



Microsoft Office 365 Account Setup and Two Factor Authentication

Step-by-step instructions for setting up a Creative Support Office 365 account and to enable two factor authentication:

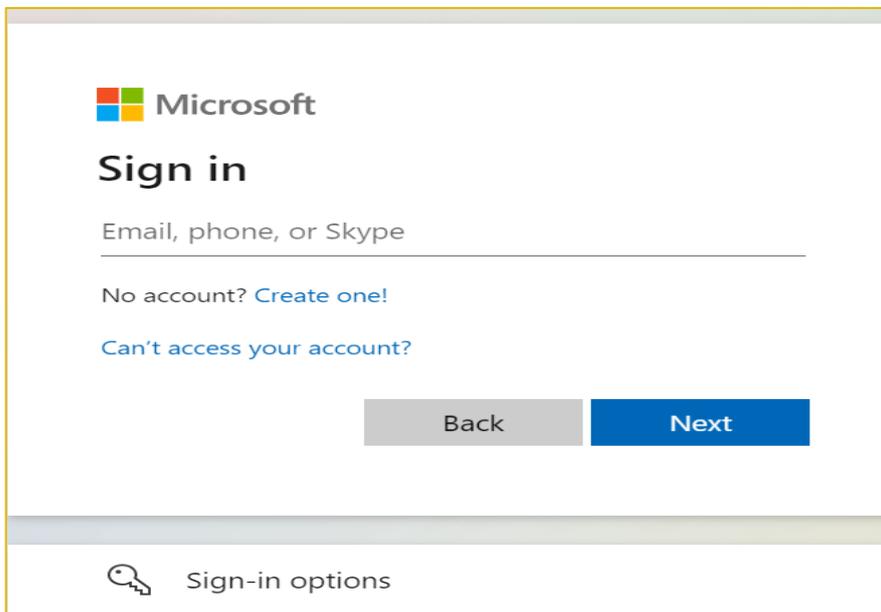
When we have migrated your creativesupport.co.uk mailbox to O365 you will need to access your Microsoft account and setup 2FA.

NB: If you are connecting via a pc at either head office, Grosvenor house or Mansion house then the first time you use the new outlook application (part of office 2024) then you can skip steps 1, 2 and 3 below

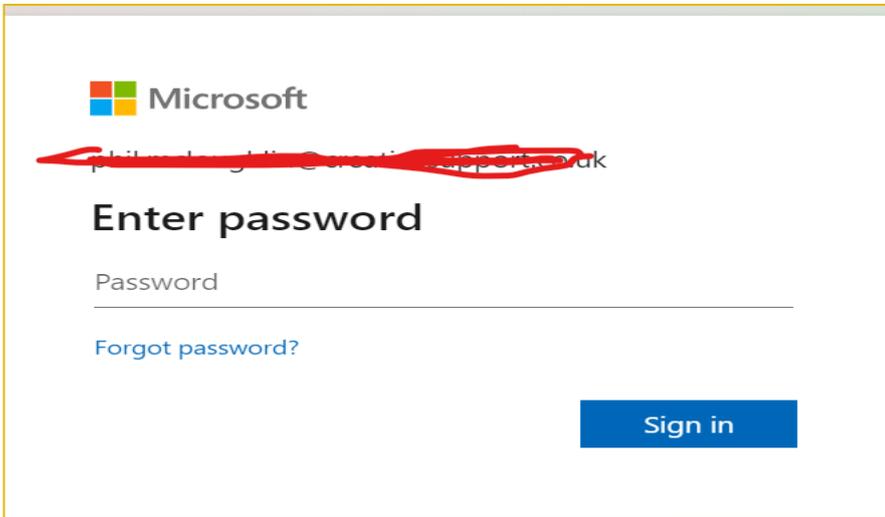
If you are using the new outlook application (part of office 2024) at a service or on your Laptop then you can skip steps 1,2 and 3 below

In addition, before you can setup 2FA you must download and install Microsoft Authenticator on your mobile phone. Once done continue with the following steps

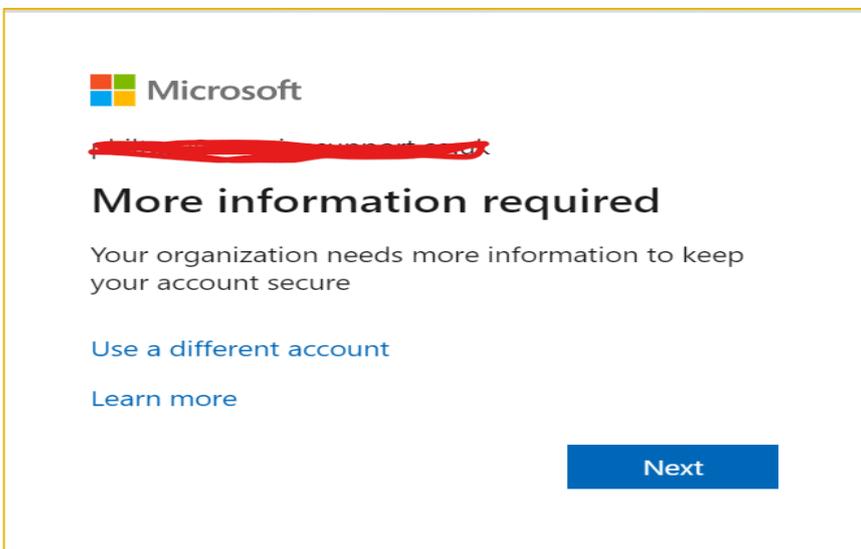
1. Load your browser. We recommend using Microsoft Edge but any will do (i.e. Chrome, Firefox).
2. Go to www.office.com
3. Click sign-In
4. You will see the following screen



5. Enter your Creative support Email address then click next
6. You will be presented with the following screen



7. Now enter your password
8. Click next and the following screen will appear

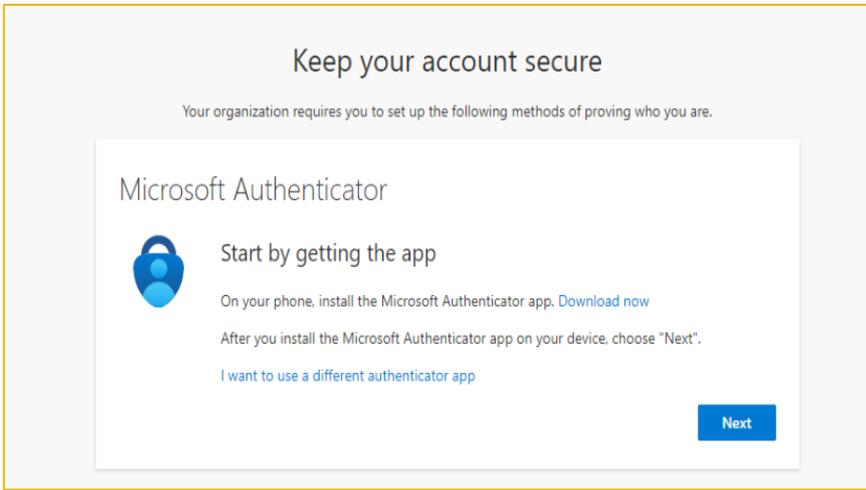


9. Press Next to setup Multifactor Authentication.

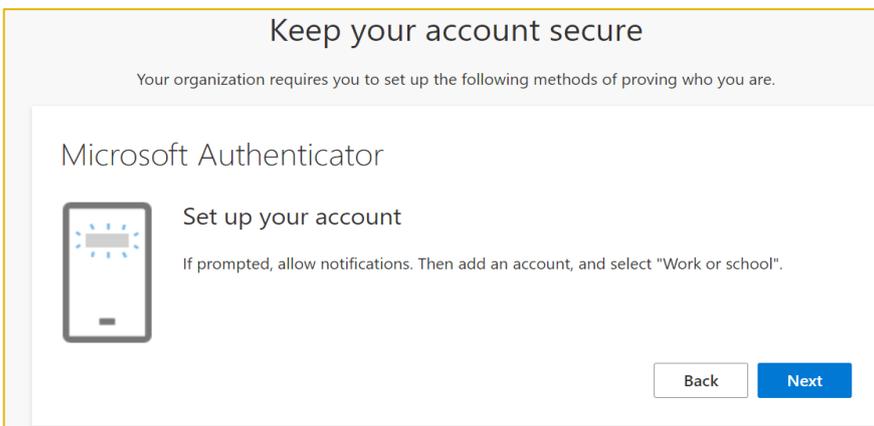
Two-Factor Authentication (**2FA**) helps secure user sign-ins for cloud services beyond just a single password. Users who log in to Office 365 to access their email or other Microsoft 365 applications will be prompted to set up 2FA before accessing Office 365 applications through an Internet browser or via their smartphone.

With 2FA for Office 365, users will be required to acknowledge a phone call, text message, or app notification on their cellphones after correctly entering their passwords. They can sign in only after this second authentication factor has been satisfied

10. The next page may appear giving you options to download the Authenticator or a different method. Please ensure that you have downloaded the Microsoft Authenticator on your mobile device before proceeding. It is best to use the Microsoft Authenticator.

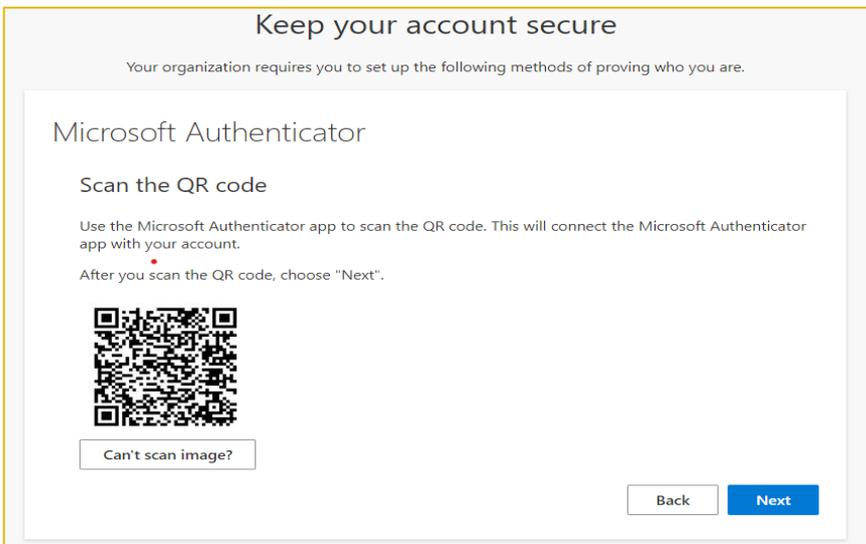


11. Click next and the following screen will appear



12. Press Next to setup Multifactor Authentication.

13. The following screen will appear

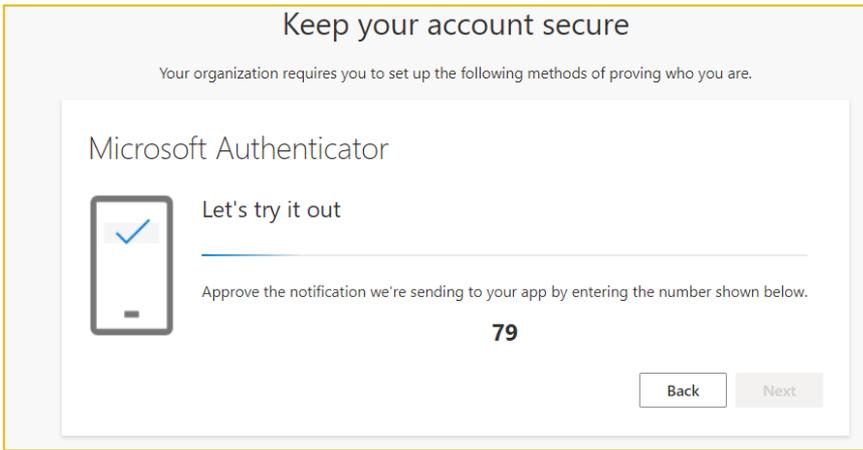


14. Open your Microsoft authenticator app and click + and select “work or school account” then select “scan a QR code”

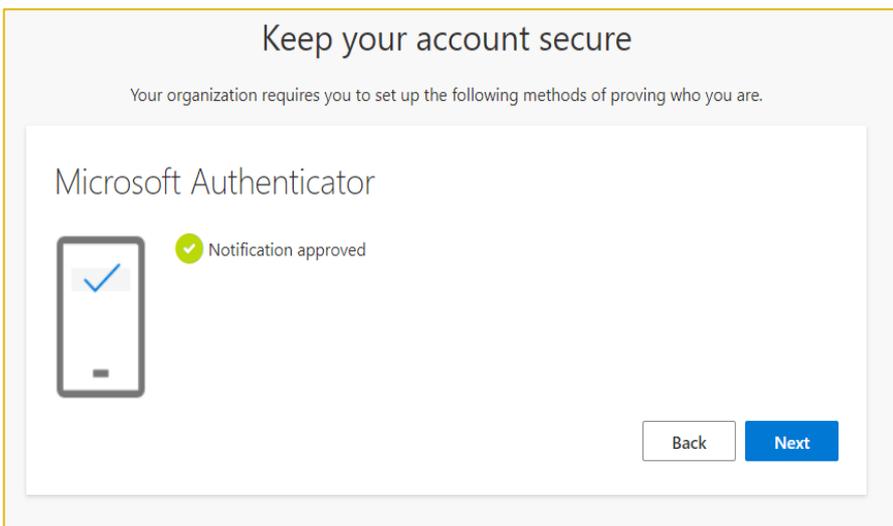
15. Now point the camera at the QR code shown on your computer screen as above. If the scan is successful you should now see your account setup in the Microsoft authenticator app on your mobile phone

16. Now click next

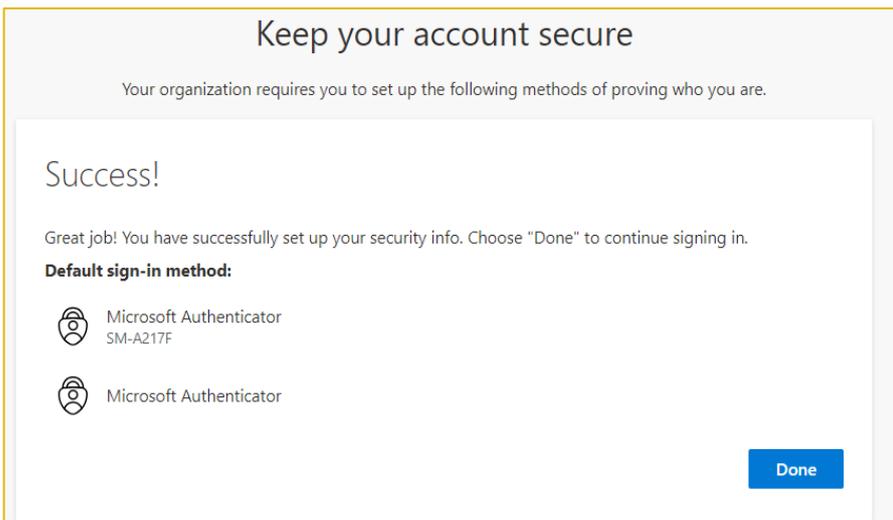
17. Now you should see the following screen with a code. You will see a notification in your Microsoft authenticator app, input the code you can see on your screen (the below code is an example)



18. Once you input the code the following screen will appear



19. If everything is successful then once you click next above the following screen should appear



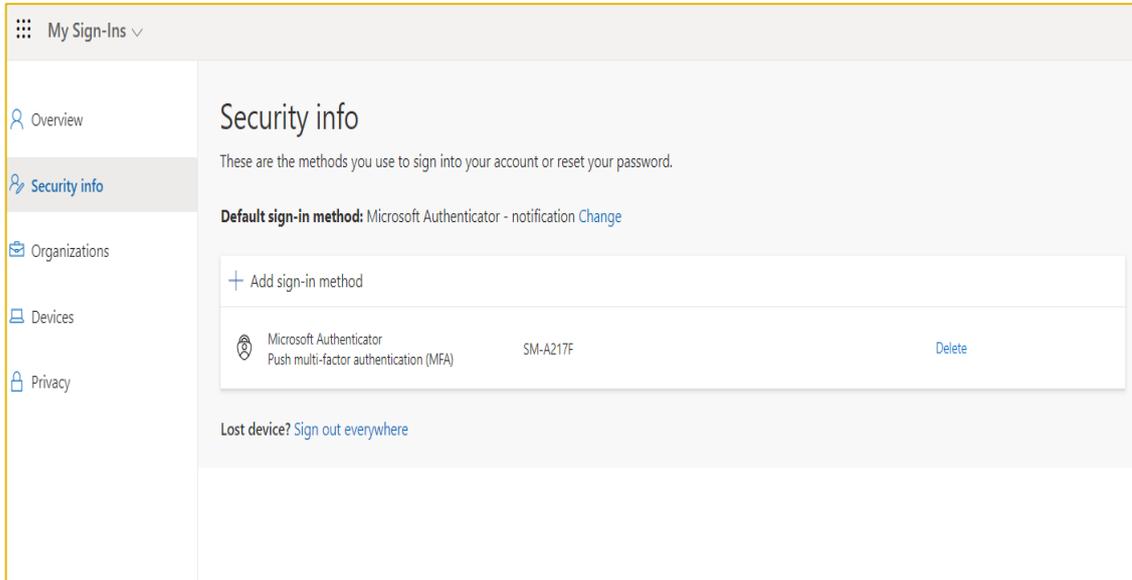
20. Click done and you will get logged in to your Office 365 mailbox

NB: Once the account has been setup in your Microsoft authenticator app on your phone, each time you log into O365 it will send you a code to your app. You must use this code for authentication purposes

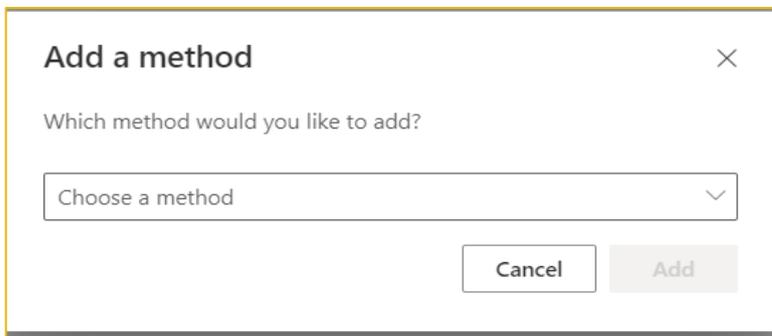
Alternative Ways to signing in – add an alternative method

If you do not want to use the Microsoft authenticator to login to your O365 after you have initially set 2FA up using Microsoft Authenticator account then you can add an alternative option e.g. text message to your mobile phone.

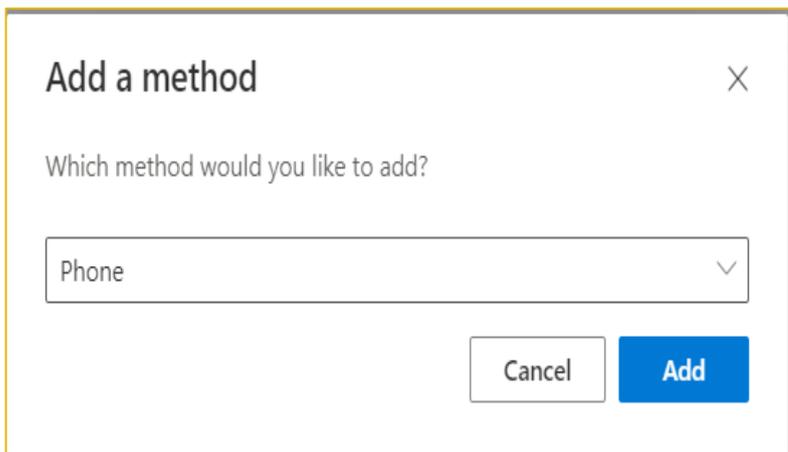
1. To setup an alternative method for logging in click the following link - <https://aka.ms/MFASetup>
2. The link will send you to the following page



3. Select add new sign in method



4. From the drop down select Phone



5. Select Add
6. From the drop down select United kingdom and enter your mobile number

Phone ×

You can prove who you are by answering a call on your phone or texting a code to your phone.

What phone number would you like to use?

United Kingdom (+44) ▼

Text me a code
 Call me

Message and data rates may apply. Choosing Next means that you agree to the [Terms of service](#) and [Privacy and cookies statement](#).

7. From the drop down select United kingdom and enter your mobile number
8. Check the Text me a code box
9. Click next and the following screen should appear

Phone ×

We just sent a 6 digit code to +44 [redacted]. Enter the code below. •

[Resend code](#)

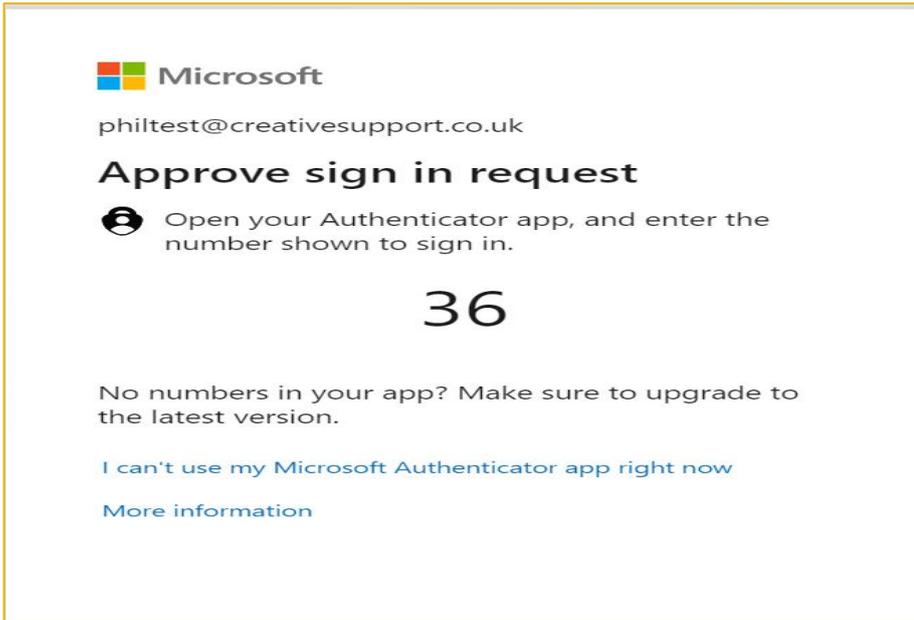
10. A text message will have been sent to your mobile phone. Enter the code in the box above and the following screen should appear

Phone ×

SMS verified. Your phone was registered successfully.

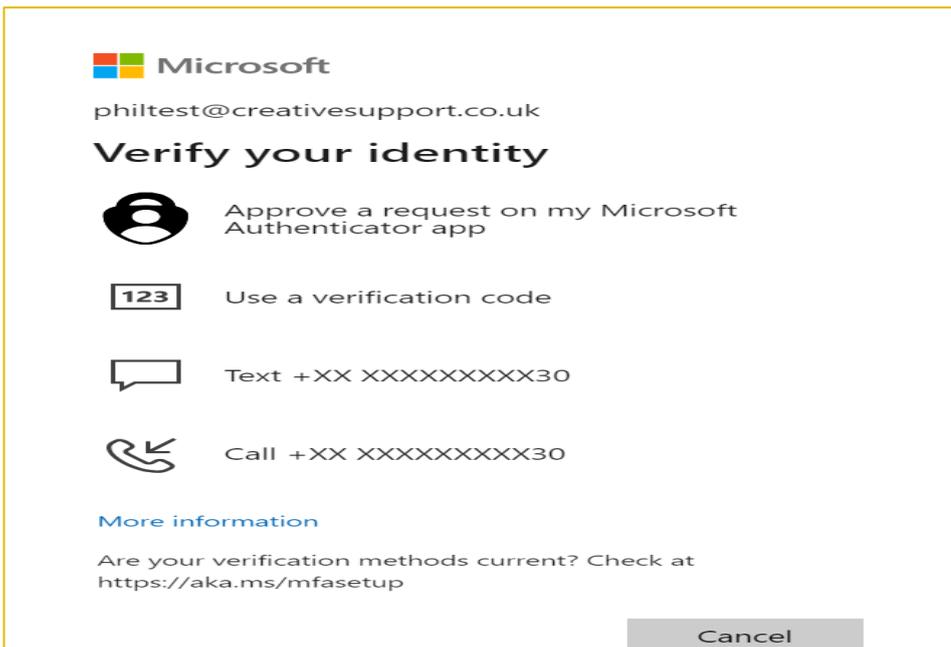
11. Click done
12. Now logout of the o365 App and log back in, in the normal way using - www.office.com

13. Now when you login you will see the following screen. The code is for example purposes only



14. Select "I can't use my Microsoft Authenticator App right now".

15. The following screen will appear



16. Select text message and a 6 digit code will be sent to you

17. In the following screen. Input the 6 digit code that was sent you



← philtest@creativesupport.co.uk

Enter code

📄 We texted your phone +XX XXXXXXXXXXX30.
Please enter the code to sign in.

Code

[More information](#)

Verify

18. Once you successfully input the code you will be logged into your O365 applications