

ST. JOSEPH'S COLLEGE OF NURSING

SETTING UP YOUR NETWORK ACCOUNT & ACCESSING EMAIL

For this guide you'll need both a smart device like a mobile phone, as well as a computer or laptop. You will not be able to complete this setup just from your phone. If you are unable to complete any process in this guide, please reach out to a member of the technical staff for assistance.

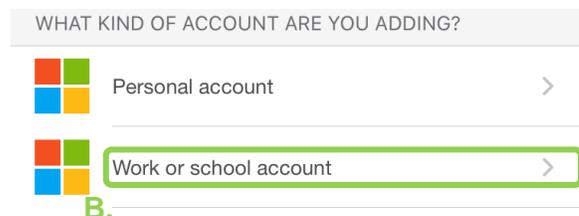
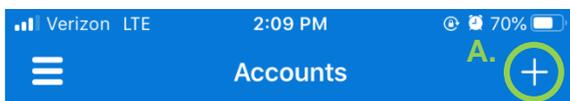
STEP 1: DOWNLOAD MICROSOFT AUTHENTICATOR

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 verification request 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.

- 1.1 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:



- 1.2 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.
- 1.3 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).



STEP 2: ENROLL MICROSOFT AUTHENTICATOR

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 Microsoft Account portal (*you'll need to access this link from a device other than your phone* in order to take the picture):

Microsoft Account Portal

<https://myaccount.microsoft.com>

Although we're navigating to this page to setup the account, the portal screen will become familiar as it's used to access a number of different resources.

- 2.1 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 provided in your initial email. Please be aware the password is case sensitive.

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 is a text input field containing the email address 'jane.doe@sjhcon.edu', which is highlighted with an orange border and labeled 'C.'. A blue link 'Can't access your account?' is positioned below the input field. At the bottom right, there is a blue 'Next' button.

The second screenshot shows the 'Enter password' page. It features the Microsoft logo at the top left, followed by the email address 'jane.doe@sjhcon.edu'. Below this is the heading 'Enter password' and a text input field for the password, highlighted with an orange border and labeled 'D.'. A blue link 'Forgot my password' is positioned below the input field. At the bottom right, there is a blue 'Sign in' button.

- 2.2 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 downloaded the app, so continue through the prompts by clicking 'Next' until you are shown a QR code with the message 'Scan the QR code'

Microsoft Authenticator

The screenshot shows the Microsoft Authenticator enrollment screen. At the top, there is a dashed box containing the text 'Scan the QR code'. Below this is a QR code. Underneath the QR code is the text 'Use the Microsoft Authenticator app to scan the QR code. This will connect the Microsoft Authenticator app with your account.' and 'After you scan the QR code, choose "Next".'. At the bottom left, there is a blue link 'Can't scan image?'. At the bottom right, there are two buttons: a grey 'Back' button and a blue 'Next' button.

- 2.3 Next, 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 labeled 'Approve sign-in?'
- 2.4 After opening the notification, you'll be prompted to verify the login by entering the number that appears on your screen. This is the verification step you will receive going forward. Enter the number and choose 'Yes'.
- 2.5 The portal will confirm the verification was approved and prompt you to again click '**Next**'. This will bring you to the final confirmation page that reads '**Success!**'

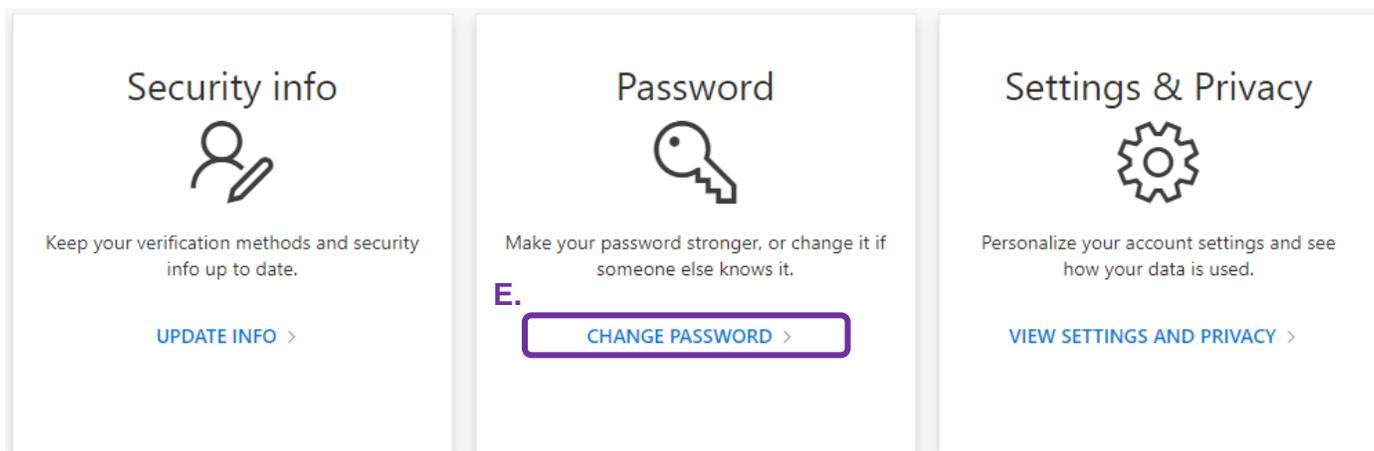
NOTE: Depending on your setup, you will likely be asked to additionally verify access using the facial recognition, PIN, or fingerprint setup on your mobile device at some point in this process.

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: CHANGE YOUR PASSWORD

Once you've enrolled, you should be next brought to the Microsoft Account dashboard. If you find yourself lost, you can navigate back to the dashboard here (<https://myaccount.microsoft.com/>) From here we're able to reset or change our password at any point.

- 3.1 From the menu, you should see the 'Change Password' option (**E**). Go ahead and click this item and you'll be brought to the password change screen.



- 3.2 Here we can change the password to something unique. Enter the old password (case sensitive); followed by the new password you'd like. Be aware, the password you choose must meet the minimum requirements. Once it's been changed, *wait a few minutes for it to sync*, then you're free to move onto the next step.

STEP 4: ACCESSING YOUR EMAIL

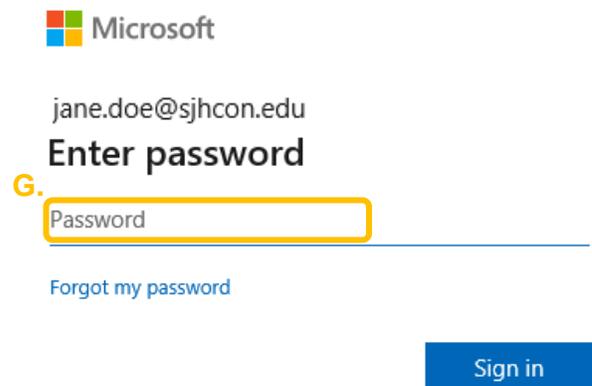
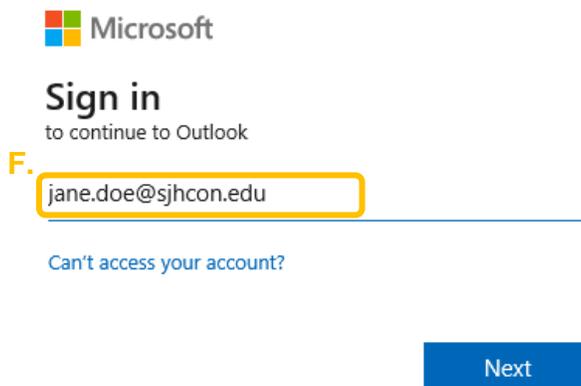
Please ensure you have completed all previous steps before accessing your email or it may fail. Depending on the settings of your browser, you may bypass the logon screen in this step.

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.

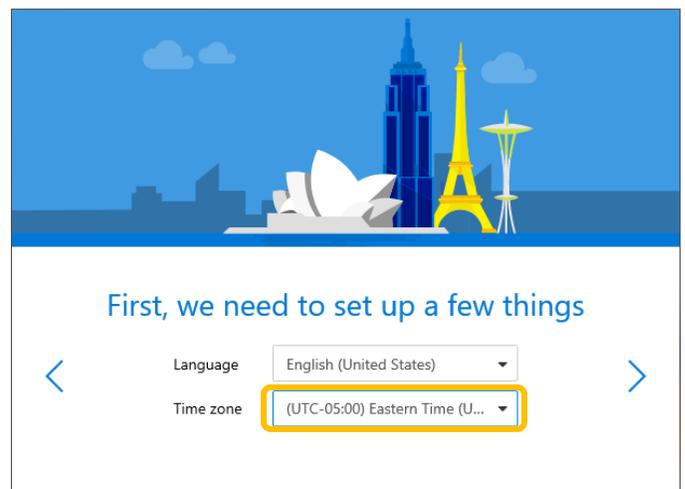
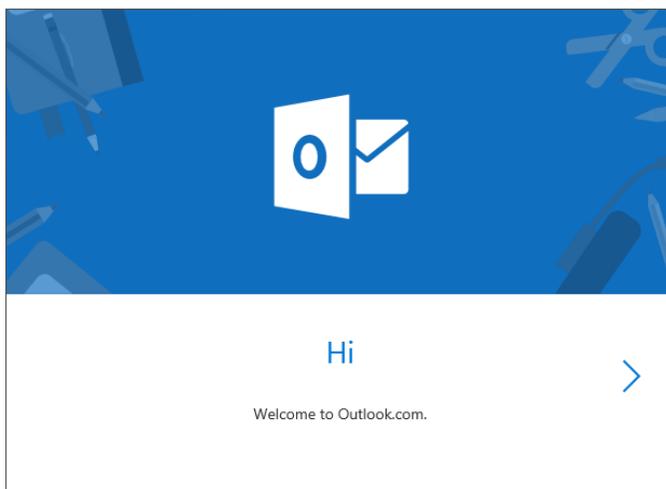
Microsoft Outlook Webmail (O365)

<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*) (F), hit next, and then enter your new password from 'STEP 3' (G).



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 you've 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.