

This guidance is for logging into Office 365 on a PC/Laptop and authenticating your account.

Before you start, you will need your username and password.

STEP 1 – Logging in

Open Google Chrome.

Copy the link and paste into Chrome's address bar at the top of the screen, and hit enter.

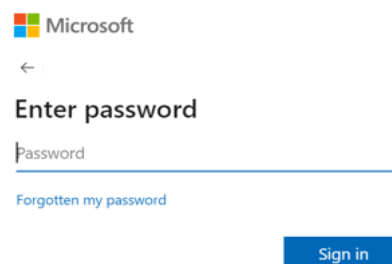
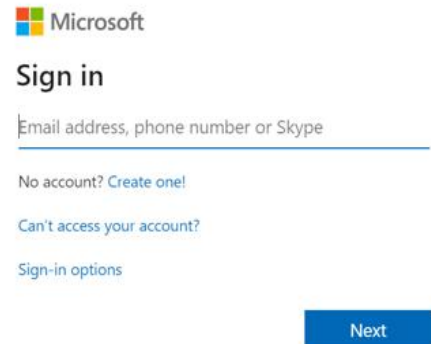
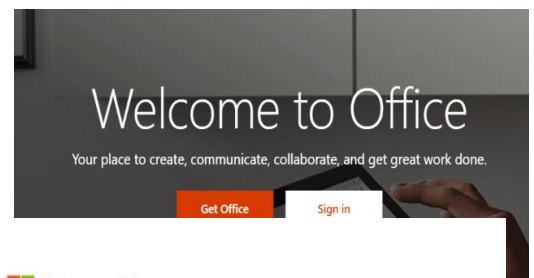
<https://www.office.com>

You will be taken to office.com homepage

Click the  button

You will then be taken to a sign in window.

- Type the username you have received via email, for example Joan.smith@nhs.scot
- Click 'Next'
- Enter the password and click 'sign in'.



STEP 2 – Authentication

You may be required to undertake an additional security step to authenticate your account.

A message stating that more information is required will appear.

Click 'Next'. You will then be taken to a screen for **additional security verification** there are two ways you can do this.



fifetest12345@fife.nhs.scot

More information required

Your organisation needs more information to keep your account secure

[Use a different account](#)

[Learn more](#)

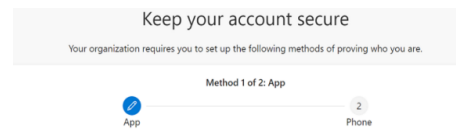
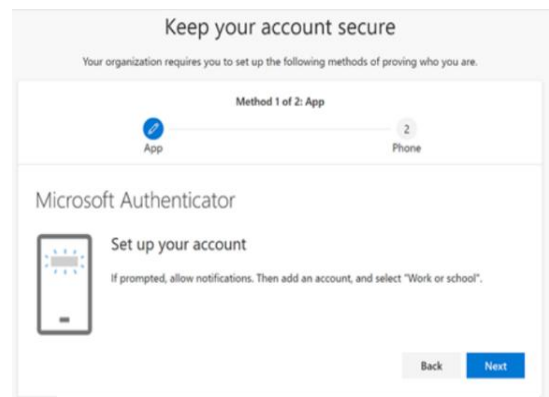
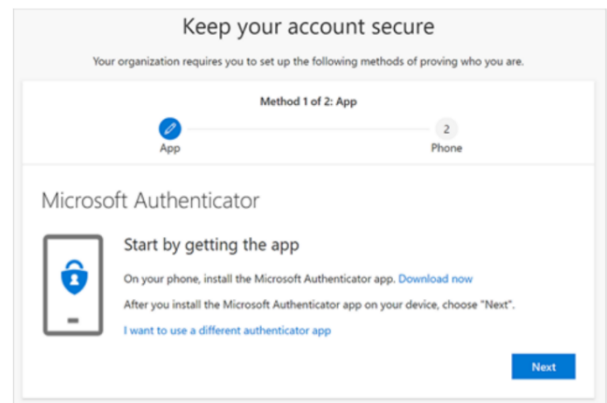
Next

Option one: Authenticator App

- Select** next and **Install** the Microsoft Authenticator App on your **mobile phone** through Google Play on Android or Appstore on apple.



- Remain on the 'Set up your account' screen whilst you **set up** the Microsoft Authenticator App on your mobile device.
- Set up** the Microsoft Authenticator app and then **select** 'next' on your computer screen.
- Return** to the 'Set up your account' page on your computer, and then **select** 'next'. The 'Scan QR Code' page will appear.



Scan the QR code

Use the Microsoft Authenticator app to scan the QR code. This will connect the Microsoft Authenticator app with your account.

After you scan the QR code, choose 'Next'.



Can't scan image?

Back Next

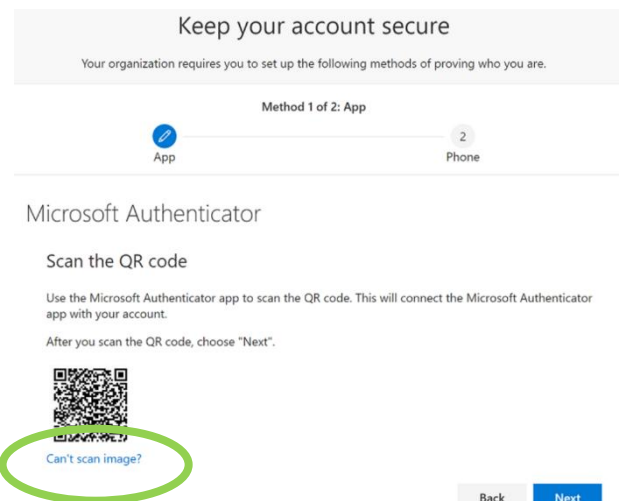
- e. On your mobile device, **open** the Microsoft Authenticator app, **select** to allow notifications if prompted, **select** add account from the 'customise and control icon' on the upper right, and then **select** 'Work or school account'.



(You might receive a prompt asking whether to allow the app access to your camera. You must select allow so the app can take a picture of the QR code.)

- f. Scan the provided code with the Microsoft Authenticator app, however, if the QR reader can't read the code you can **select** 'Can't scan the QR image' and **manually enter** the code.

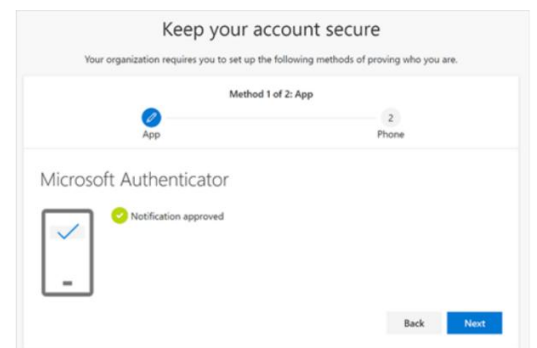
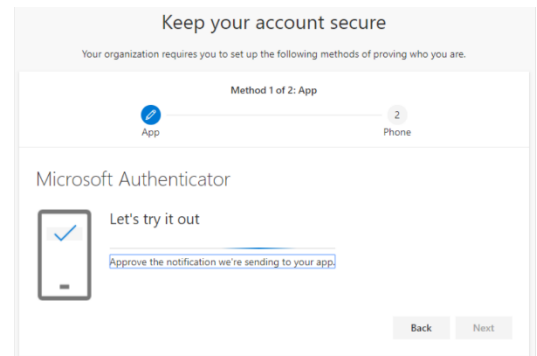
- g. **Select** 'next' on the 'Scan QR code' page on your computer. A notification will be sent your mobile device.



- h. Approve the notification in the Microsoft Authenticator app and then **select** 'next'.

- i. Your security information is now updated to use the Microsoft Authenticator app by default to verify your Identity when using the two-step verification or password reset. **Select** 'next'.

- j. **Select** 'done'.



You have now authenticated your account please see Page 5 for further guidance and contact information.

Option two: Recieve a text message or phonecall

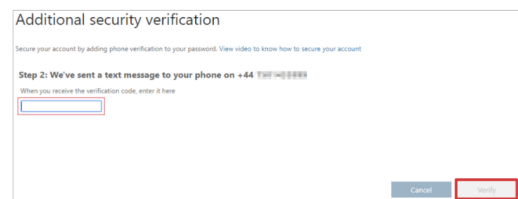
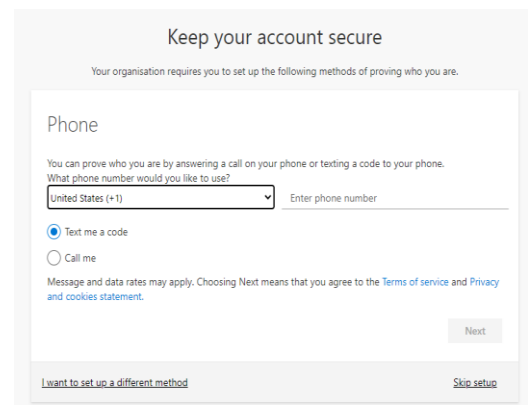
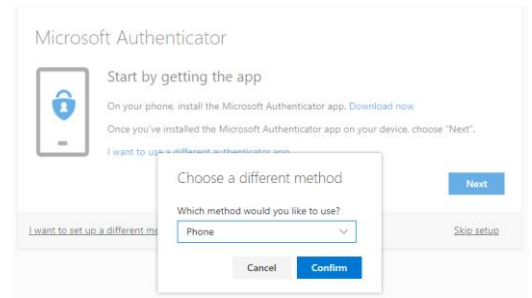
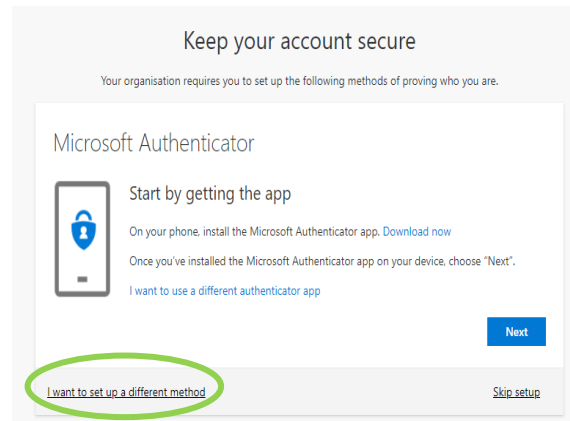
- Select 'I want to set up a different method'
- Select 'Phone' from the dropdown box and **click** 'Confirm'.
- Select 'United Kingdom'
- Type your **Mobile Number** (work or personal).
- Select either 'Text me a code' or 'Call me'
- Click 'Next'

Depending on whether you opted for phone or text, you will receive a **text message or phone call** providing you with a 6 digit code.

Didn't receive a code?

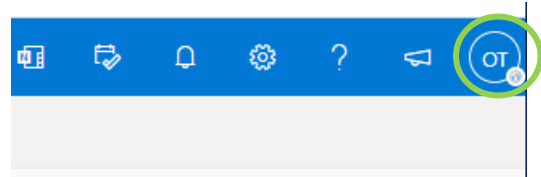
If for any reason you do not receive the code you can **press F5** on your keyboard to have a new code resent.

- Enter this code into the text box provided.
- Click 'Verify'.
- When asked about staying signed in select **NO**, this is required when using shared devices.

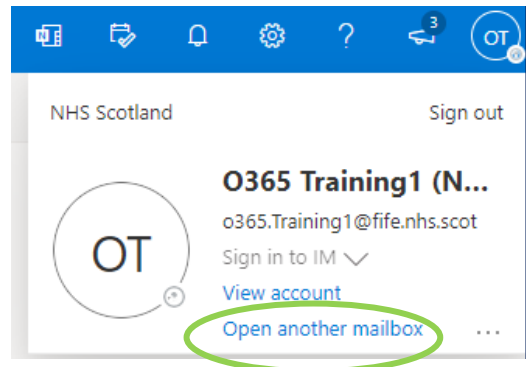


STEP 3 – Accessing Generic Mailbox

a) Within your inbox click on your initials in the top right hand corner of the screen



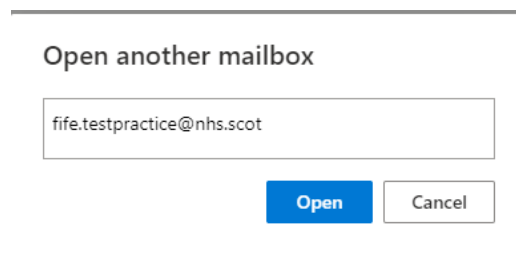
b) Select the option open another mailbox



c) In the pop up screen that appears type the generic mailbox address, for example
pharm.testpracticename@nhs.scot
optom.testpracticename@nhs.scot
dental.testpracticename@nhs.scot

d) Click open

e) Another window will open displaying the generic mailbox inbox



Congratulations! You are now setup to use Office 365!

Further Guidance

For further guidance on logging in, and using Outlook Online, please see the Office 365 pages on [StaffLink](#).

Contact us

If you have any questions, please do not hesitate to get in touch via the below options:

- Contact the IT Service Desk on 01592 648028
- Office365 login queries or other issues - email fife.office365@nhs.scot or fife.gmsfacilitators@nhs.scot