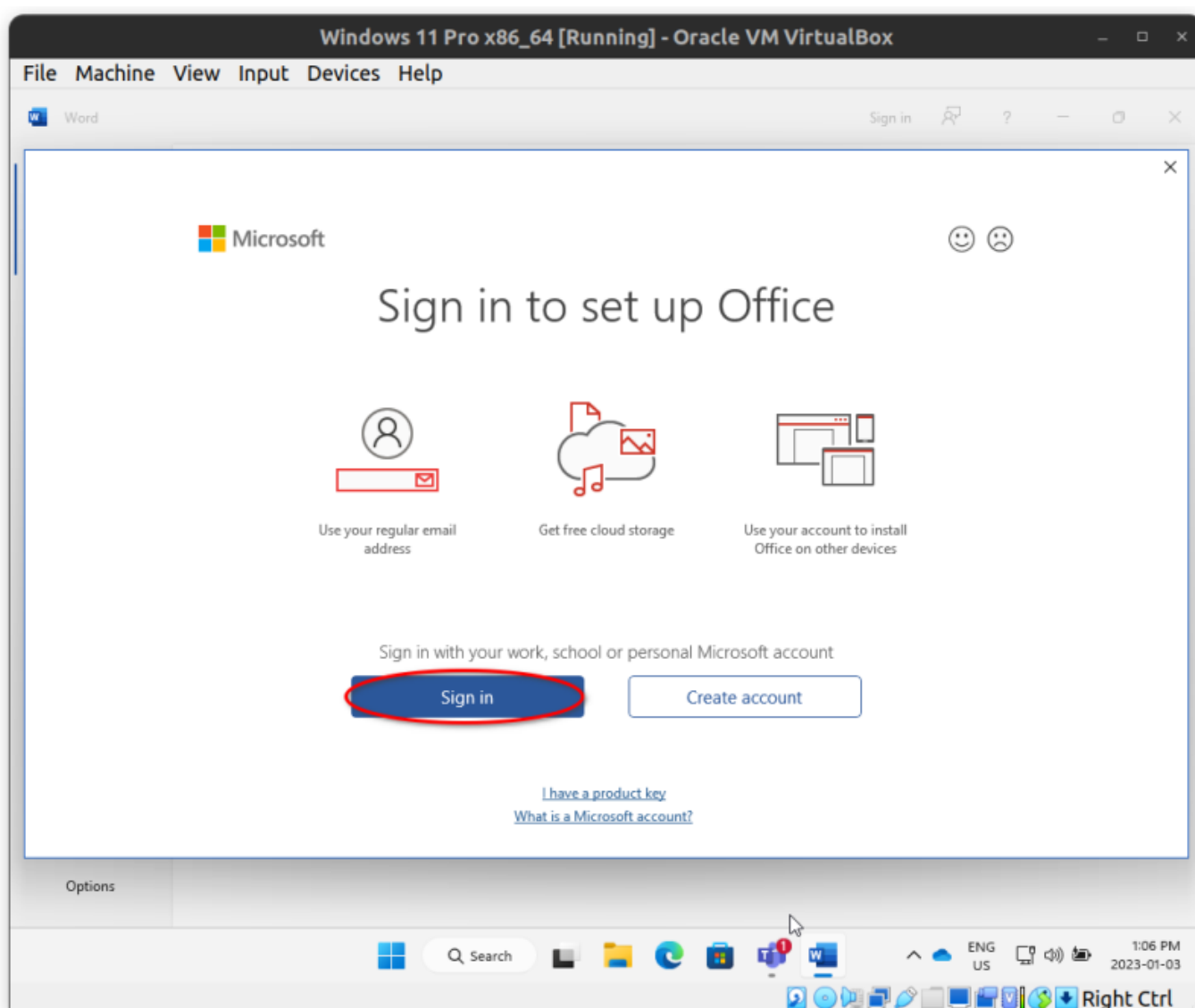
Ta-da! Now you're into your email. Your email will be there, waiting for you. Please have a look through your inbox and make sure it's more or less as you're expecting it.

## Alternate route

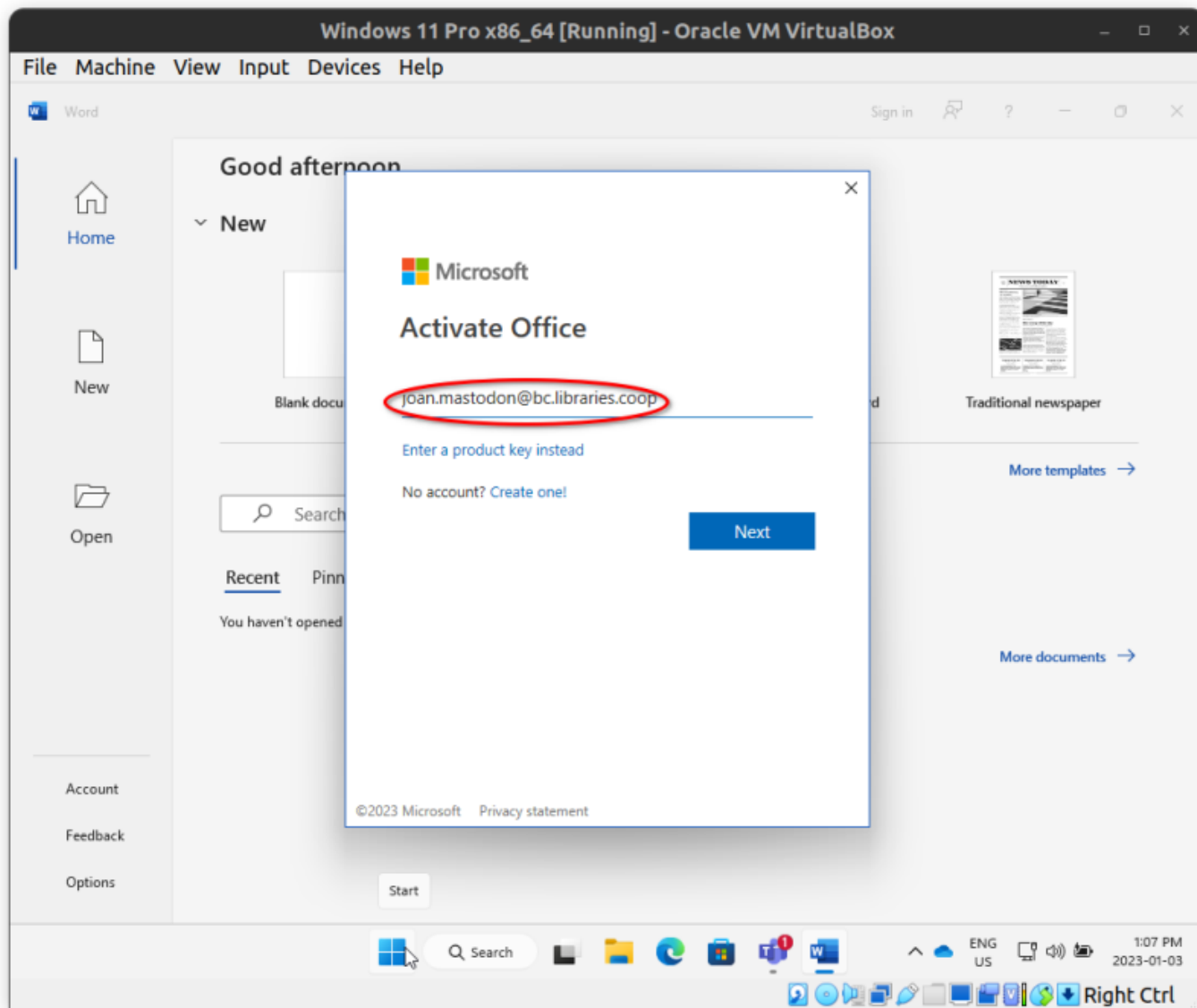
If you currently have Office 365 installed, you can do the following using Word and Outlook instead:

First, log your current user out of Word. We need to use Word before we can use Outlook, for some reason.

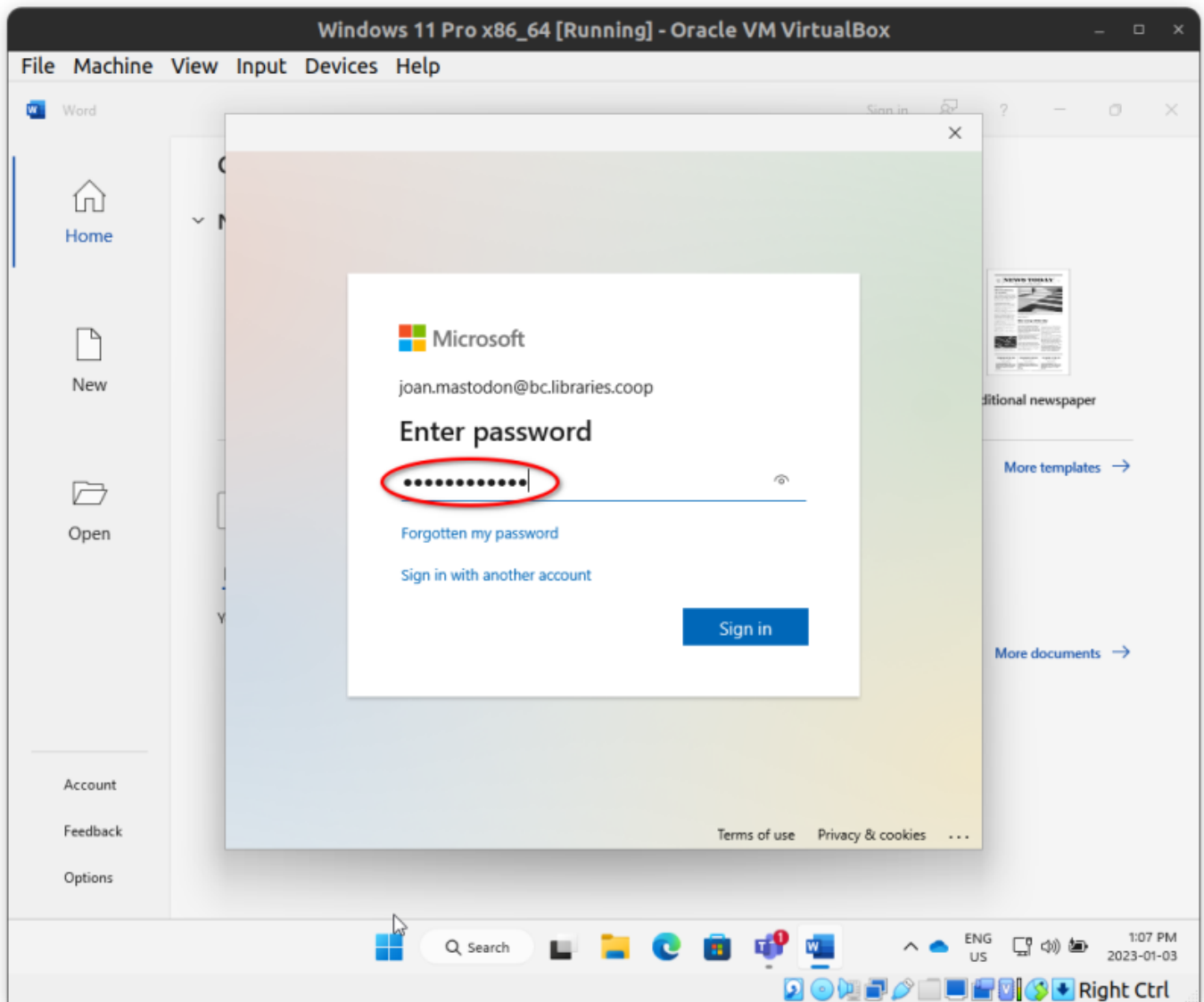
Then:



Your M365 account already exists, so click "Sign in" to continue.



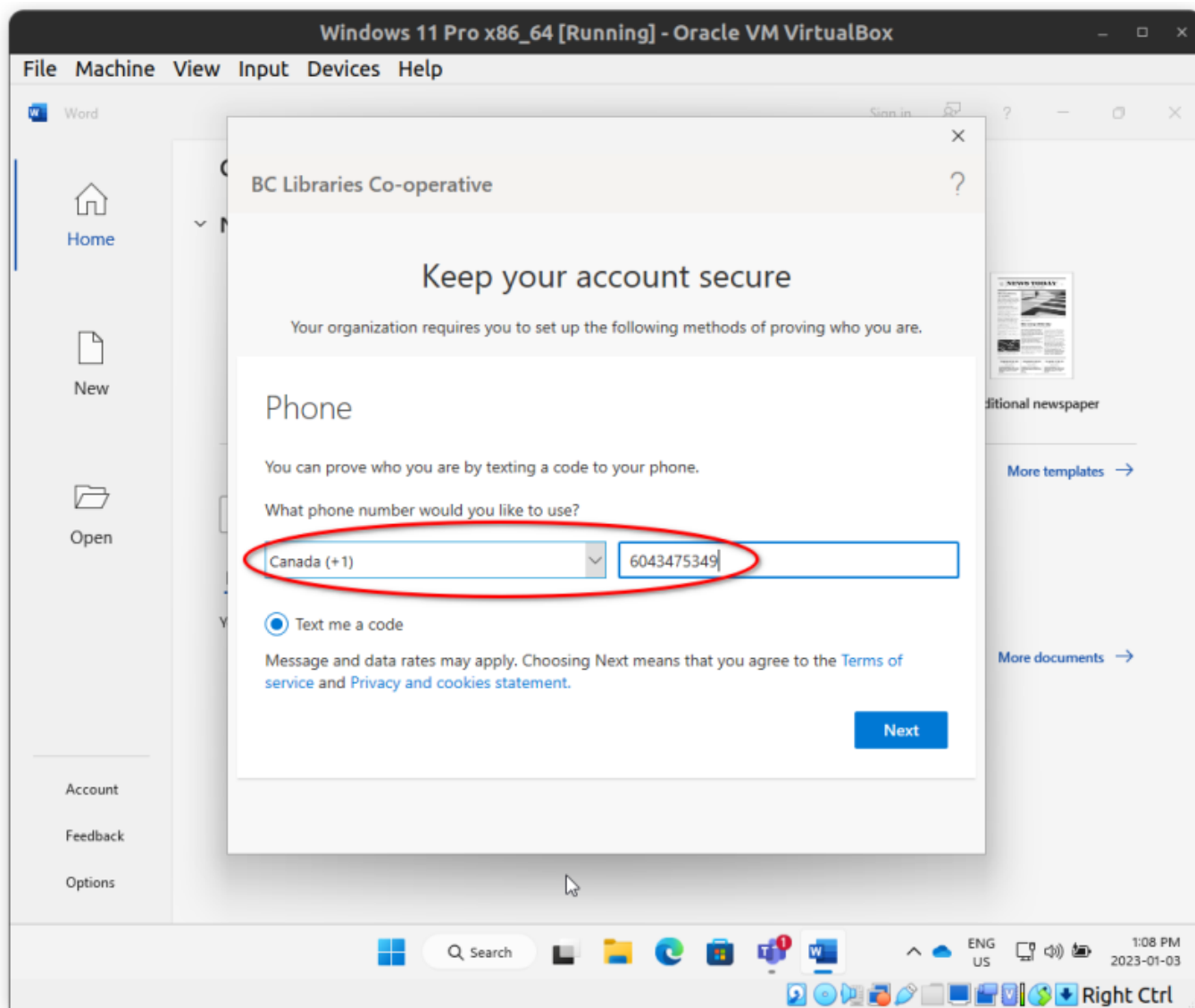
Your username is your full email address. For BC Libraries Co-operative emails, the format is `firstname.lastname@bc.libraries.coop`. For NNELS, it's `firstname.lastname@nnels.ca`. **If you formerly had a different format of email (firstname@nnels.ca, for example) an alias has been provided and you can safely log in using the new format**, knowing your messages to the old format address will still arrive.



Enter the password that you were given in the on-boarding email. You will be required to change your password later.



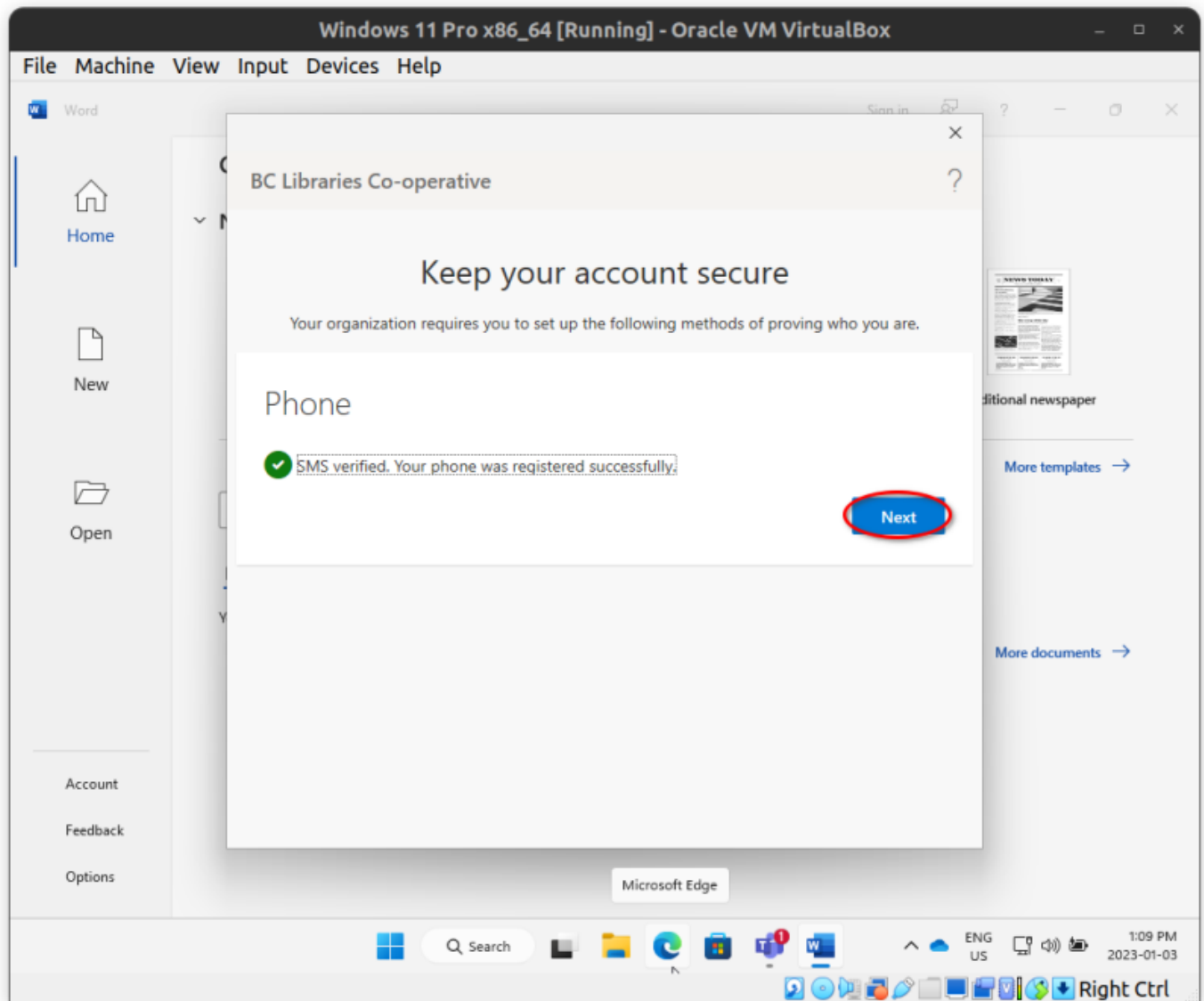




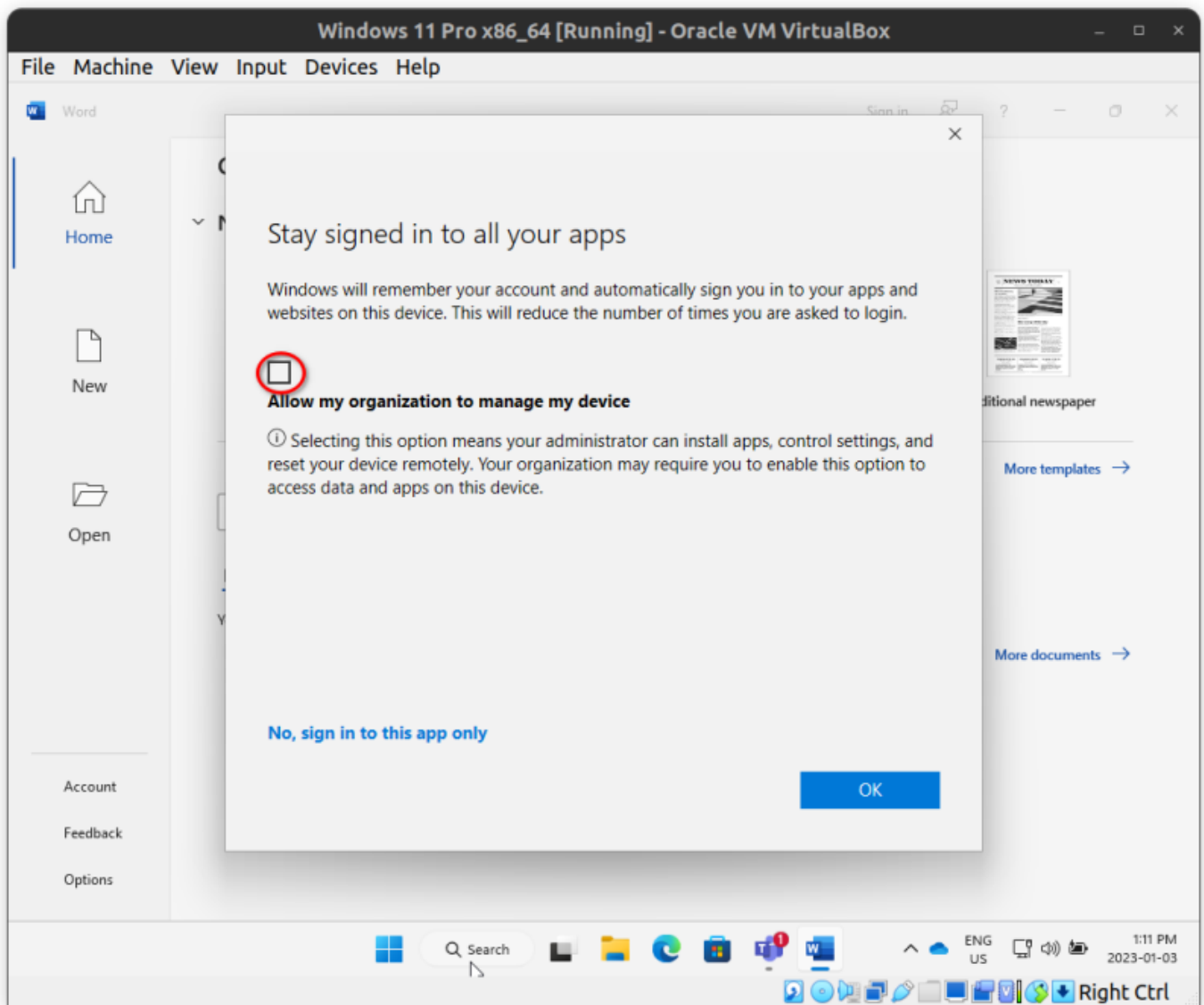
We require verification via SMS/text message during the on-boarding procedure. This is also possible to continue to use as an MFA (multi-factor authentication) method, though we recommend the Microsoft Authenticator app on your phone for long-term use. (TODO: link from here to the MFA setup instructions)



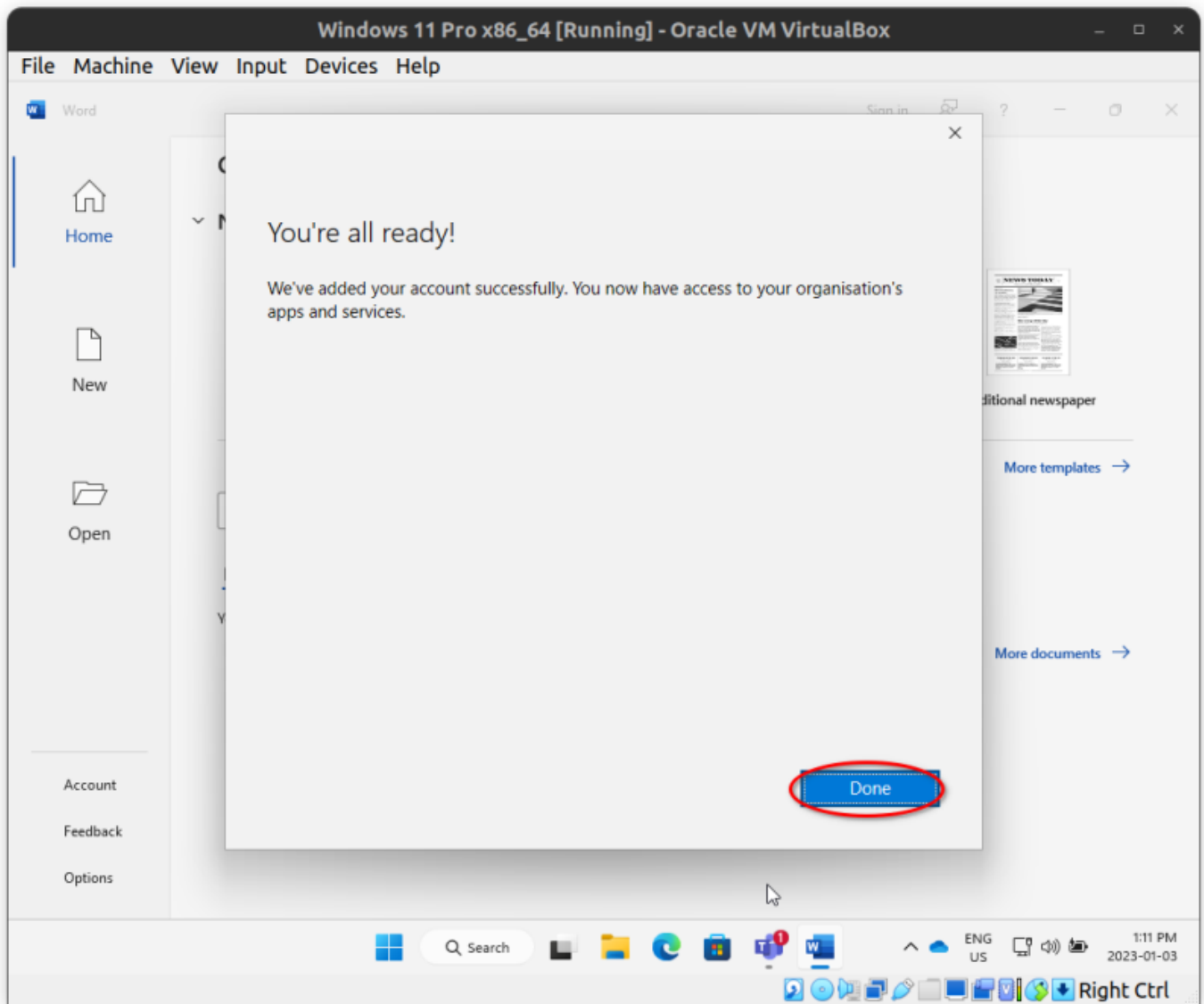
Enter the six-digit code you received in SMS. If you cannot access SMS, please contact Kev or Scott, as they can help find ways forward.

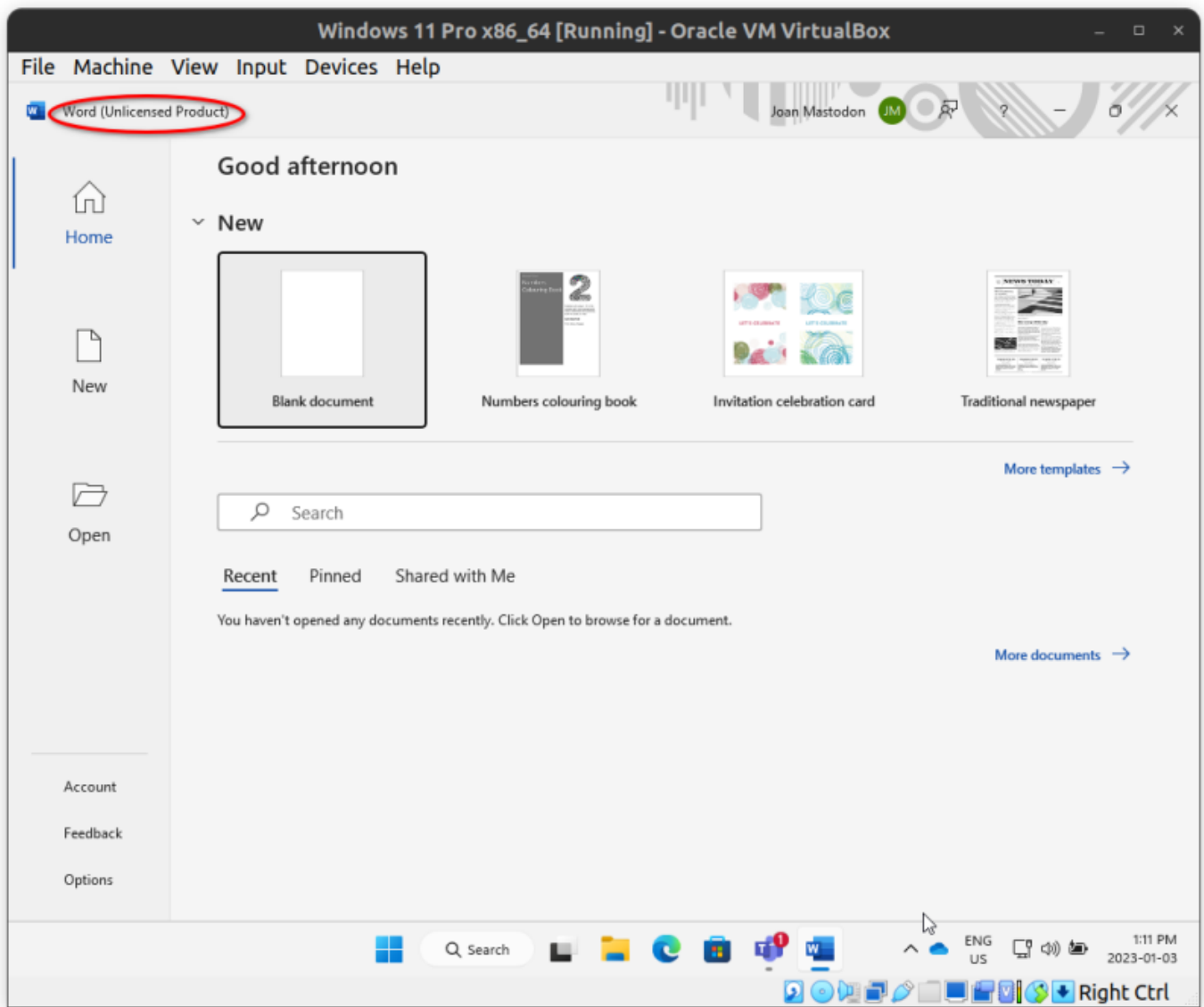


Please enter your assigned starting password as the current password, then a password of your choice, then click Sign in.



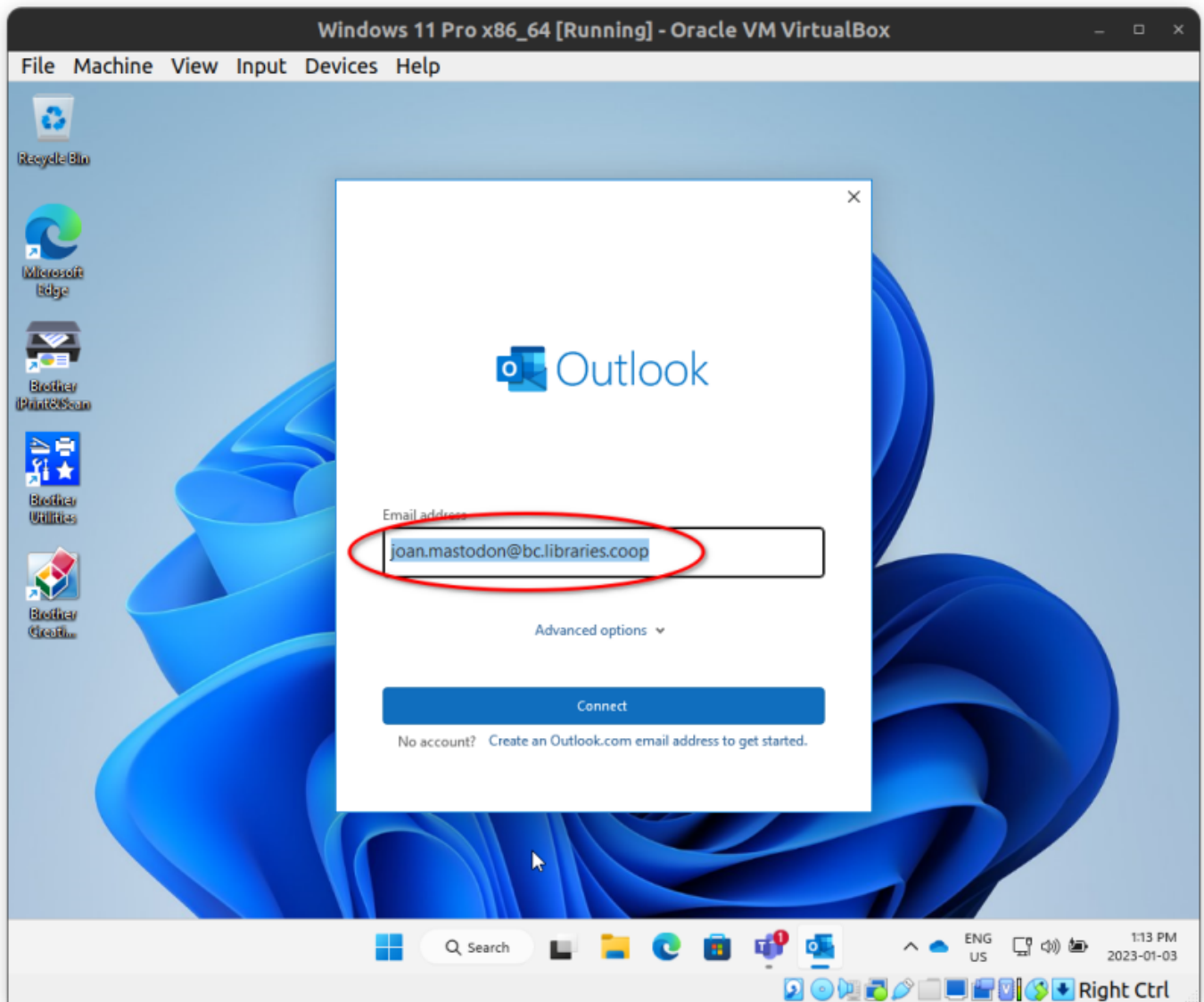
Please **UNcheck** "Allow my organisation to manage my device". Please do not leave this checkbox checked; it is not our intention or desire to manage your device. Please deselect it before hitting the OK button.



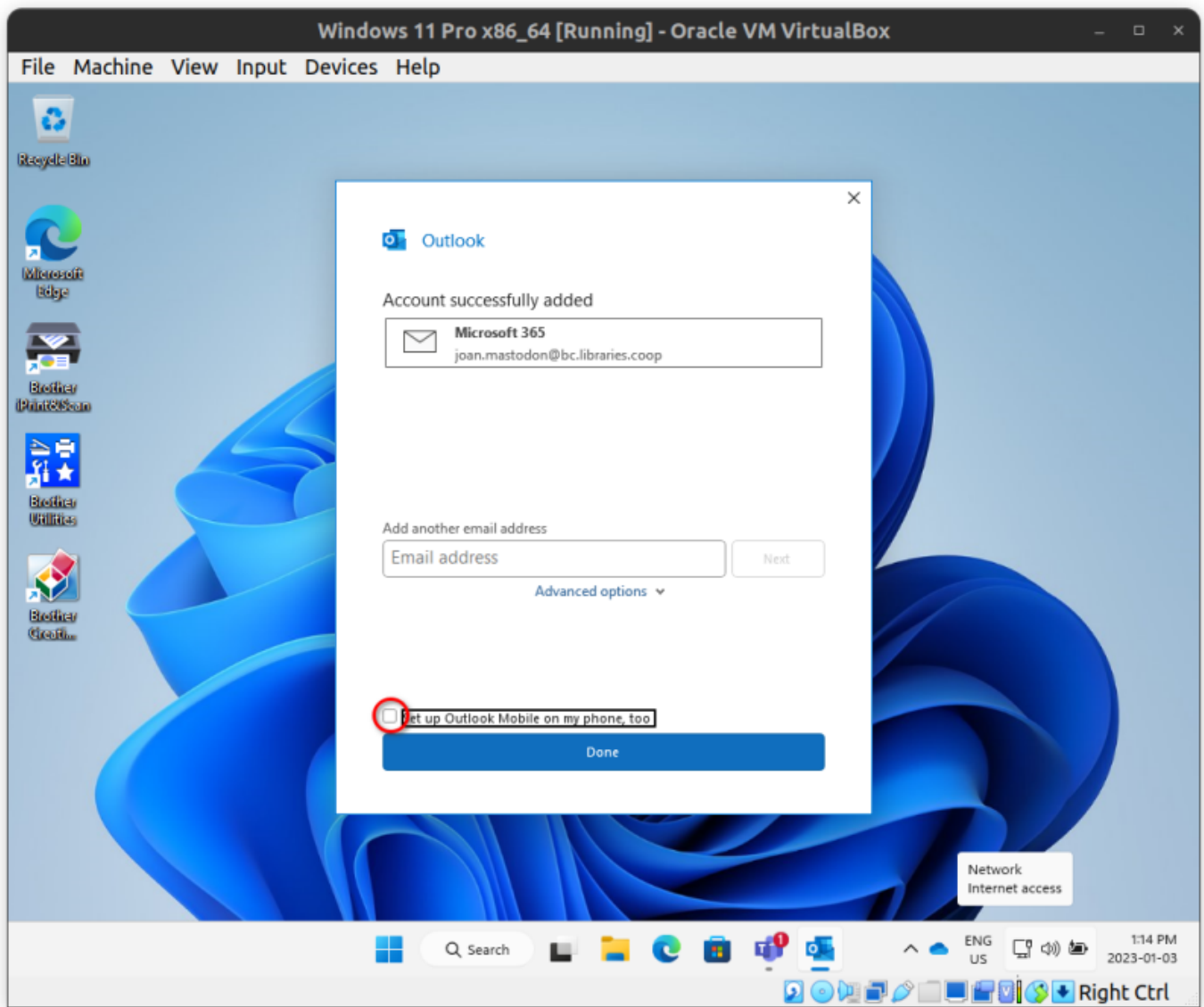


Initially, you may see an "unlicensed product" indication after you're done signing in. It can take a few minutes and/or quitting and restarting the app a few times to make that label disappear.

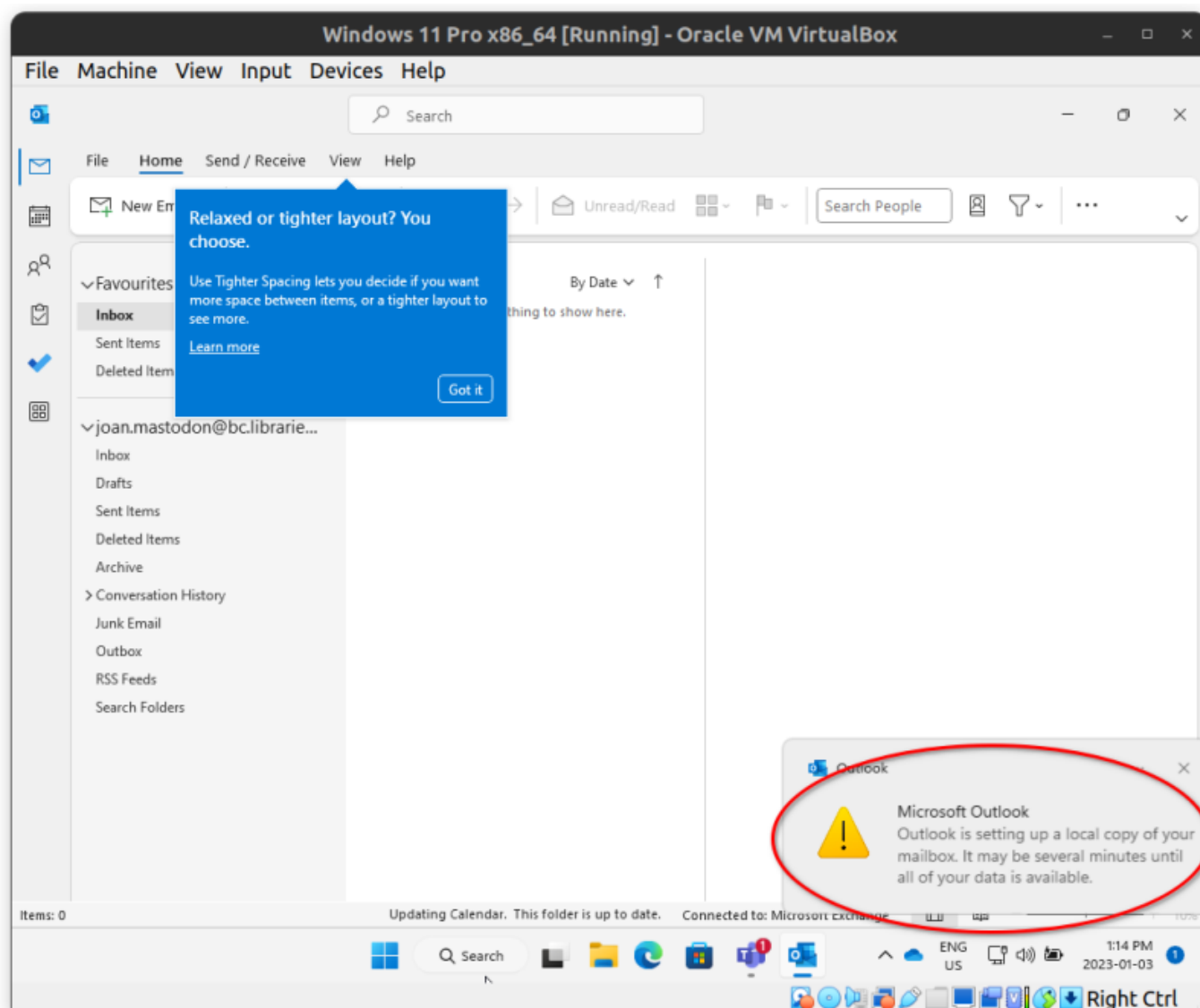
Now you can open Outlook:



Enter your username. Your password is not required, as you are logged into other Office applications already (Word).



If you do not wish to set up Outlook Mobile on your phone or mobile device, please uncheck the checkbox above the Done button. We recommend unchecking this if you are unsure.



And you're in, with access to your email! Depending on the size of your mailbox, it may take several minutes to an hour or more make local copies of your email messages. A five-gigabyte email storage may take several hours if you are on a bad network connection.

From:  
<https://wiki.libraries.coop/> - BC Libraries Coop wiki

Permanent link:  
<https://wiki.libraries.coop/doku.php?id=public:ms365:onboarding&rev=1680551335>

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