

Digital Tools for Volunteers

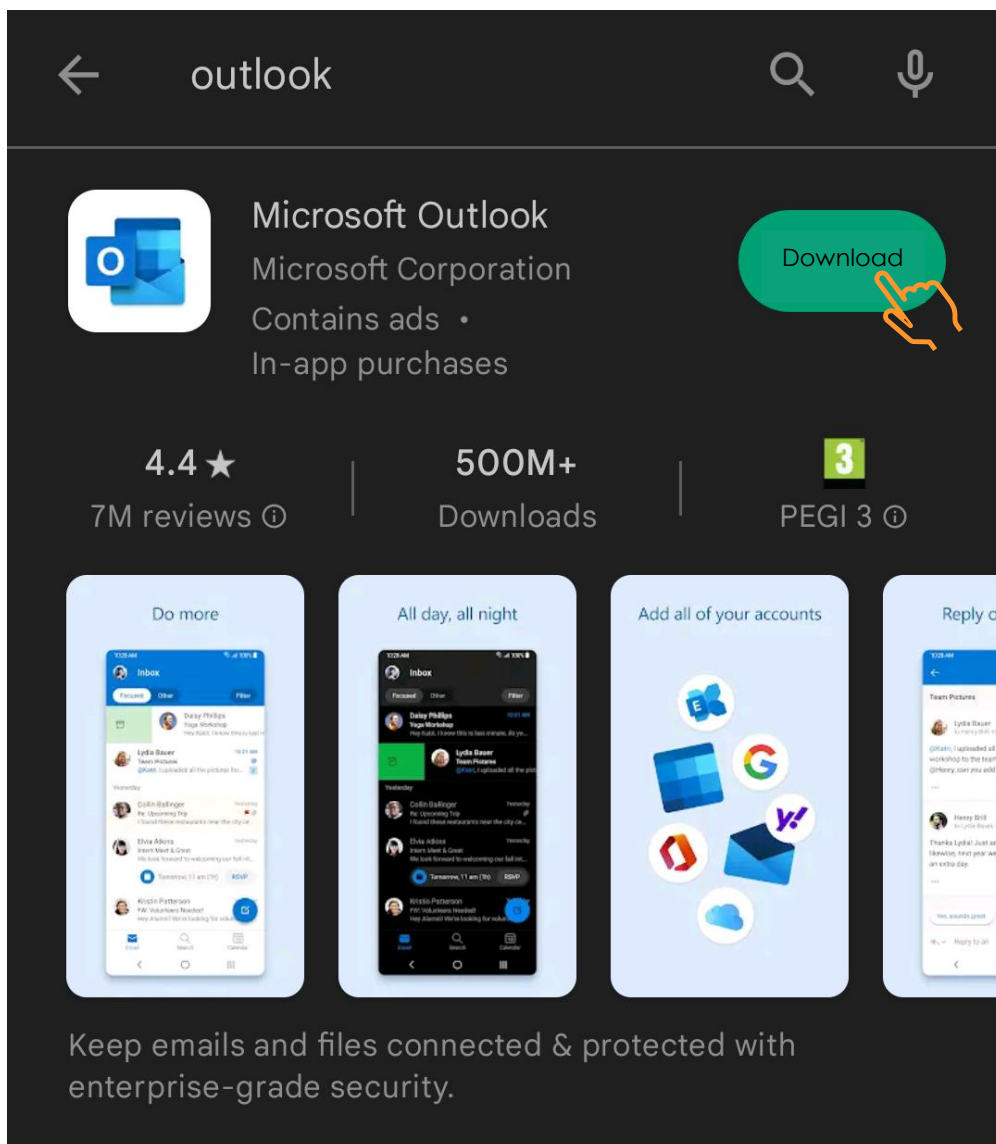


[Office.com](https://www.office.com)

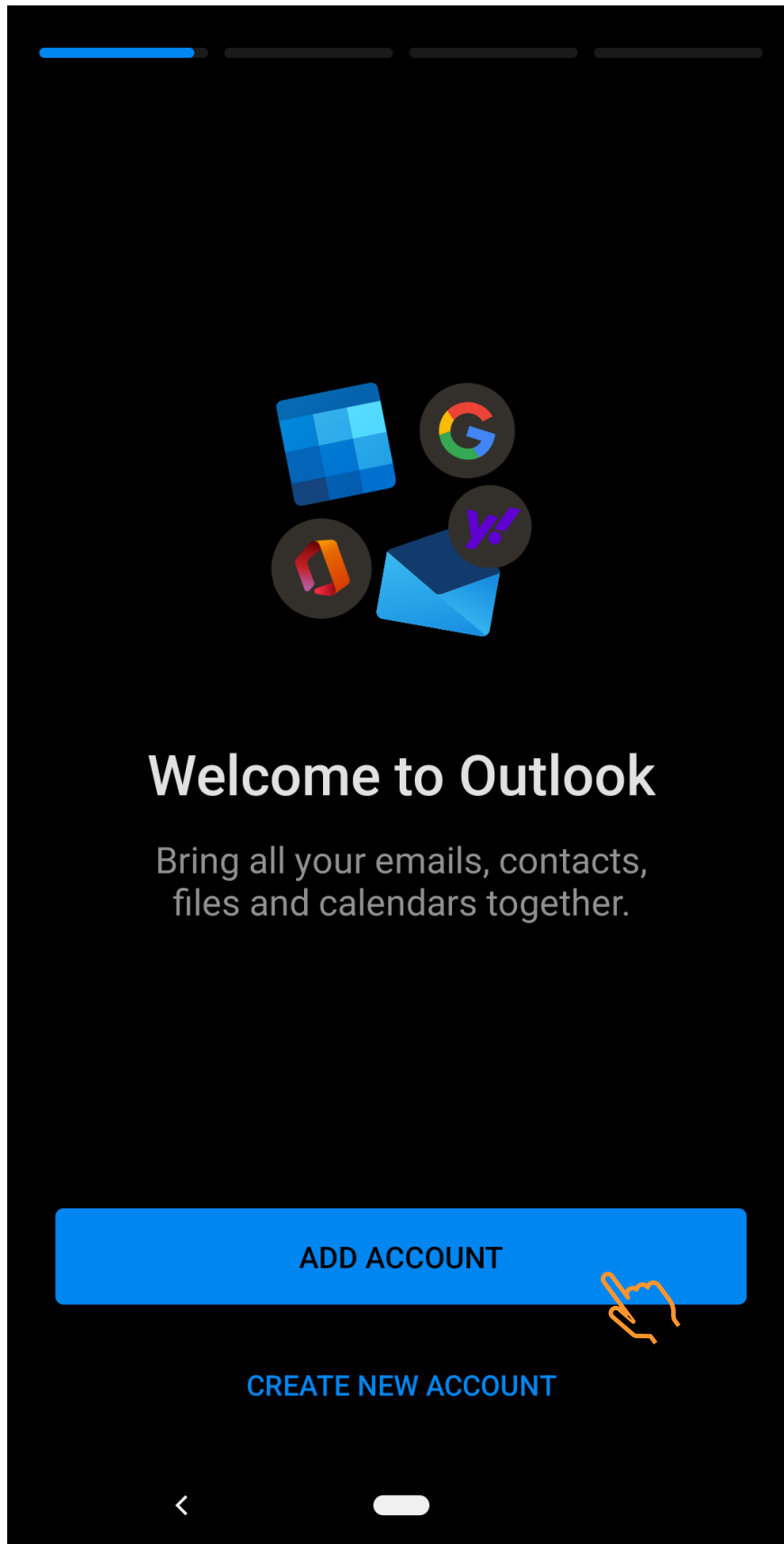
Logging in for the first time on a smartphone or tablet

Before you begin, you should have received an email address and password via email. If you have not received this and believe you should have, please email ict@mndassociation.org or call 01604 611813.

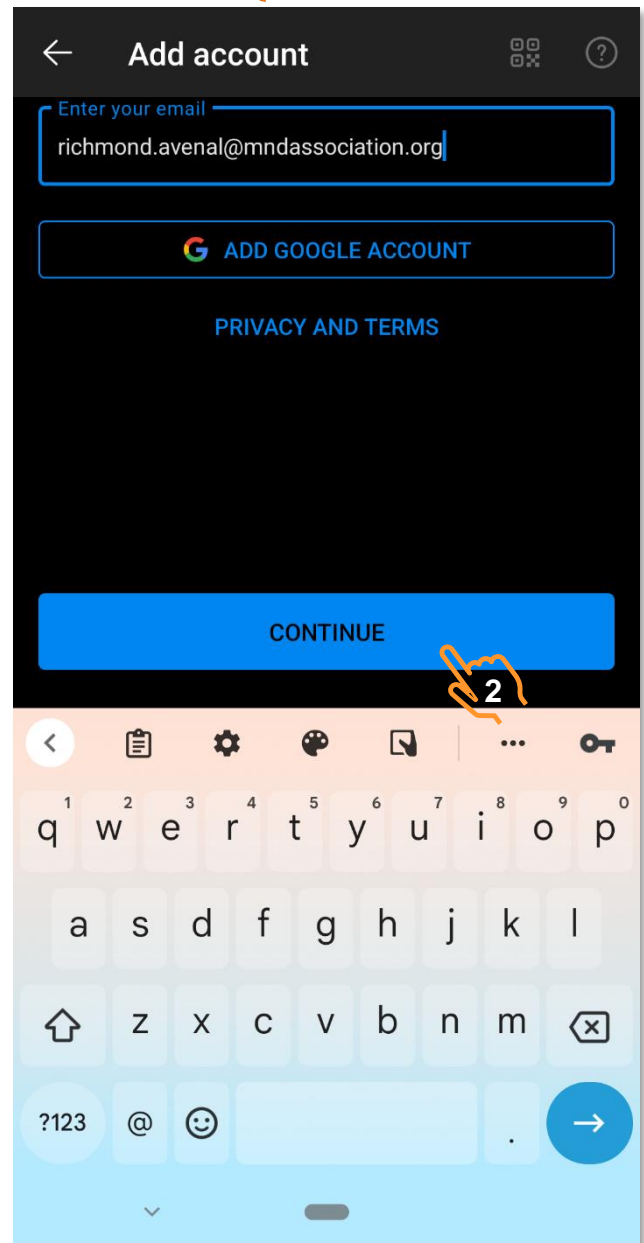
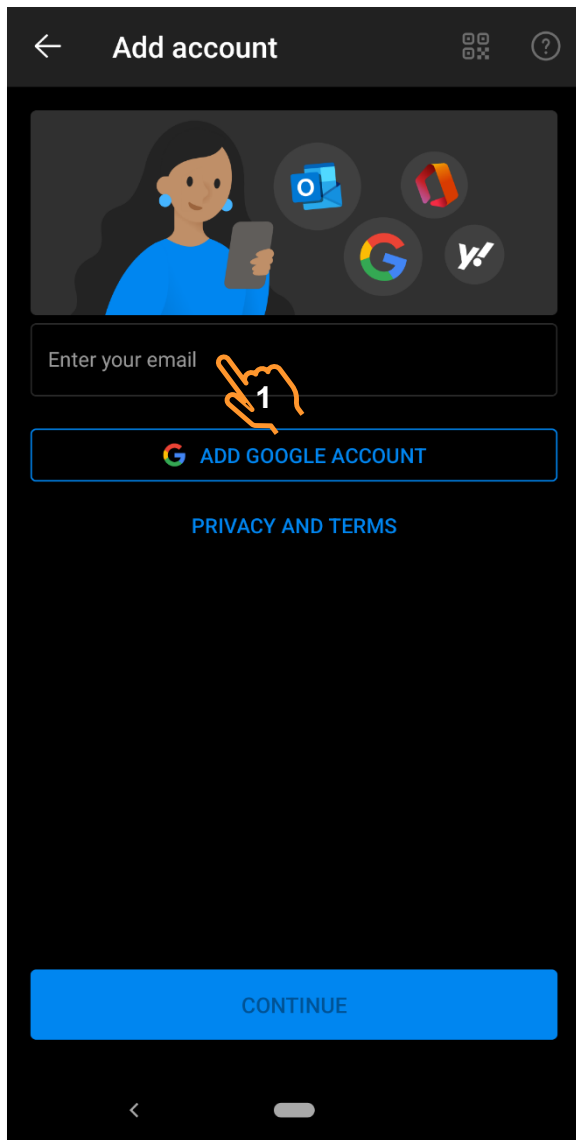
To begin, open the Play Store or App Store on your phone or tablet. Search for 'Outlook' and download the app.



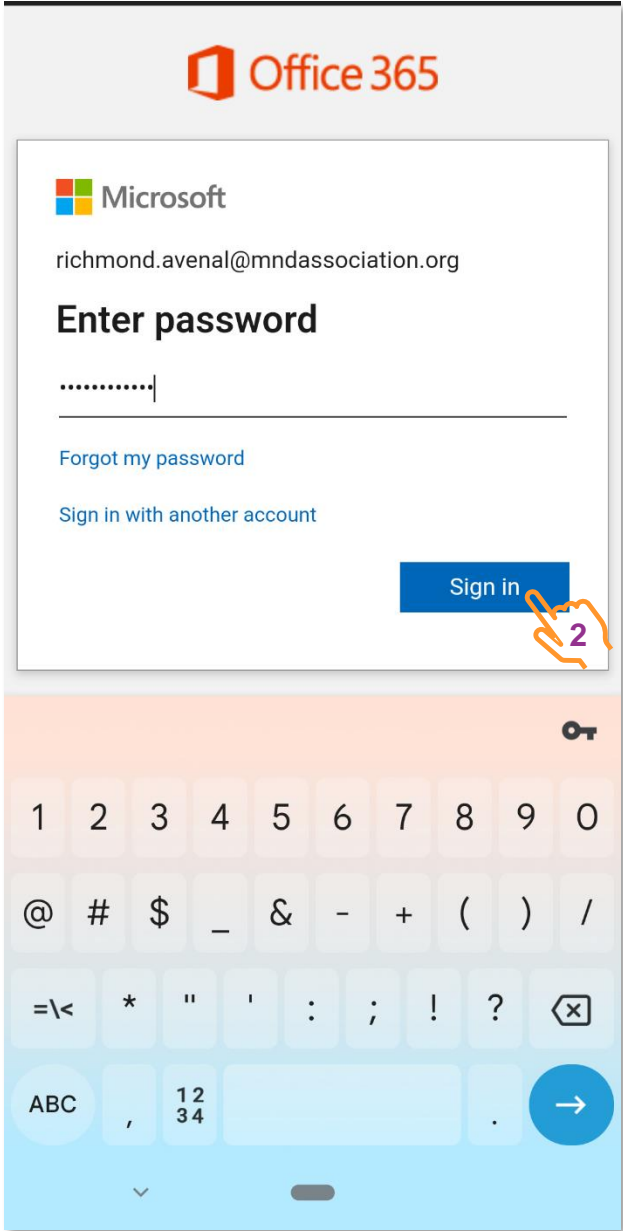
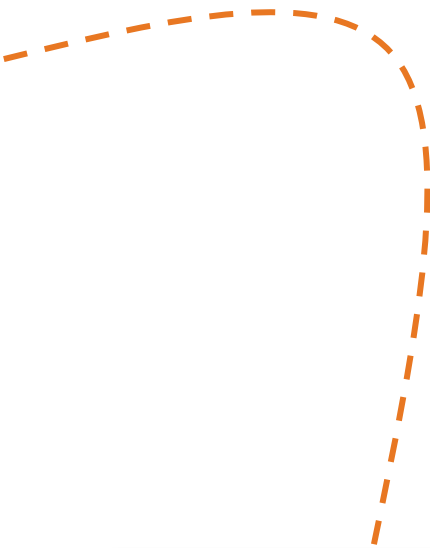
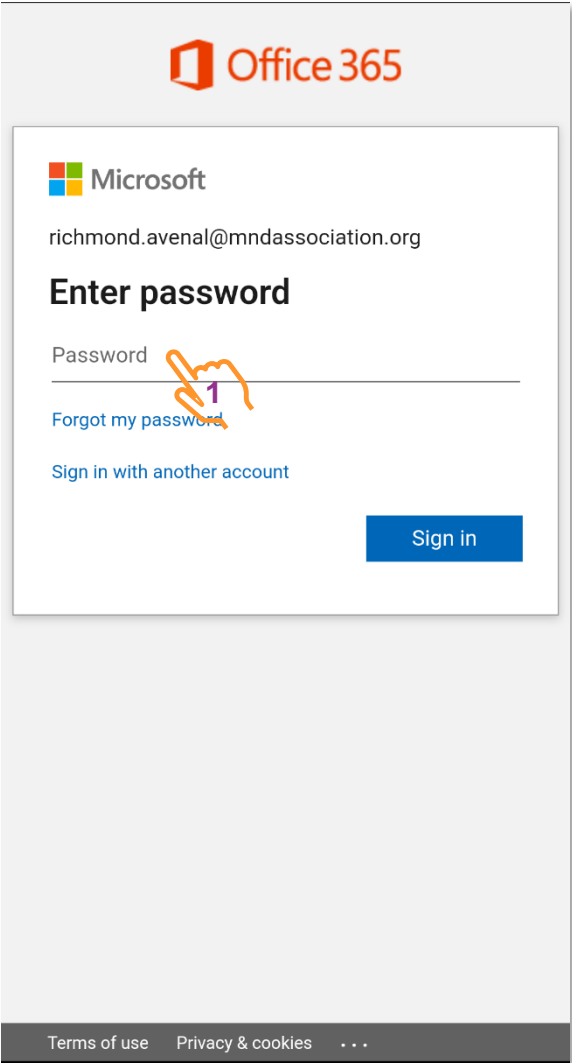
Once you have downloaded the app, click ADD ACCOUNT to get started.



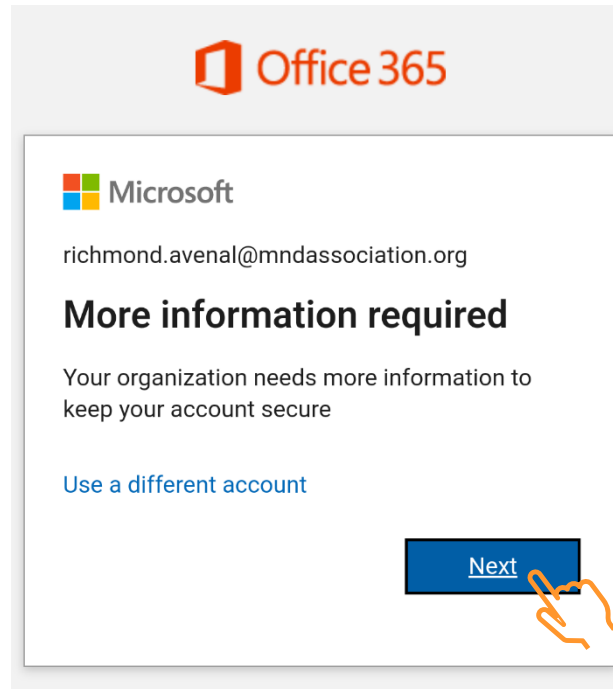
Enter your new Association email address into the box as shown below. Then **click** continue.



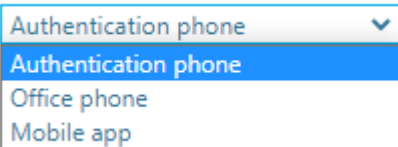
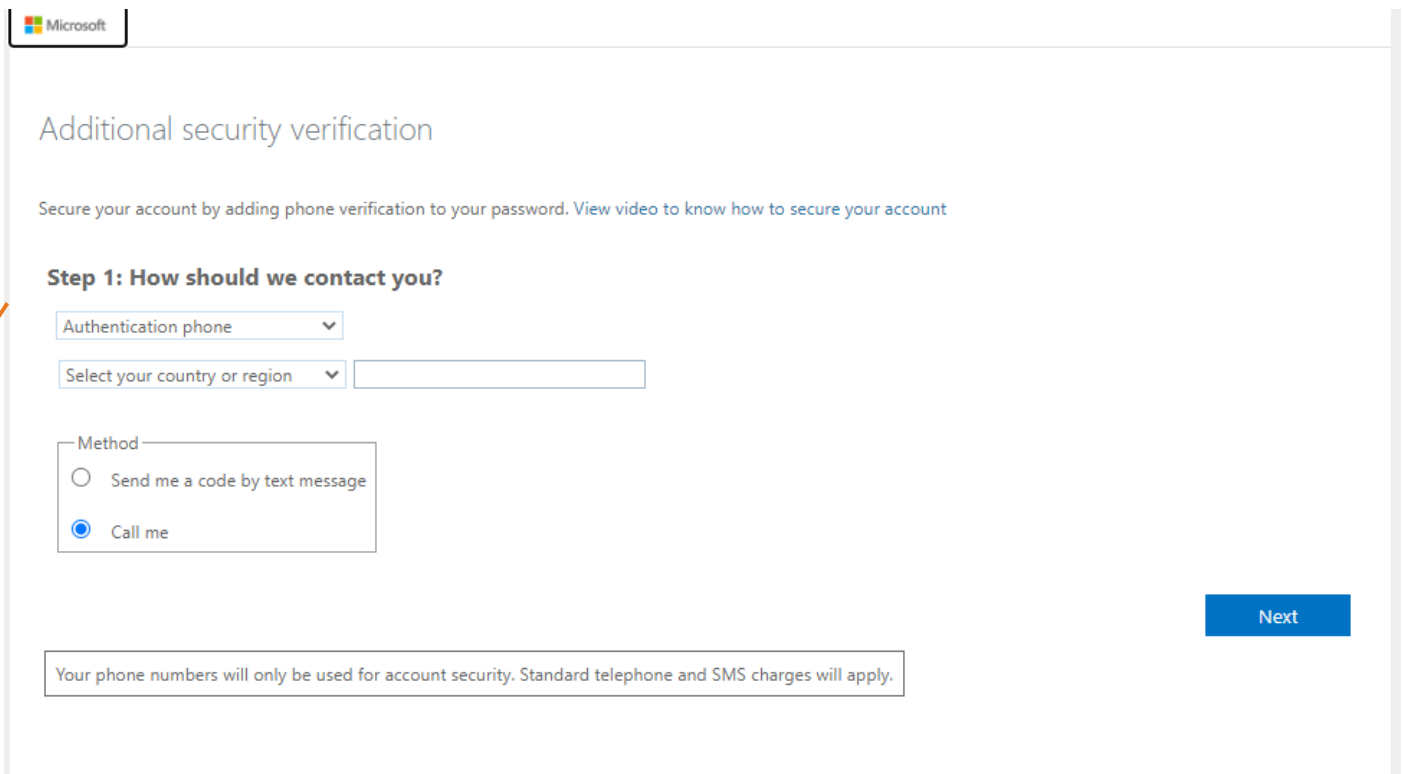
Enter the temporary password which has been sent on a separate email then click Sign in.



After this, you will be prompted to begin a step involving multi factor authentication. You may be familiar with this if you shop or bank online. Multi factor authentication adds another level of security to your account by using your telephone number as a secondary step in logging in. This information isn't used for anything else and is a common step that nearly all organisations use. **Click next** to get started.



You have 3 options to choose from to authenticate.



Authentication phone – Mobile / landline phone
Office phone – Work / additional phone
Mobile app – “Microsoft Authenticator” app downloadable from the app/play store

I have chosen the Authentication phone method. Next, I need to put my phone number in. After this, I need to select the method I will be contact to verify my phone number.

Microsoft

Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

Step 1: How should we contact you?

Authentication phone

Select your country or region

Method

Send me a code by text message

Call me

Next

Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.

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- Select your country or region
- Turkey (+90)
 - Turkmenistan (+993)
 - Turks and Caicos Islands (+1649)
 - Tuvalu (+688)
 - Uganda (+256)
 - Ukraine (+380)
 - United Arab Emirates (+971)
 - United Kingdom (+44)**
 - Uruguay (+598)
 - Uzbekistan (+998)
 - Vanuatu (+678)
 - Venezuela (+58)
 - Vietnam (+84)
 - Virgin Islands, British (+1284)
 - Virgin Islands, U.S. (+1340)
 - Wake Island (+808)
 - Wallis and Futuna (+681)
 - Yemen (+967)
 - Zambia (+260)
 - Zimbabwe (+263)

Method

Send me a code by text message

Call me

Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

Step 2: We're calling your phone at +44 Phone number

Answer it to continue...

After I answer the phone, I need to press the # key on my phone to finish the verification process.

Note – If I had chosen Send me a code by text message, I would have received a 6-digit code via text message which I would need to type in the box provided.

Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

Step 2: We're calling your phone at +44

Verification successful!

Done

After you have verified your phone number your screen will say Verification successful! You can then **click** Done.

The next screen will prompt you to change your password. Remember to use a secure password for your new one by following the below:

- ✓ Use at least 8 characters.
- ✓ Use a combination of different characters such as, ! @ % etc.
- ✓ Use at least one uppercase letter.

After you have filled in all 3 boxes. **Click sign in.**

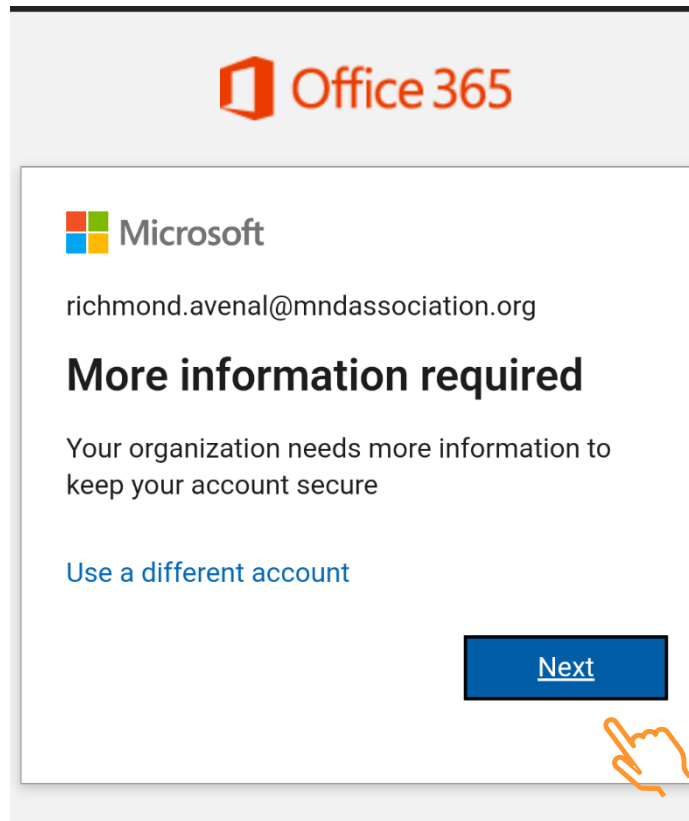
Now type the password you would like to use for your account by following the hints above.

The screenshot shows the Microsoft account update password screen. At the top is the Microsoft logo and the email address 'jen.barber@mndassociation.org'. The main heading is 'Update your password'. Below this is a message: 'You need to update your password because this is the first time you are signing in, or because your password has expired.' There are three input fields: 'Current password', 'New password', and 'Confirm password'. A blue 'Sign in' button is at the bottom right. Four orange hand icons with numbers 1, 2, 3, and 4 point to the 'Current password' field, the 'New password' field, the 'Confirm password' field, and the 'Sign in' button respectively.

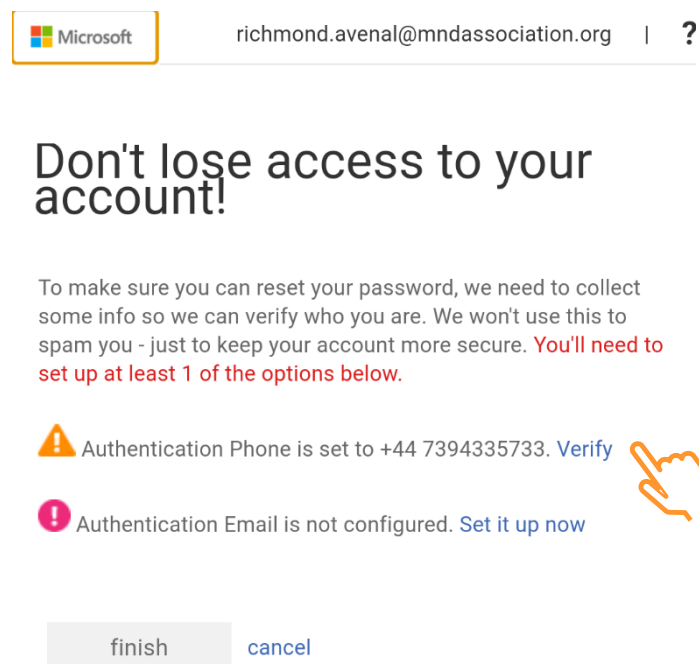
Type the password we provided to you here, this is your current password.

Re-type the password that you would like to use in this box.

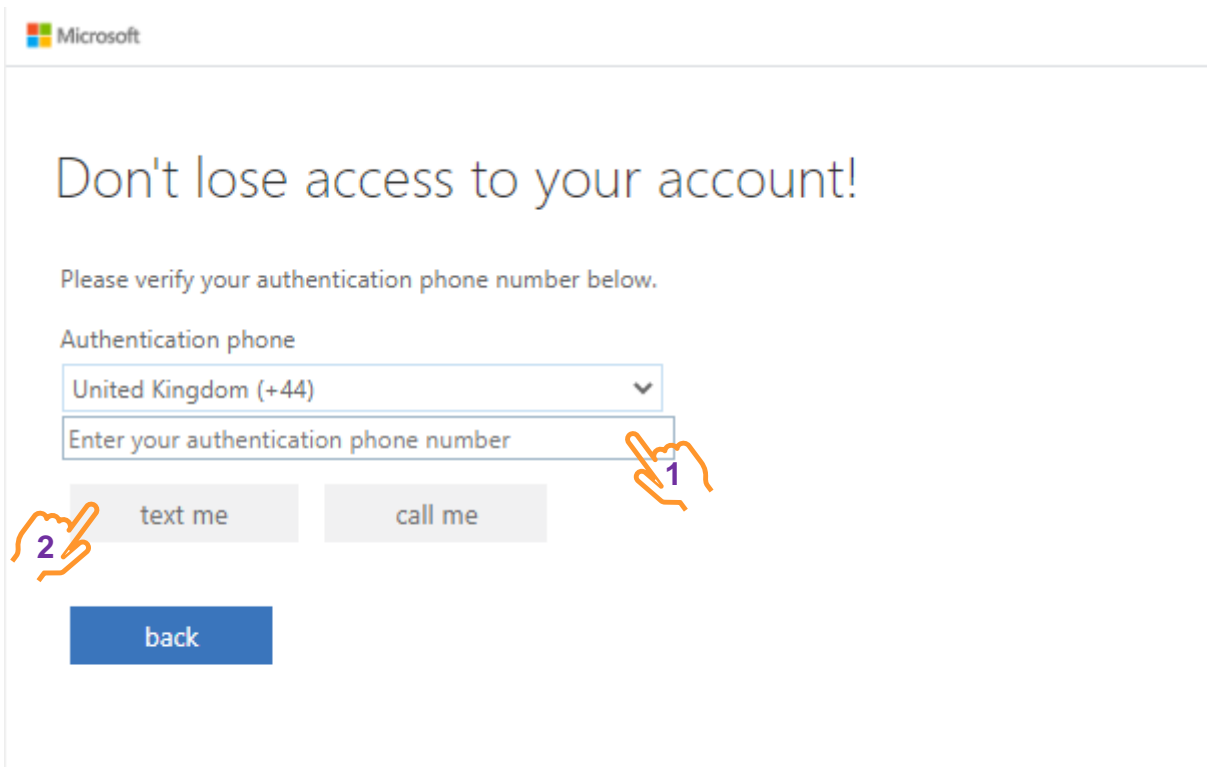
The next stage of authentication requires you to authenticate again, this time to ensure you can change your password and not get locked out of your account. **Click** next.



Another screen will load that looks like the below. It is prompting you to enter a phone number and/or an email address. We strongly recommend entering both however, only one is necessary. **Click** set it up now next to the option you would like to set up.



I have clicked on the phone option, so my screen looks like the below (if you clicked email, skip ahead). **Type** your phone number in the below box then **click** either 'text me' or 'call me' depending on your preference.



Microsoft

Don't lose access to your account!

Please verify your authentication phone number below.

Authentication phone

United Kingdom (+44) ▼

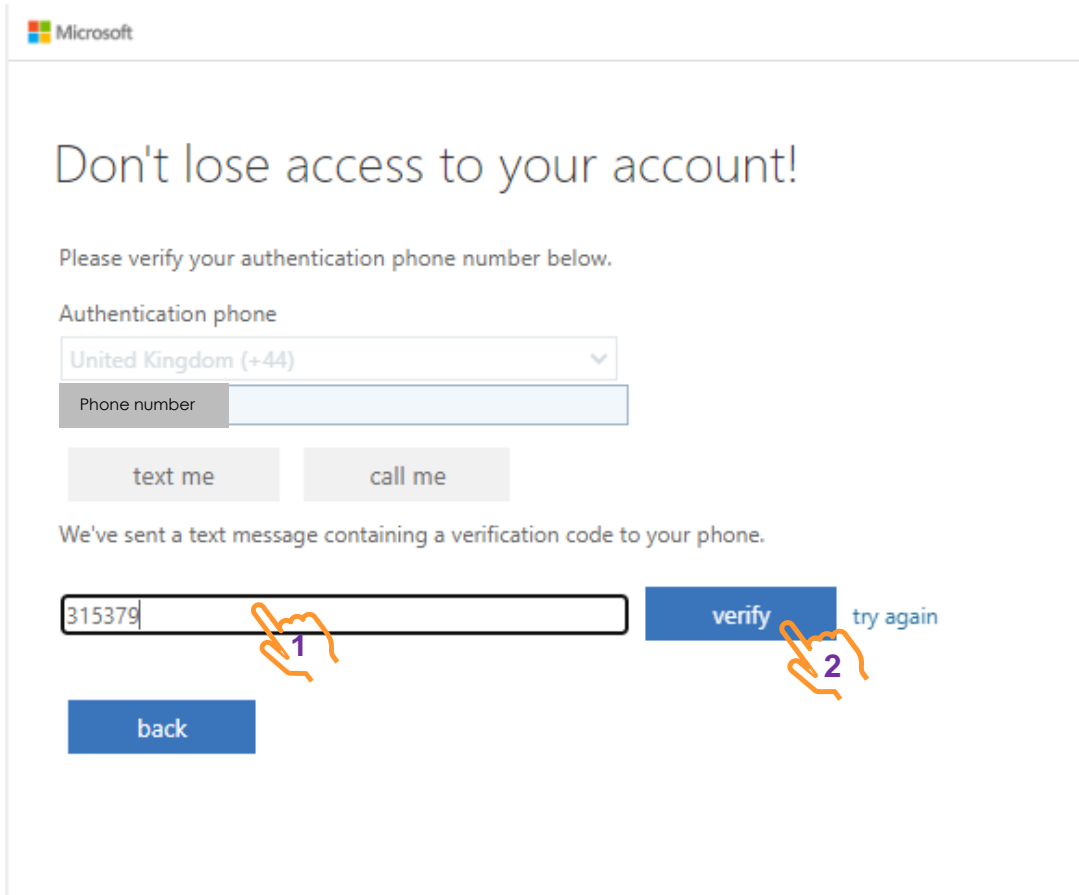
Enter your authentication phone number

text me call me

back

Handwritten annotations: A hand with the number '1' points to the phone number input field. A hand with the number '2' points to the 'text me' button.

If you clicked 'text me' you will receive a text with a 6-digit code. **Type** that in the box below. Then **click** verify.



Microsoft

Don't lose access to your account!

Please verify your authentication phone number below.

Authentication phone

United Kingdom (+44) ▼

Phone number

text me call me

We've sent a text message containing a verification code to your phone.

315379

verify try again

back

Handwritten annotations: A hand with the number '1' points to the verification code input field. A hand with the number '2' points to the 'verify' button.

If you chose to receive a phone call you will need to press the **# key** on your phone when you get a phone call, this will verify your phone number.

Don't lose access to your account!

Please verify your authentication phone number below.


Authentication phone

United Kingdom (+44)

Phone number

text me

call me

We're calling your phone. Please answer it to continue. 


back


After this, you will be sent back to the first page. You can see my phone number has been authenticated as there is a green tick next to it. I will now authenticate my email address by clicking **set it up now**. *If you are skipping this step, click finish and move forward.*



Don't lose access to your account!

Thanks! We'll use the info below to recover your account if you forget your password. Click "finish" to close this page.

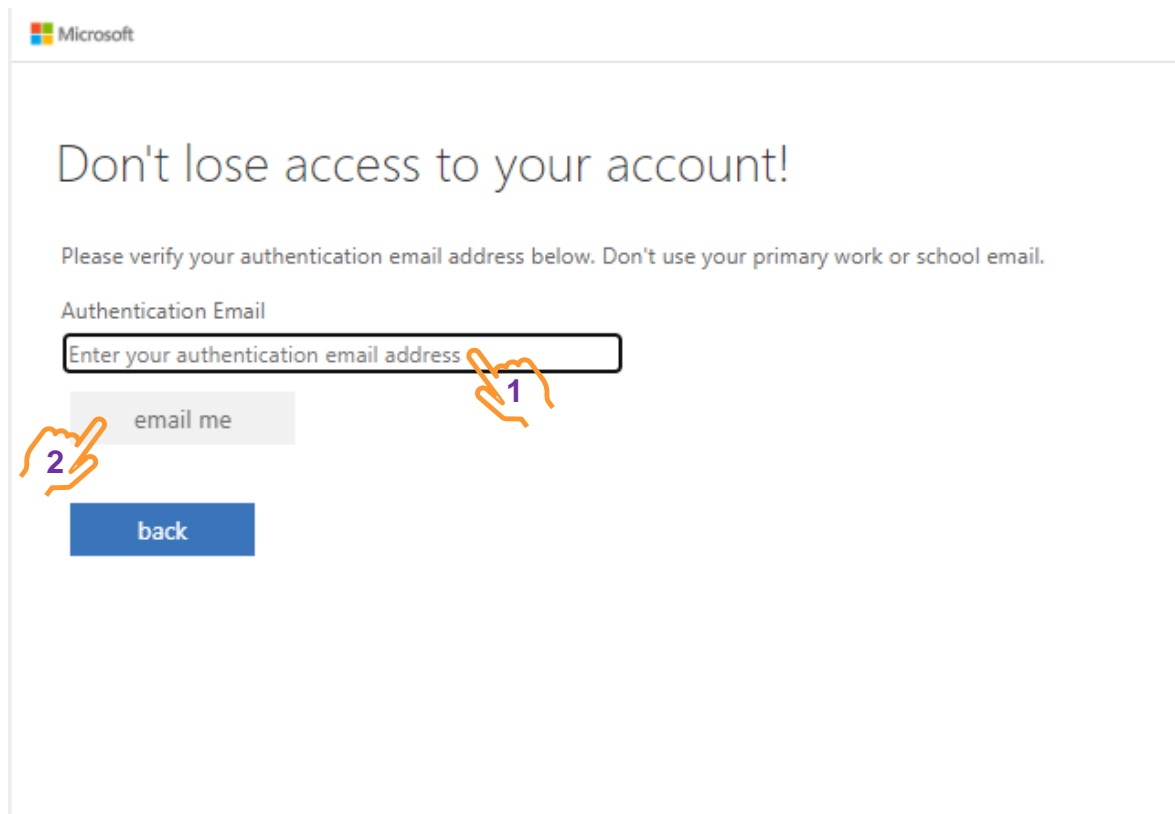
 Authentication Phone is set to + Phone number [Change](#)

 Authentication Email is not configured. [Set it up now](#)

finish

cancel

In a similar manner to the phone number, type your existing/personal email address into the box below and click email me.



Microsoft

Don't lose access to your account!

Please verify your authentication email address below. Don't use your primary work or school email.

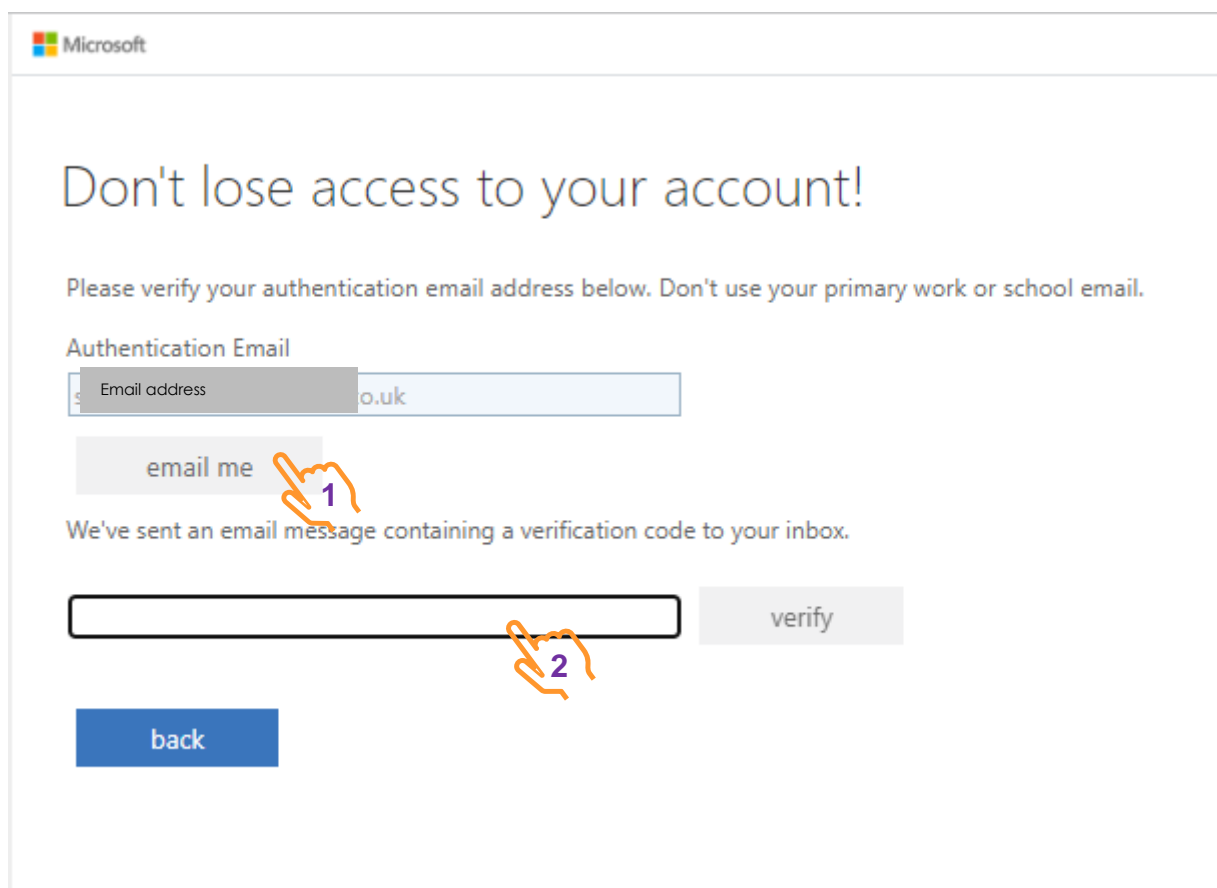
Authentication Email

email me

back

Handwritten annotations: A hand with the number '1' points to the input field, and a hand with the number '2' points to the 'email me' button.

You will receive a 6-digit number by email to the email address you just typed in. **Type** this 6-digit number into the box below and click 'verify'.



Microsoft

Don't lose access to your account!

Please verify your authentication email address below. Don't use your primary work or school email.

Authentication Email

email me

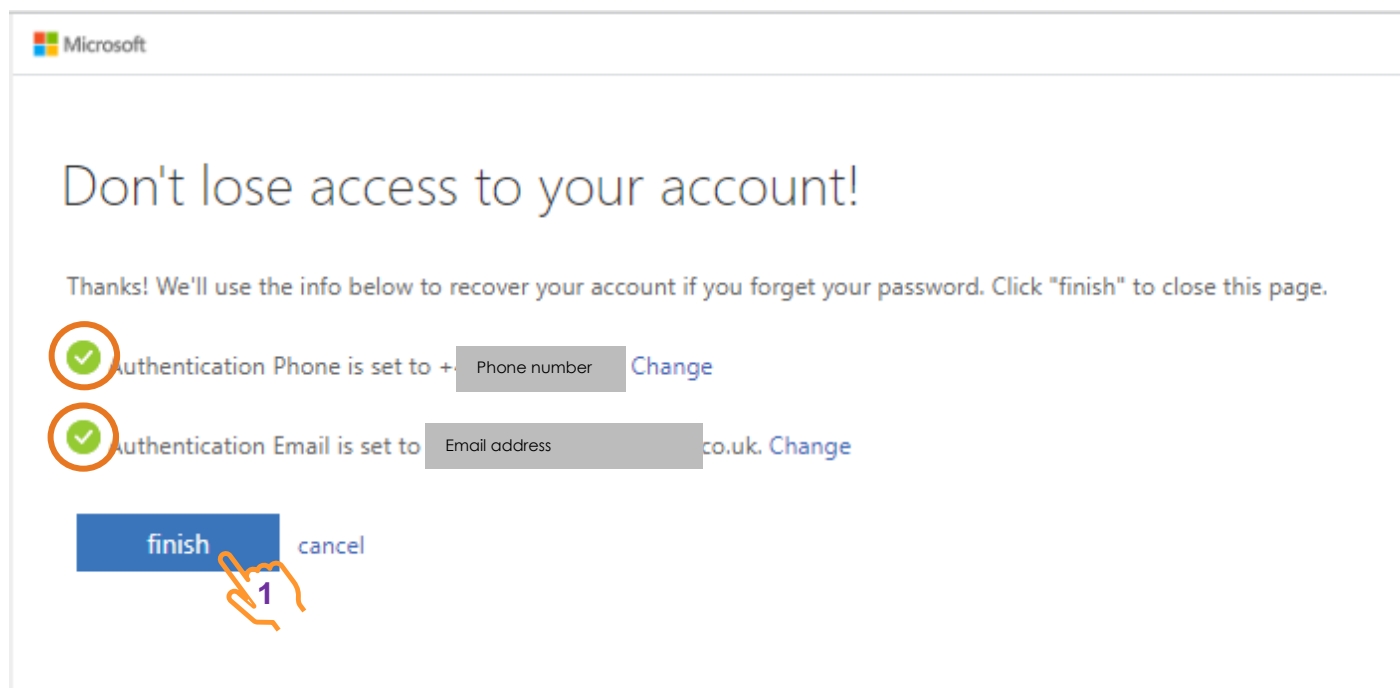
We've sent an email message containing a verification code to your inbox.

verify

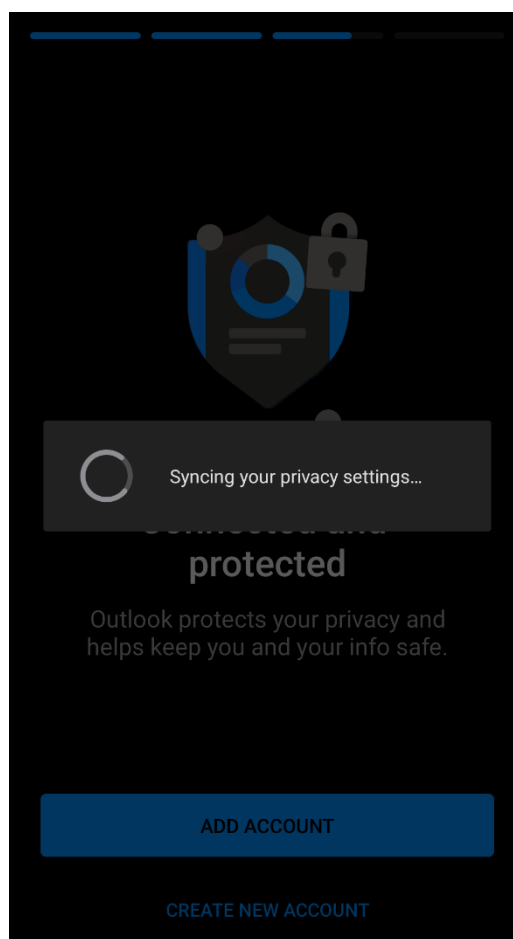
back

Handwritten annotations: A hand with the number '1' points to the 'email me' button, and a hand with the number '2' points to the verification code input field.

Once you have completed these steps and can see a green tick next to both options, you can then **click finish**.



After this, your new Association email account will be synced with the Outlook app. Your screen should look like the below. You do not need to click anything at this stage.



Congratulations! You have successfully signed into the Outlook app for the first time. Remember, next time you log in you will need to use your MND Association email address and the password you just created. The one we provided will no longer be valid.

