

ST. JOSEPH'S COLLEGE OF NURSING

SETTING UP YOUR NETWORK ACCOUNT & ACCESSING EMAIL

Please ensure you follow all steps in the order they are presented. Failure to complete a step may impede your ability to log on. If you are unable to complete any process in this guide, please reach out to a member of the technical staff for assistance.

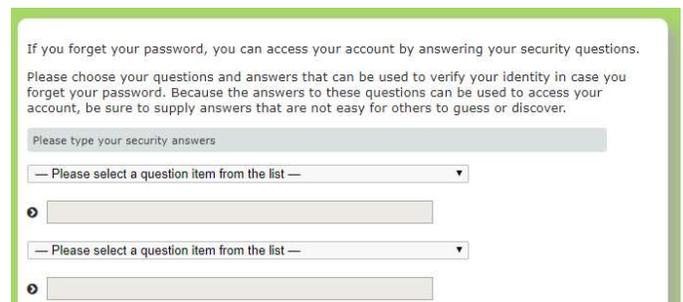
STEP 1: ENROLL IN SELF SERVICE PORTAL

The *Trinity Self Service* portal allows you to reset or change your password by logging in or answering a series of security questions. The first step we have is to visit the portal, setup your security questions, and change your initial password.

Trinity Self Service Portal:

<https://remotepss.trinity-health.org/sspr/private/login>

Log in with your network user name provided to you (ex. abcd1234) and enter the initial password you were given. If this is your first time logging in, it will prompt you to setup your security questions:



Once you've completed the setup of your security questions, you'll need to change your password. If this is your first time, the system will prompt you to change it. Alternatively, you can manually change your password at any time by clicking the '*Change Password*' option.

There are some criteria that must be met for your new password. If the system will not accept the password you are attempting to change it to, ensure you are meeting all the requirements below:

Cannot contain the user's account name or parts of the user's full name that exceed two consecutive characters:

- Minimum 8 characters
- Maximum 64 characters

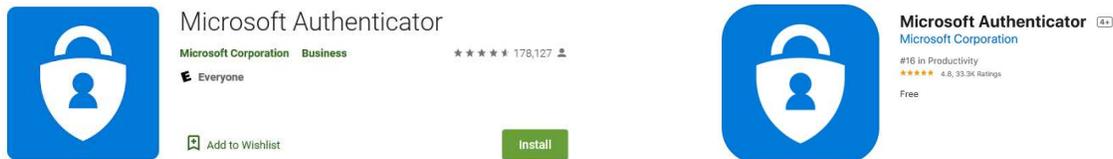
Must contain characters from three of the following four categories:

- English uppercase characters (A- Z)
- English lowercase characters (a- z)
- Base 10 digits (0-9)
- Non-alphabetic characters (ex. !, \$, #, %)

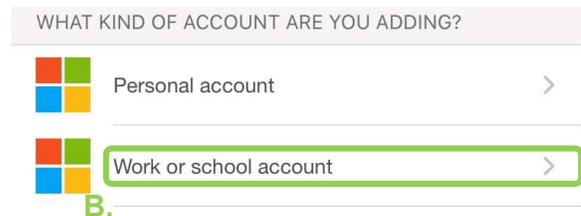
STEP 2: SETUP MULTIFACTOR AUTHENTICATION

For most resources used or managed by Trinity Health, including your SJCON email, accessing it outside of campus requires an authentication step to verify who you are. For most of us, the easiest way to do this is by using the Microsoft Authenticator app through your phone. It works by sending you a push notification each time you access your email outside of campus. The notification will pop up on your phone asking you to approve or decline the sign in. Approving the sign in allows you to continue through the portal to access your email.

- 2.1 The first step is to download the Microsoft Authenticator app to your phone from the app store. You can do this by searching for the app in your respective store and initiating a download:



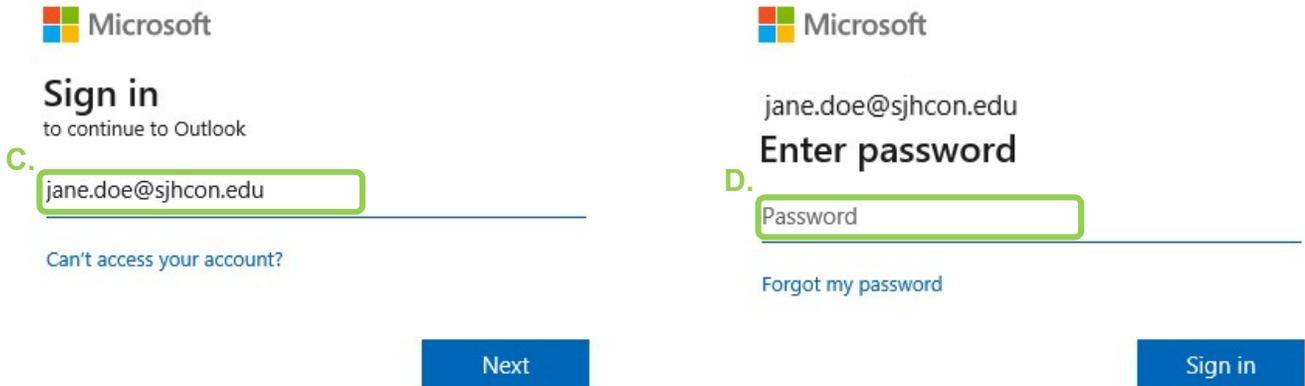
- 2.2 Next, open the app. Depending on your phone you'll receive two approvals: one asking for permission for the app to send notifications, the other to allow use of the camera. Click 'Ok' or 'Allow' for both prompts. This is important because you will need to scan a QR code later.
- 2.3 Now that you're in the app, we'll need to add a new account. Click the '+' located at the top right of your screen (A). This will prompt us on the account type we'd like to add. Choose 'Work or school account' (B).



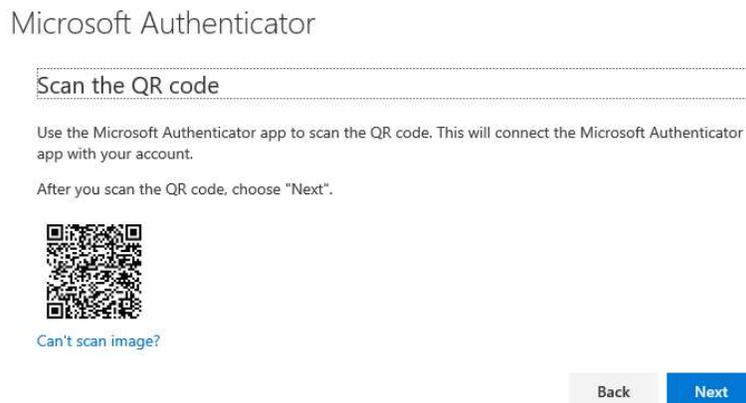
- 2.4 At this point you'll be asked to take a picture of the QR code that will enroll your account. To get that QR code we'll need to sign into the MS Authenticator portal (*you'll need to access this link from a device other than your phone* in order to take the picture):

Microsoft Authenticator Portal
<http://aka.ms/mfasetup>

2.5 On the portal page, log in with your email (ex. *jane.doe@sjhcon.edu*) (C), hit next, and then enter your network password (D). This will be the password we changed in 'STEP 1' through the Trinity Self Service Portal.



2.6 If this is your first time enrolling, a notification will appear telling you 'More information is required'. The next few screens are notifications that alert you to that fact you'll need the Microsoft Authenticator app to continue. We've already done this, so continue through the prompts by clicking 'Next' until you are shown a QR code with the message 'Scan the QR code'



2.7 Go back to the Microsoft Authenticator app on your phone and use the camera to take a picture and sync your new account with the Authenticator portal. As soon as the QR code is recognized the system will attempt to send you a test authorization request. On your phone you'll receive a notification for approval; hit 'Approve'

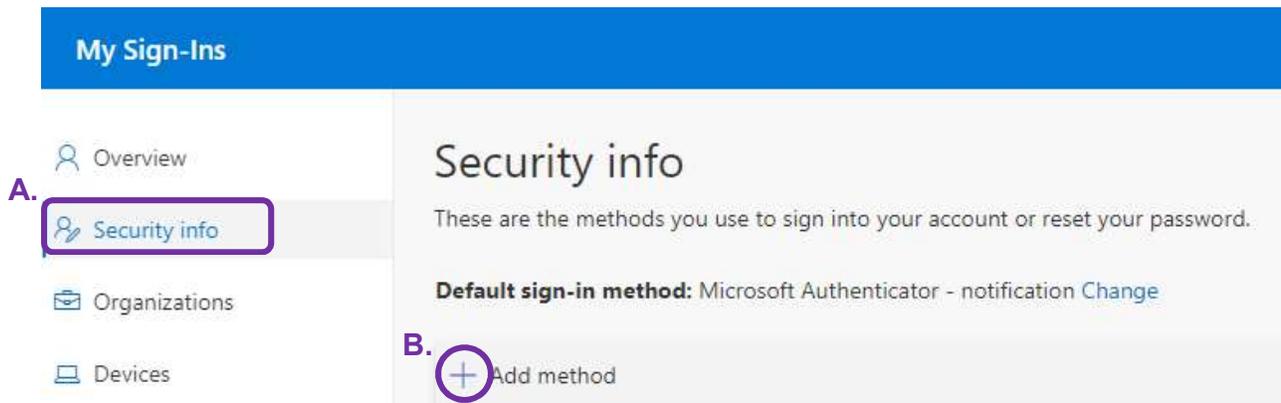
2.8 The portal will confirm the notification was approved and prompt you to again click 'Next'. This will bring you to the final confirmation page that reads 'Success!'

You are now setup and enrolled to use Microsoft Authenticator to app verify your access. From this point forward, anytime you log into your email from a device outside of campus you will be prompted with the same approval request done during the test notification.

STEP 3: ADD A BACKUP DEVICE

If you lose your device, get a new phone, or uninstall the Authenticator app, you will not be able to approve any sign on requests unless you have set up a backup method. To do this, we're going to add a method to your profile in the Microsoft Authenticator portal (<http://aka.ms/mfasetup>).

Once logged into the portal (from 'STEP 2') we will want to click on 'Security info' (A) which will open the available methods we have on hand. We're going to add a backup method by clicking 'Add Method' (B)



Next, we choose the method. We've already setup the 'Authenticator app' during 'STEP 2' so we highly recommend choosing 'Alternate phone' which will allow an automated system to call you for approval in the case of a lockout.

Choose your method from the drop down and click 'Add'. For 'Alternate phone' you will be asked to enter the number you wish to receive a call to in the event of being locked out of Microsoft Authenticator. This can be the same number as the cell phone you've installed the Authenticator app on; whichever is most convenient for your access.

Add a method

Which method would you like to add?

Cancel

Add

Phone

You can prove who you are by answering a call on your phone.

What phone number would you like to use?

Call me

Message and data rates may apply.

Cancel

Next

Once you've entered your number, click 'Next' and you will receive an automated call asking you to press the pound key ('#') to verify setup. Once setup is verified you will receive notification in the portal and can click 'Done'.

This concludes 'STEP 3' and you will now have the ability to unlock or approve a sign on in the event you no longer have access to the Microsoft Authenticator app.

STEP 4: ACCESSING YOUR EMAIL

Please ensure you have completed all previous steps before accessing your email. Failure to complete all parts can result in being locked out of your account.

Now that your account is setup we can readily access our email from home. There are a few ways to get to your Microsoft Outlook webmail, in this setup, we've included the link below. We highly recommend bookmarking this page for convince.

Microsoft Outlook Webmail (O365)

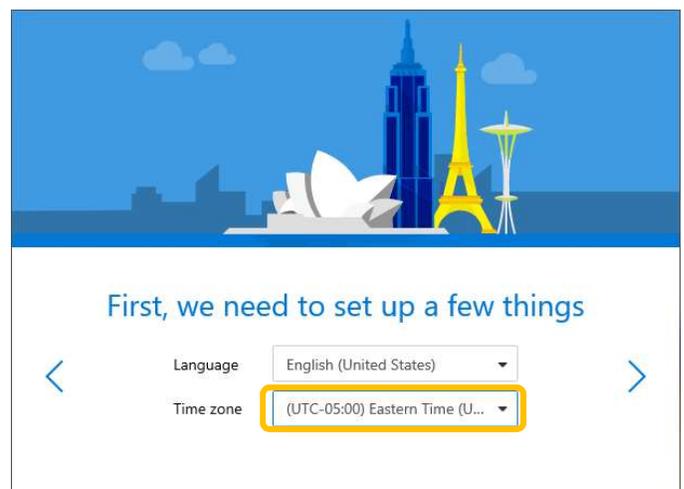
<https://outlook.office.com/owa/trinity-health.org>

From here, the logon will look very familiar to the portal we used in 'STEP 2'. Again, log in with your email (ex. *jane.doe@sjhcon.edu*) (A), hit next, and then enter your network password (B).

The first screenshot shows the Microsoft sign-in page. It features the Microsoft logo at the top left, followed by the text 'Sign in to continue to Outlook'. Below this, the email address 'jane.doe@sjhcon.edu' is entered in a text field, which is highlighted with a yellow 'A.'. A blue 'Next' button is positioned at the bottom right of the sign-in section. A link for 'Can't access your account?' is located below the email field.

The second screenshot shows the password entry page. It features the Microsoft logo at the top left, followed by the email address 'jane.doe@sjhcon.edu' and the text 'Enter password'. Below this, a password field is shown with a yellow 'B.' next to it. A blue 'Sign in' button is positioned at the bottom right of the password entry section. A link for 'Forgot my password' is located below the password field.

If everything is successfully and this is your first time logging in, you'll be brought to a brief setup screen. The only page of importance here is the second where it asks you to choose a language and time zone. Ensure you choose the correct time zone (*UTC-05:00 Eastern Time (US & Canada)*).



The next page will let you choose a theme if you wish. **Once your finished, you will be brought your inbox, concluding setup!** Keep in mind, from this point forward to access your email you will only need to log into Outlook and approve the sign on from your Microsoft Authenticator app. The setup steps covered here were only to configure your account.