

First time user account activation

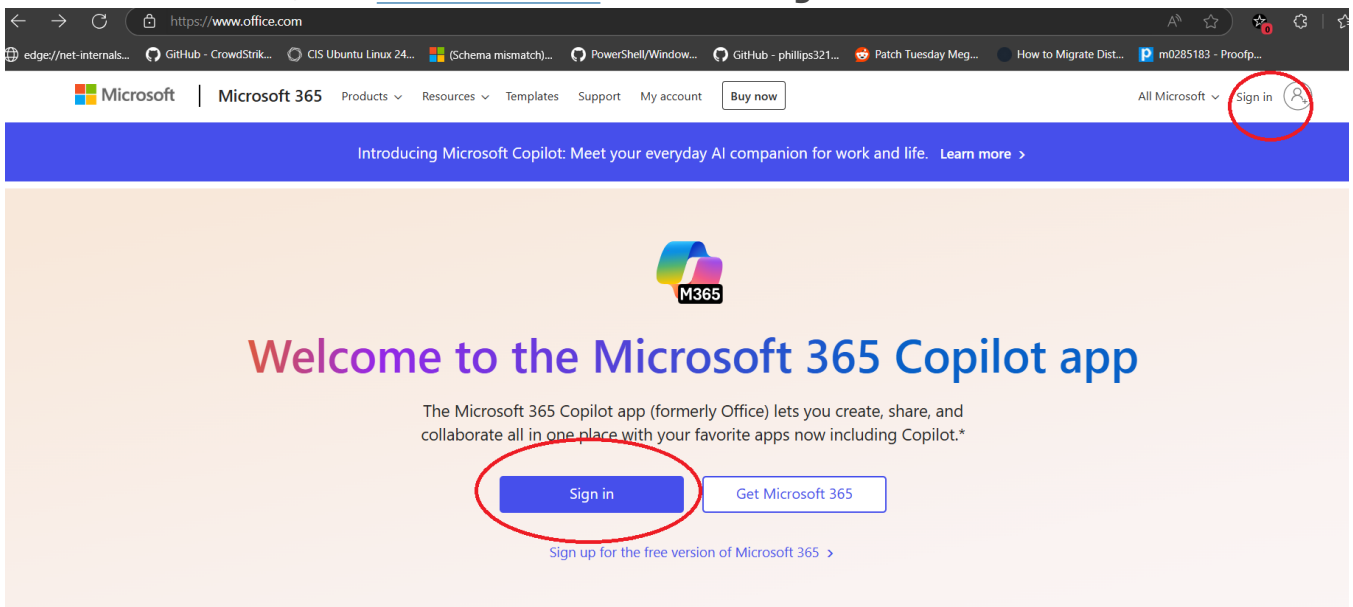
Welcome to Arkansas State University!

Now that you have received your welcome letter with your A-State email address, you can activate your account by setting the password on your account and completing the security authentication methods.

First, let's get your password setup.

You will need both a computer/tablet and a mobile phone for this process

- From a web browser, visit www.office.com and select **Sign in**.



- On the sign in page, select **Can't access your account**.



Sign in

Email, phone, or Skype

No account? [Create one!](#)

[Can't access your account?](#)

Next



Sign-in options

- If prompted for which type of account, select **Work or school account**.



Which type of account do you need help with?



Work or school account
Created by your IT department



Personal account
Created by you

Back

- Enter your full A-State email address and verify the characters that are shown in the captcha and then click **Next**.

Get back into your account

Who are you?

To recover your account, begin by entering your email or username and the characters in the picture or audio below.

Email or Username: *

Example: user@contoso.onmicrosoft.com or user@contoso.com



Enter the characters in the picture or the words in the audio. *

Next

Cancel

- On the verification page, your personal email address on file with A-State has been setup as your alternate email address. Click on **Email** to have a verification code sent to your personal email address. You can change this address after activating your account.

Microsoft

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

☒ Email my alternate email

You will receive an email containing a verification code at your alternate email address (*****@*****).

Email

Cancel

- Enter the verification code that you received and select **Next**.

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

☒ Email my alternate email

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

904787

Next

Are you having a problem?

[Cancel](#)

- Enter your new password, confirm it and select **Finish**.

Get back into your account

verification step 1 ✓ > **choose a new password**

* Enter new password:

* Confirm new password:

Finish

[Cancel](#)

The A-State password requirements must contain:

- At least 15 characters and one capital letter, one lowercase letter, one number, and one special character
- It also must NOT contain any part of your name or anything too closely related to A-State
- It can also be set up as a passphrase

- Once your password is set, you can sign in and start using your account. Select the **click here** link to sign in.

Microsoft

Get back into your account



Your password has been reset

To sign in with your new password, [click here](#).

- Enter your A-State email address and select **Next**.



Sign in

Email, phone, or Skype

No account? [Create one!](#)

[Can't access your account?](#)

Next



Sign-in options

- Enter the password for your A-State account and select **Sign in**.



Enter password

Password

[Forgot my password](#)

Sign in

A-State IT Support

(870)-972-3933
itshelpdesk@astate.edu

By signing in, you agree to abide by the ASU System's [Terms of Use](#). Violations could lead to restrictions of privileges and/or disciplinary action.

Please keep your password secure, A-State will never ask you for your password

- After signing in with your password, you will be prompted to set up **Microsoft Authenticator**
 - On the "**Let's keep your account secure**" screen, click **Next**



Let's keep your account secure

We'll help you set up another way to verify it's you.

[Use a different account](#)

[Learn more about verifying your identity](#)

Next

A-State IT Support

(870)-972-3933
itshelpdesk@astate.edu

By signing in, you agree to abide by the ASU System's [Terms of Use](#). Violations could lead to restrictions of privileges and/or disciplinary action.

- Download the **Microsoft Authenticator app** from either the **App Store (iPhone/iOS)** or the **Play Store (Android)**
- After you download the **Microsoft Authenticator app** on your phone click **Next**

Install Microsoft Authenticator



Install the app on your mobile device, then come back here to continue.



[Set up a different authentication app](#)

- [Set up a different way to sign in](#)

[Skip setup](#)

Next

- Make sure you **allow** notifications on your phone and then click **Next**

Set up your account in app



If prompted, allow notifications. Then add an account, and select **Work or school**.

- [Set up a different way to sign in](#)

Next

- A unique QR code will generate on the next screen



1. Use the Microsoft Authenticator app on

Use the Microsoft Authenticator app to scan the QR code. This connects the app to your account.

Then come back and select **Next**.

[Can't scan the QR code?](#)

[Set up a different way to sign in](#)

Next

o

≡ Authenticator +



Ready to add an account?

Secure your accounts with multifactor authentication.

 Add work or school account

 Scan QR code

[Add personal Microsoft account](#)

o Once you scan the QR code, click **Next**

- Microsoft will then generate a random number on the computer, go to your the **Authenticator app** and enter the number you see on screen

Let's try it out



20

- Enter the number shown in the app to approve the sign-in request.

[Set up a different way to sign in](#)

- After you enter the number in the app, your A-State account will be successfully linked to your Microsoft Authenticator app, Click **Done**

✓ **Authenticator Added**



You can now use Microsoft Authenticator to approve sign-ins, get one-time codes, and more.

- This is now your default sign-in method.

Done

- The next page will show you have successfully added Microsoft Authenticator as a verification method, along with your personal email or phone number, click **Done** and continue to your Outlook inbox

Set up complete



You can now verify it's you using these methods:



Microsoft Authenticator



Email



- View, add or edit your methods in your account [security settings](#).

Done

- If you are not redirected back to the Microsoft portal or you receive an error message when you are redirected, just close your web browser and reopen it. Then return to www.office.com and sign in. You will not have to repeat the setup process.

- Once you have completed the sign in process, if you are not prompted to complete the setup of additional security authentication methods, select your profile icon in the lower left corner and then click on **View account**.

The image shows two screenshots of the Microsoft 365 Copilot interface. The top screenshot shows the main dashboard with a sidebar on the left containing icons for Home, Create, OneDrive, and Apps. A red arrow points to the 'MS' profile icon in the sidebar. The bottom screenshot shows the user profile menu that appears after clicking the profile icon. The menu displays the user's name 'MSTest Support', email 'mstestsupport@astate.edu', and two links: 'View account' and 'My Microsoft 365 profile'. A red arrow points to the 'View account' link. The background of both screenshots shows the 'Welcome to Microsoft 365 Copilot' message and a search bar.

Install and more ▾

Welcome to Microsoft 365 Copilot

Search

Quick access

All Recently opened Shared Favorites +

Upload

No recent content

Create a new document or upload one to get started.

Arkansas State University - Jonesboro Sign out

MSTest Support
mstestsupport@astate.edu
[View account](#)
[My Microsoft 365 profile](#)

Sign in with a different account

Welcome to Microsoft

Search

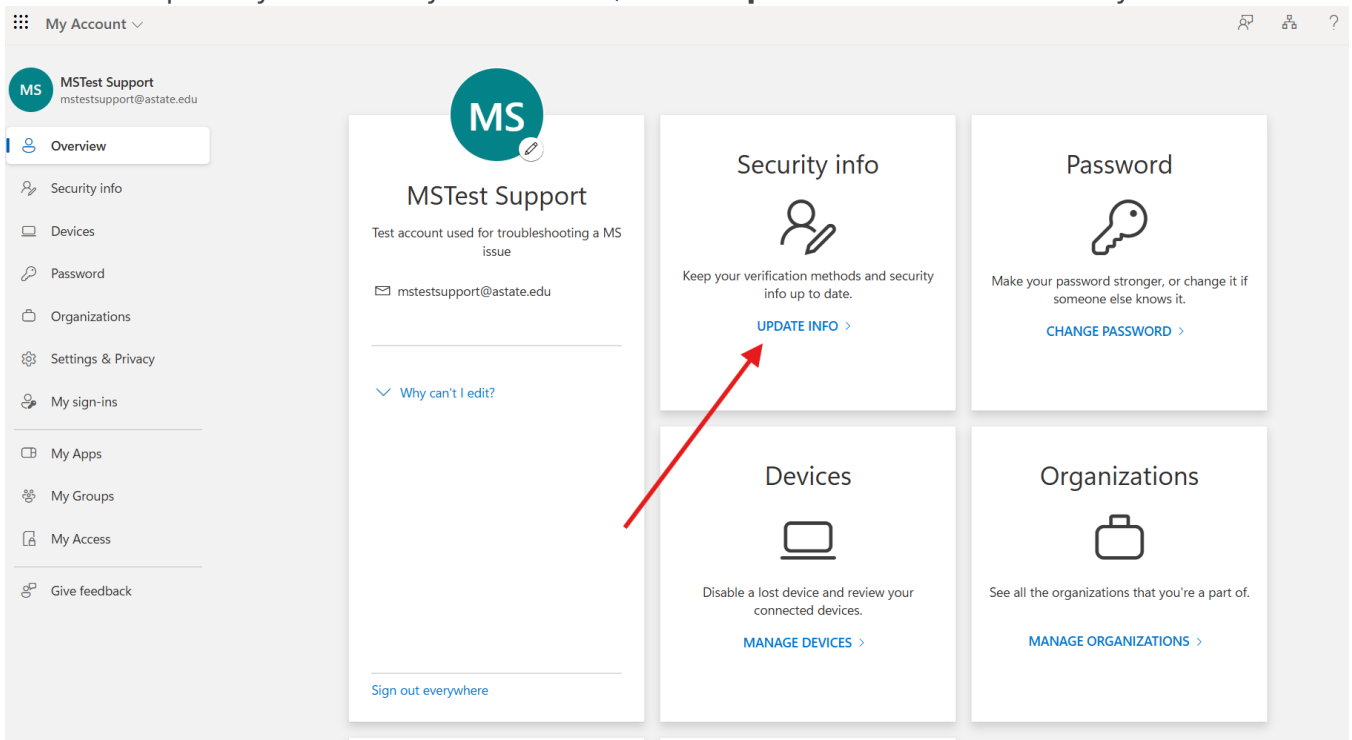
Quick access

All Recently opened Shared Favorites +

No recent content

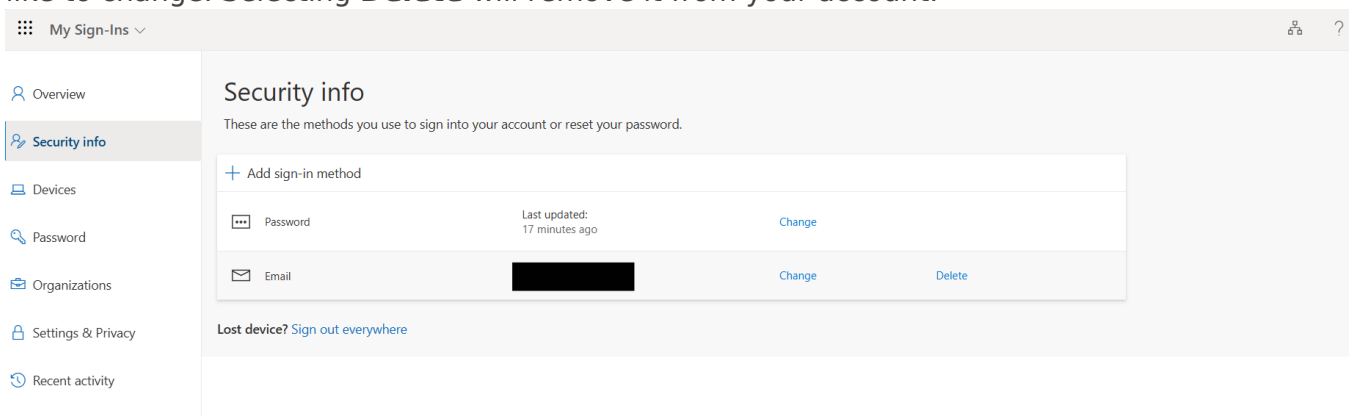
Create a new document or upload o

- To add or update your Security information, select **Update Info** on the Security info tile.

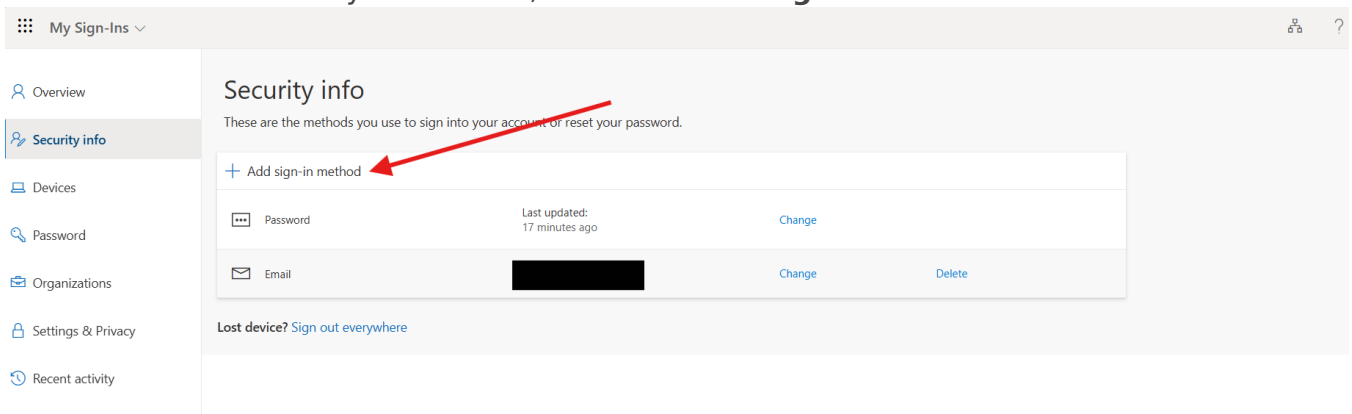


- The Security info page will show all the authentication methods currently configured for your account. From here, you can change or delete existing methods or add new ones.

To change an existing method, select the **Change** option next to the method you would like to change. Selecting **Delete** will remove it from your account.



- To add new methods to your account, select the **Add sign-in methods**.



- Select the method you would like to add to your account and follow the prompts to complete the setup. If you want to use an authenticator app (i.e., Duo Mobile, Google

Authenticator, etc.), select the **Microsoft Authenticator** method from the list.

Add a sign-in method ×

**Microsoft Authenticator**
Approve sign-in requests or use one-time codes

**Hardware token**
Sign in with a code from a hardware token

**Phone**
Get a call or text to sign in with a code

**Alternate phone**
Get a call or text to sign in with a code

**Office phone**
Get a call or text to sign in with a code

**Security questions**
Answer these to reset your password

- You have now completed the setup for your A-State user account and finished the registration of secure information.

For further assistance, contact the ITS Help Desk at 870-972-3933 or stop by IT Support Services (itsupportservices@astate.edu). It is located on the bottom floor of the Dean B. Ellis Library, Room 149

Revision #8

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