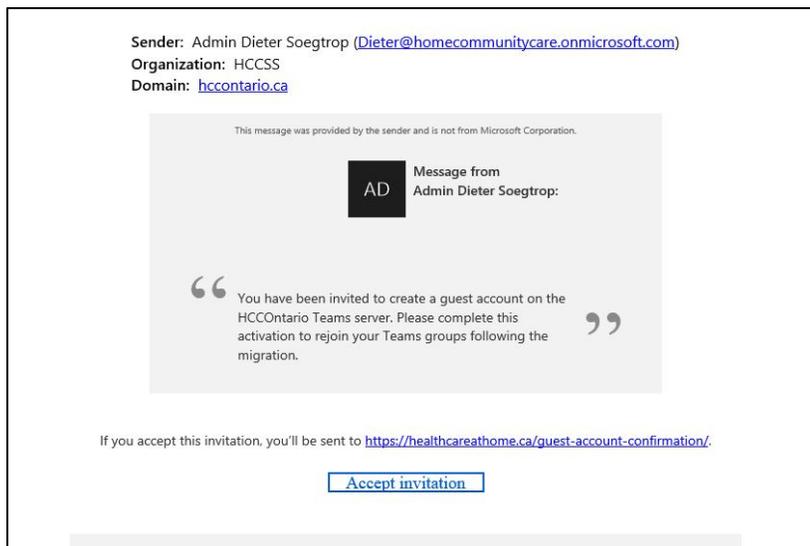


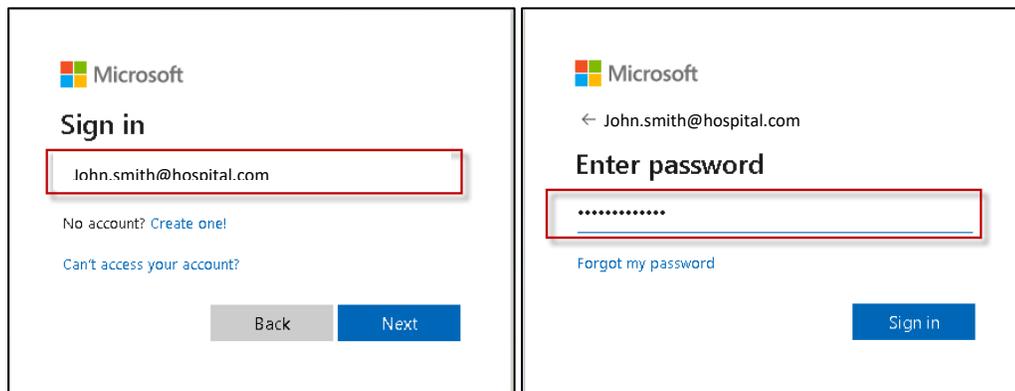
QUICK GUIDE: GUEST ACCOUNT CREATION FOR MICROSOFT TEAMS

When external users are added to a Home and Community Care Support Services (HCCSS) Teams Channel or other Office 365 applications as a Guest, they will be required to activate the account and set up multi-factor authentication MFA. This only needs to be done *once* per account.

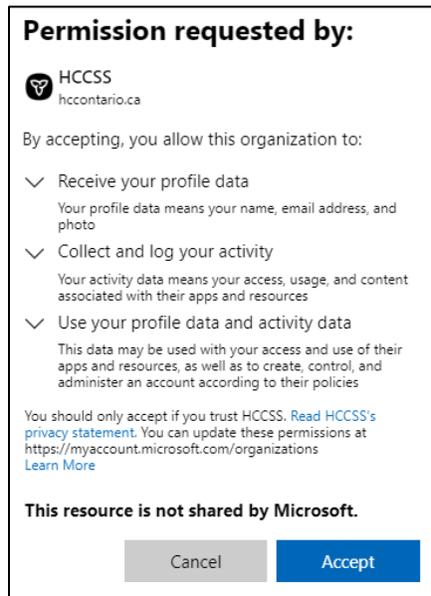
1. You will receive an email similar to the one below. Click “Accept Invitation.” ****Important: Check your Junk email folder if you are expecting this message and do not see it. ****



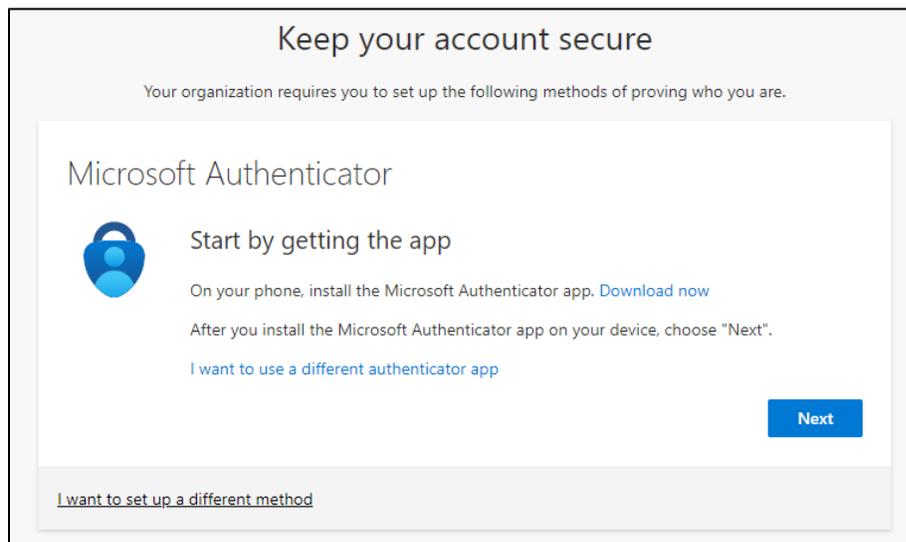
2. Sign in if prompted by using your existing email account credentials. If your email address does not currently have a Microsoft account attached, please contact your local IT team for support to create one.



3. You will be prompted to accept the permissions statement. **Click Accept.**

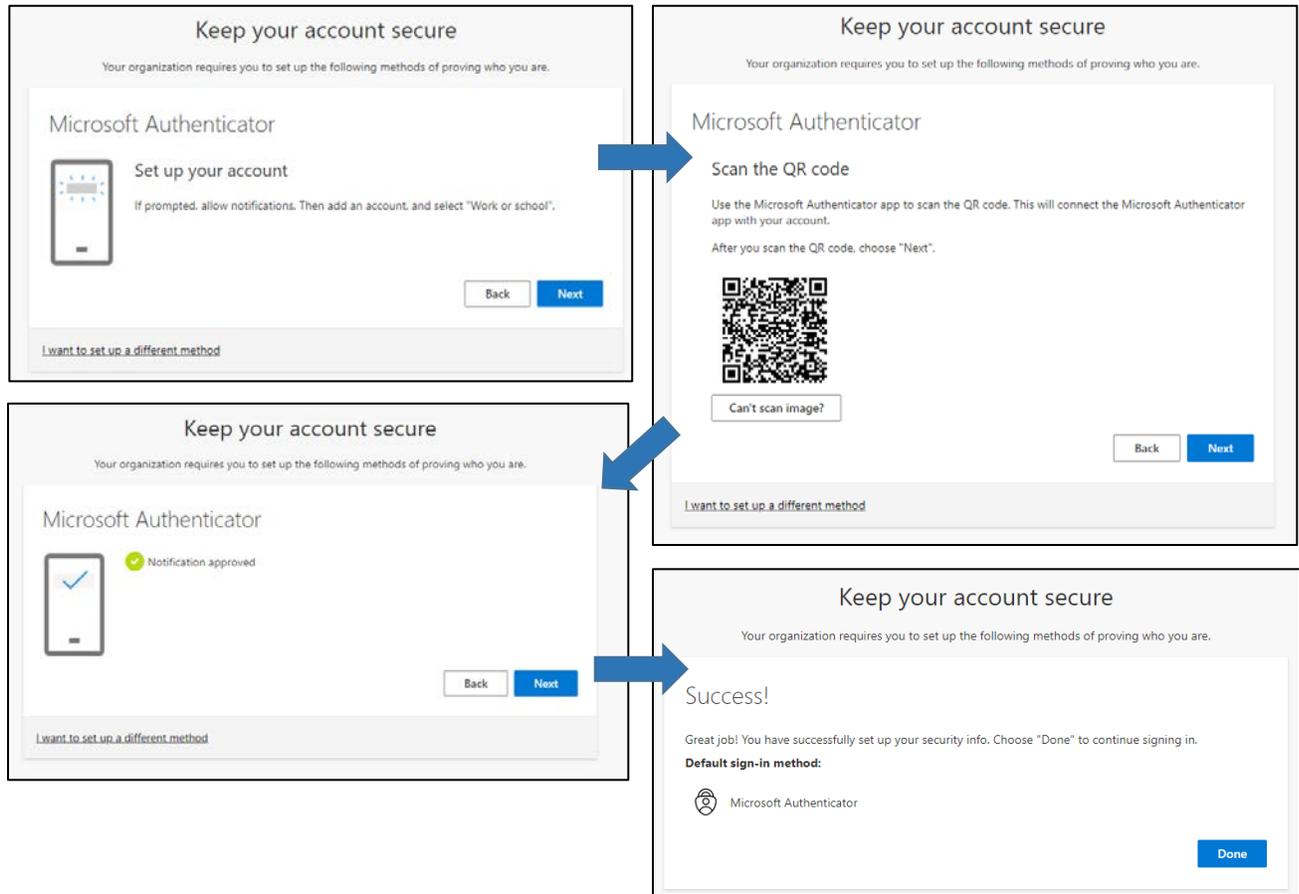


4. If your account does not have multi-factor authentication (MFA) set up as part of your organization, please follow the on-screen instructions to set up MFA. Refer to [THIS](#) article for more details. If you use MFA as part of your usual login process, skip to step 6.

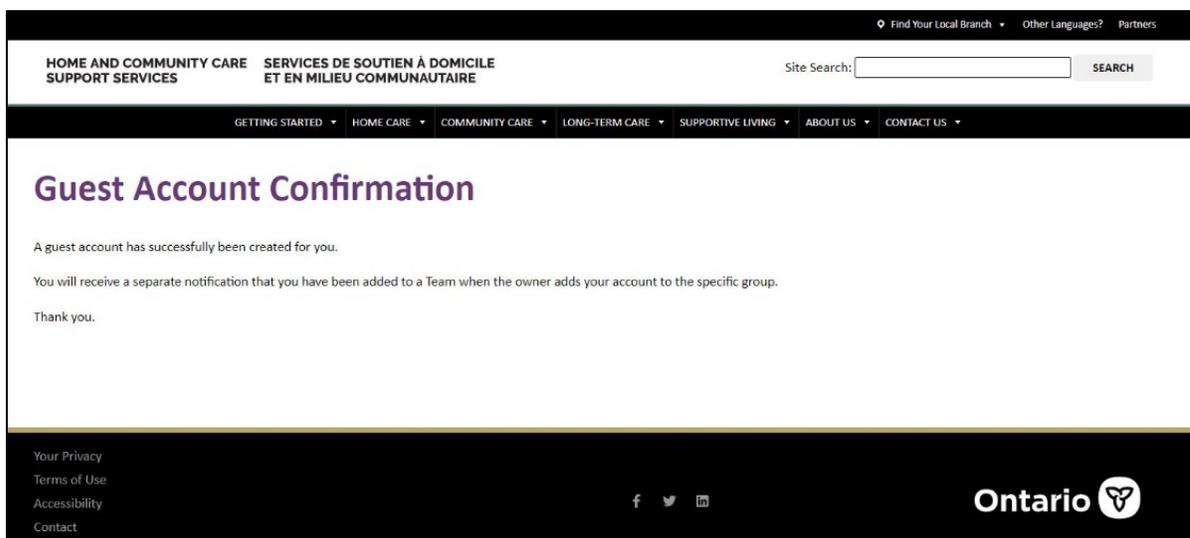


It is recommended that you use the [Microsoft Authenticator app](#) on your mobile phone for MFA, however, if you would like to use another method such as text message, click "I want to set up a different method." This document assumes you will use the Authenticator app.

5. Follow the on-screen steps to configure the Microsoft Authenticator app.



6. Once you have logged into your guest account, you will be directed to the screen below. This indicates that your set up is complete. You may close the browser window.



7. Send an email to the Team owner informing them that your account setup was successful. They will now be able to add you as a member of the team.

8. After the site owner adds you as a guest, you will receive a *separate* email similar to the one on the right.

****Reminder: Check your junk or spam folder****

9. Follow the on-screen prompts to join the team.
[Watch this video](#) for more details.

