QUICK SUMMARY. This tip sheet (ID: 0001) has been created to assist faculty, staff, and students, who are new to our campus and our network at Clovis Community College, to set up their Office 365 (i.e., O365) Outlook e-mail accounts correctly and securely. Student e-mail addresses will end with **@st.clovis.edu**. Employee e-mail addresses with end with **@clovis.edu**. If you have any questions or concerns, please feel free to reach out to the Help Desk via phone (**575.769.4969**) or by using this support ticket form: https://www.clovis.edu/helpdesk/forms/2023/index.php

What Do I Need Before I Begin?

Before you begin, you will need to have the following access, software, materials and/or equipment:

- Access to a Computer (5 years or newer)
- **Recommended:** Access to a Smartphone (4 years or newer)
- An updated Web browser (e.g., Google Chrome or Mozilla Firefox)
- A reliable Internet connection (e.g., wireless, wired, very strong cellular connection)
- **Optional (at Start):** An installed authenticator app on your smartphone or access to a secure authentication alternative (more on this below)
- About thirty (30) to forty-five (45) minutes to complete your O365 account setup.

Help Desk Is Here to Help!

At any time during this setup, you can call Clovis Community College's Help Desk using your phone (**575.769.4969**). Please be aware of the Help Desk's hours of operation. You can find their hours of operation here: https://www.clovis.edu/helpdesk. If you cannot call during the Help Desk's hours of operation, please consider submitting a Help Desk ticket using this support ticket form: https://www.clovis.edu/helpdesk/forms/2023/index.php.

Document Navigation

Below, you will find the Document Navigation List, complete with navigation links pointing to important sections found within this tipsheet. This list has been created to help returning (and new) users navigate to those sections most relevant to them.

- Setting Up Your O365 Account
- A Note on Secure (and Free) Authentication Options
- Password Creation Best Practices & Resetting Your Password
- CCC E-mail Acceptable Use Policies & Procedures

If you notice something not listed here but could benefit other O365 users at Clovis Community College, please feel free to reach out to the CTLA's director. If you come across any broken links, please contact the CTLA's director via the Help Desk (**575.769.4969**).

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Setting Up Your O365 Account

Before setting up your O365 account, make sure you have the materials, hardware, and software, listed under "What Do I Need Before I Begin?" (p. 1).

1 **STEP 01.** Log into your computer and ***open*** Google Chrome or Mozilla Firefox (both play well with O365).

2 **STEP 02.** In the search bar of your preferred Web browser (e.g., Google Chrome, Mozilla Firefox) ***type*** the following: **outlook.office.com**.

Alternatively, you can head to clovis.edu → click **Login** (might be hidden within the website's hamburger menu ☰) → and then select **Email: Employee** OR **Email: Student**. (Employees will select **Email: Employee**, and students will select **Email: Student**.)

Figure 1. *The clovis.edu homepage. To the top-right, you will notice a hamburger menu circled in yellow, where you can find "Login." On larger screens, this will show a direct "Login" link.*

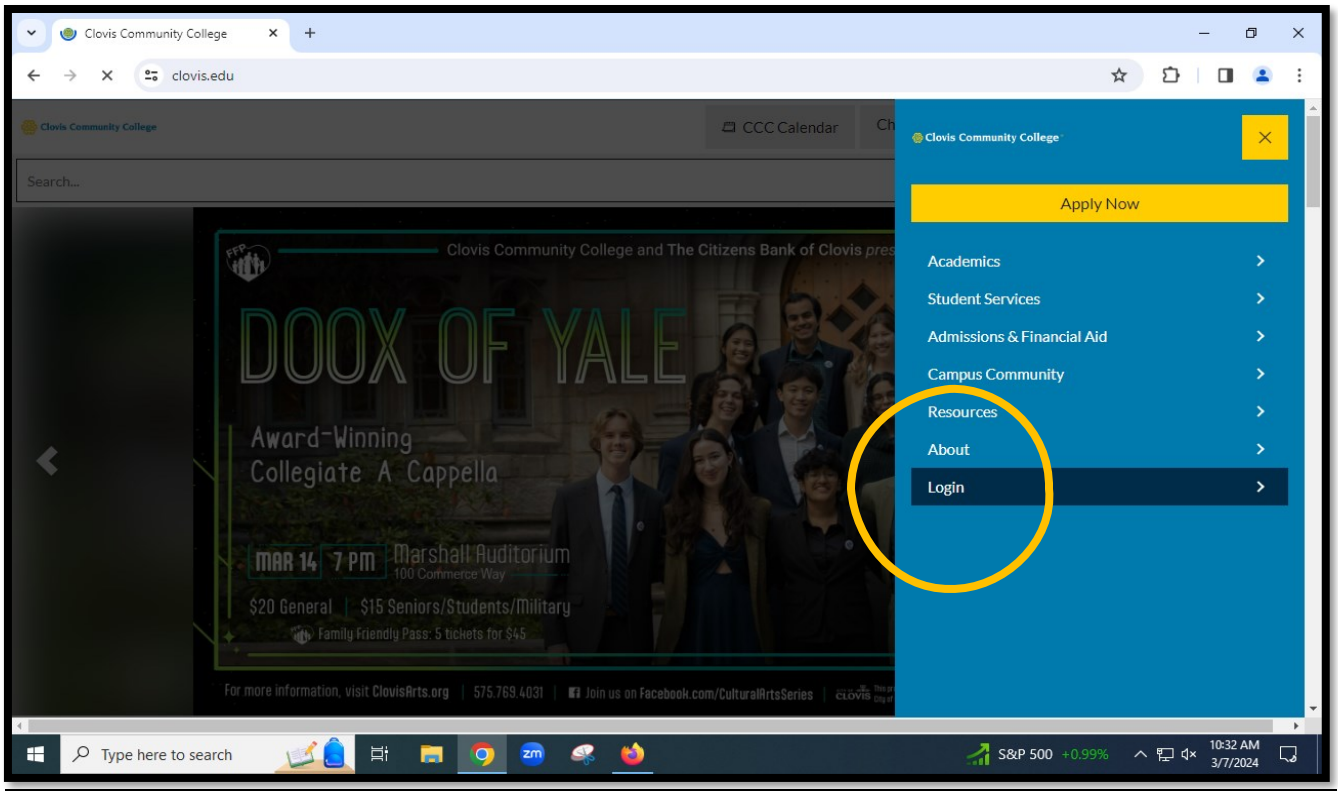

Figure 2. *Screenshot of the Login menu option (top-right, Clovis.edu)*

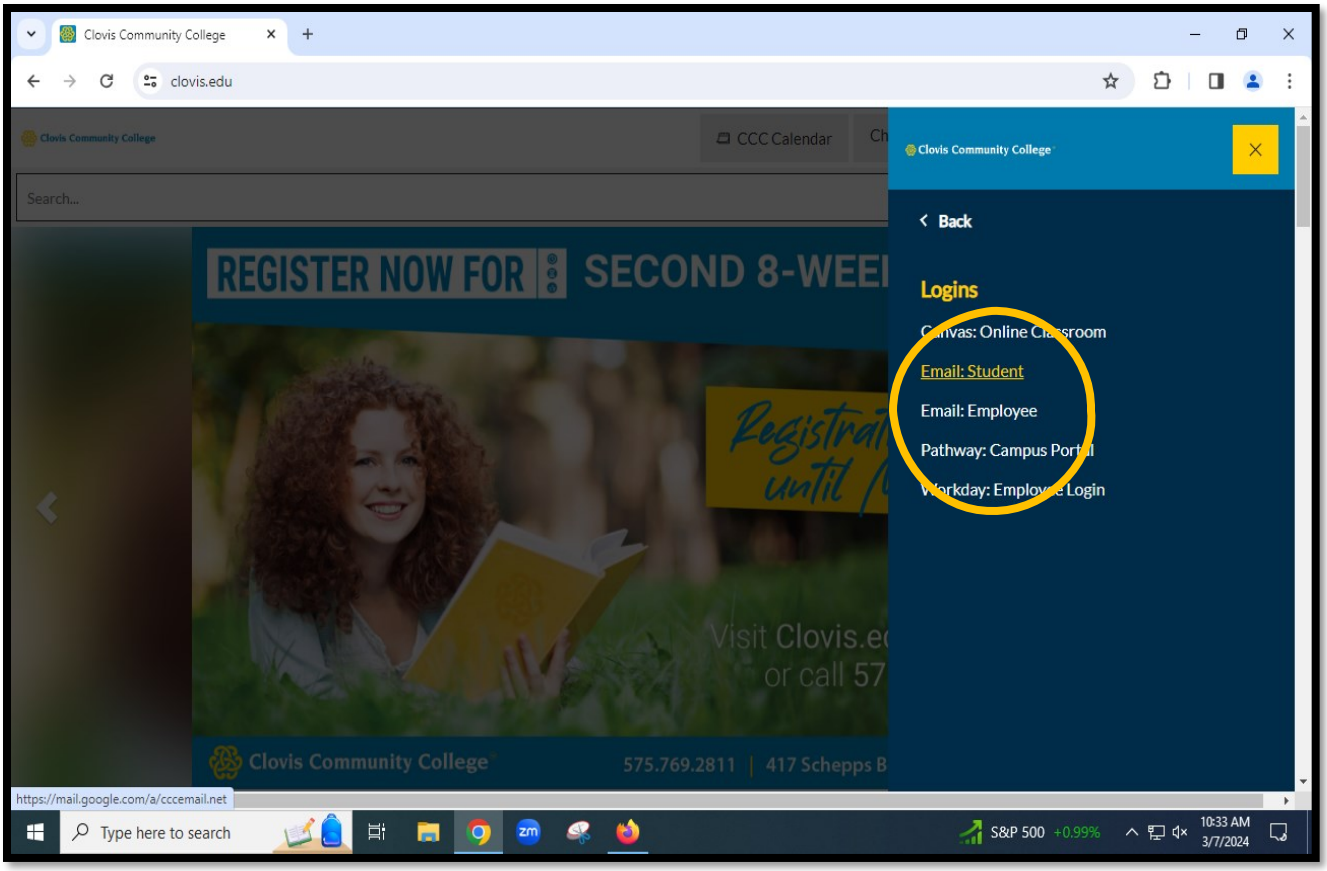

Figure 3. *E-mail Login Options (Student & Employee)*

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STEP 03. Once you've made it to **outlook.office.com** (or made it to the alternative route shown above), you will then need to enter your ***student*** or ***employee*** e-mail address that has been assigned to you (e.g., **johndoe9@st.clovis.edu** [student example] or **janedoe99@clovis.edu** [employee example]).

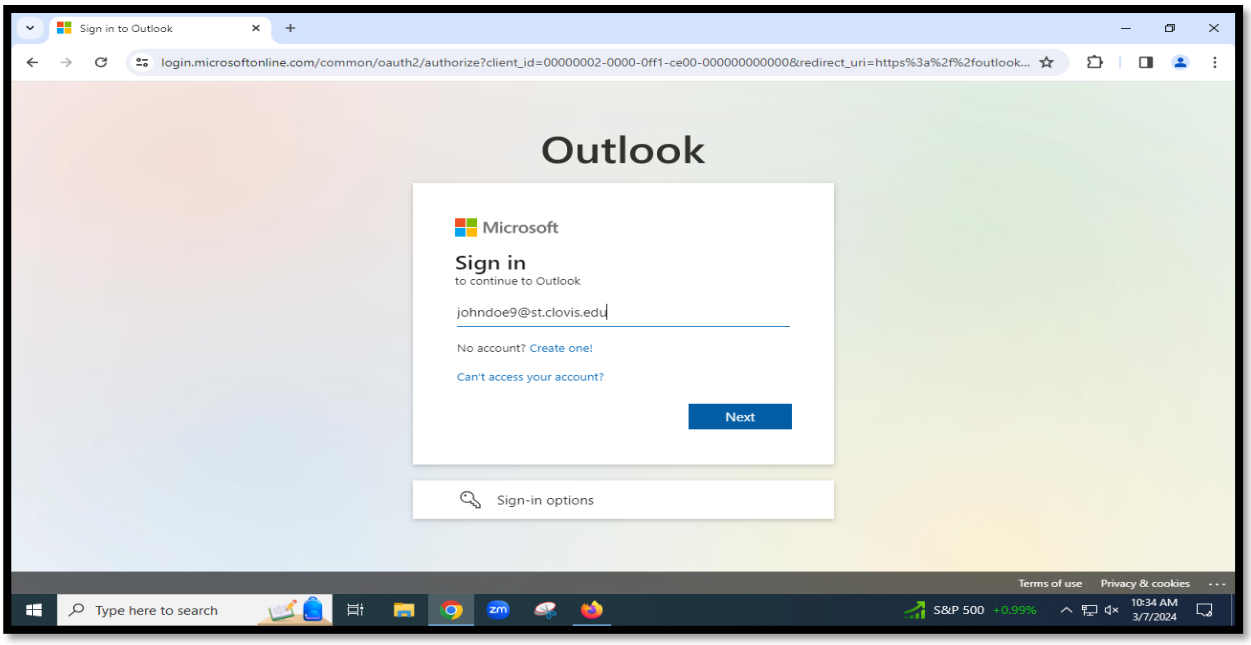

Figure 4. *A prompt from O365 asking for your official CCC e-mail address.*

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STEP 04. After ***entering*** your e-mail address, you will then need to ***enter*** your **temporary password** (C# + Birth Month). O365 will then prompt you to change your current password and then ***set up*** an authentication method (these are described below).

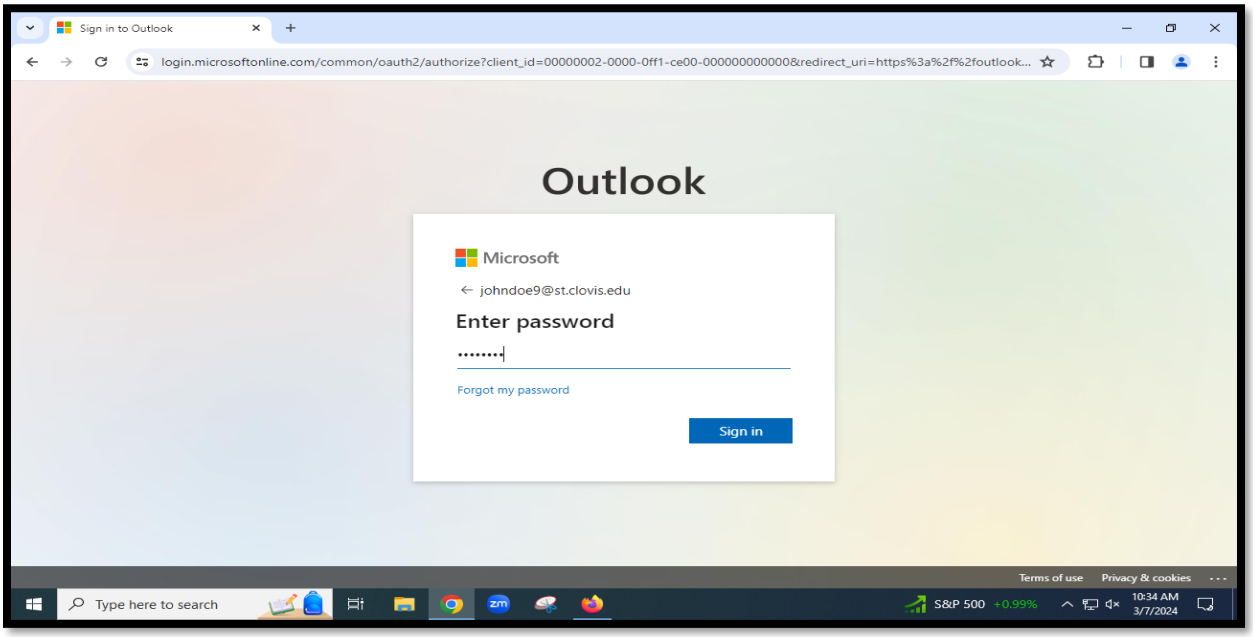

Figure 5. *This prompt asks for your temporary password (C# + Birth Month).*

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STEP 05. After changing your password, you will be prompted to select your authentication method. O365 permits *at least* two (2) forms of authentication for securely signing into your e-mail/O365 account:

These methods include using a secure (and free) authenticator app (e.g., Microsoft Authenticator, Google Authenticator, Duo)

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Employees are recommended to use DUO over other authentication options.

Students are free to choose the method that works best for them.

In **Step 06a**, you will find the process for setting up MFA using an app installed on your phone. **Step 06b** offers a walkthrough on setting up text message (SMS) and/or phone call authentication.

Again, be sure to select the authentication method that best suits you and your needs.

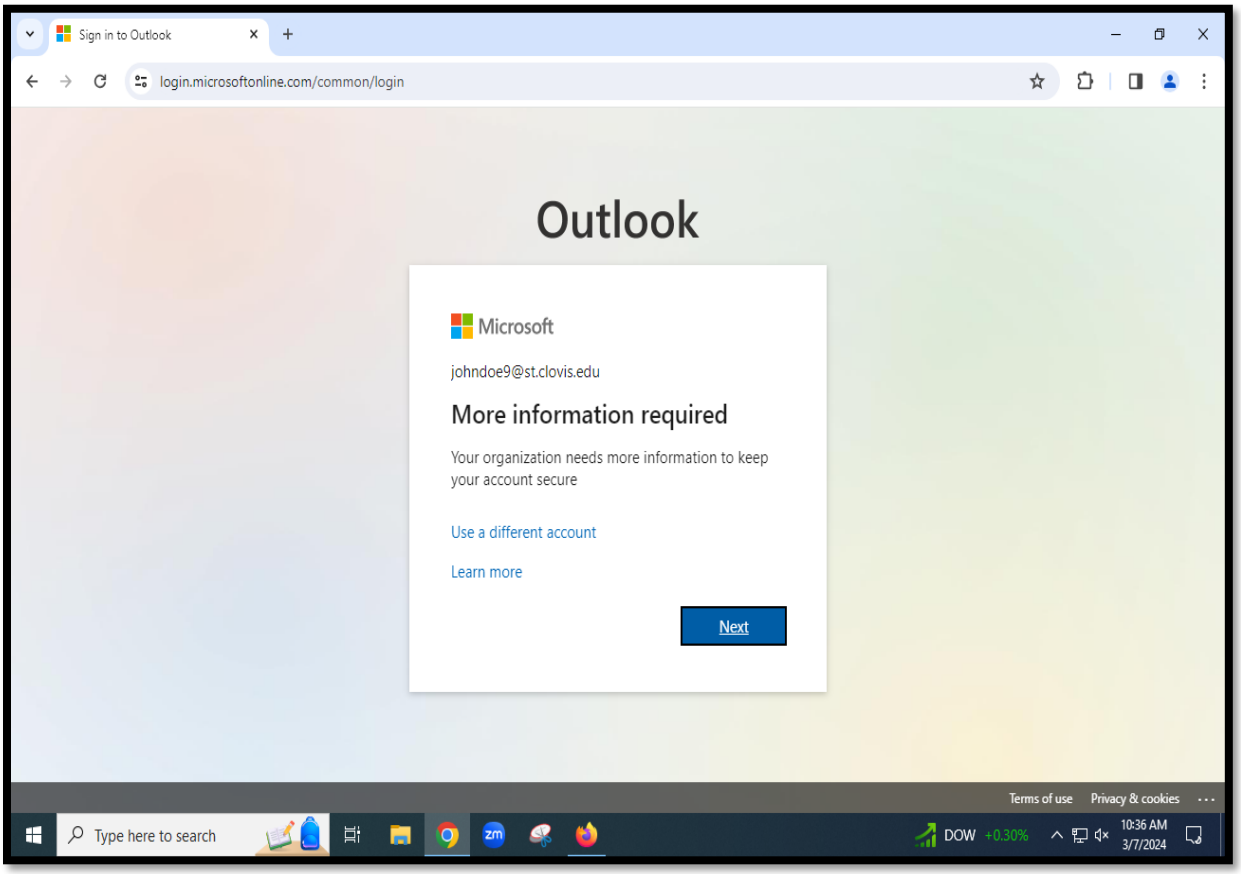


Figure 6. *This prompt begins the authentication setup for your O365 account.*

Please note: At any time during the authentication setup process, you can call the Help Desk (**575.769.4969**) for assistance. Don't hesitate to reach out if you need help.

STEP 06a. **Employees** can download the DUO application from their Apple Appstore or Android marketplace located on their smartphones. **Students** can choose one of many authentication applications, such as Microsoft Authenticator (default), Google Authenticator, Authy, and more. The above-mentioned apps are available on the Apple Appstore or the Android marketplace.

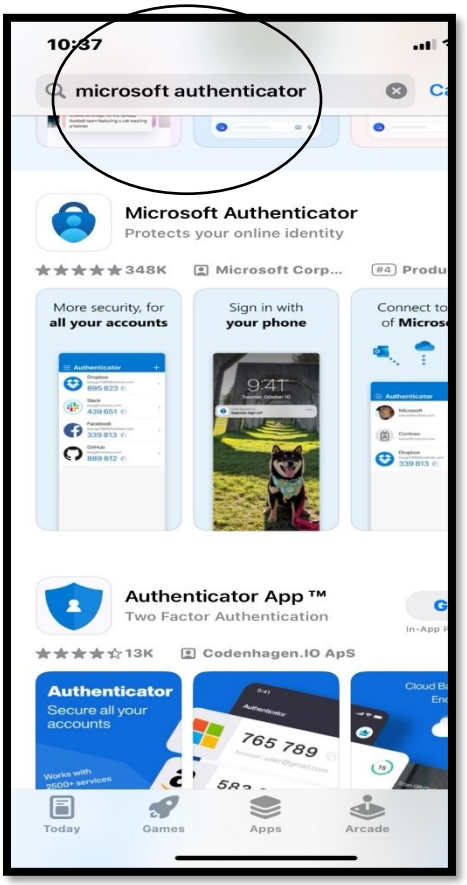
6a

QUICK OVERVIEW:

1. Navigate to your smartphone's Appstore.
2. Search "DUO" by Cisco (or for your chosen authentication app)
3. Download and install your authenticator application.
4. Open authentication application and follow the O365 prompts for account setup (screenshots below).

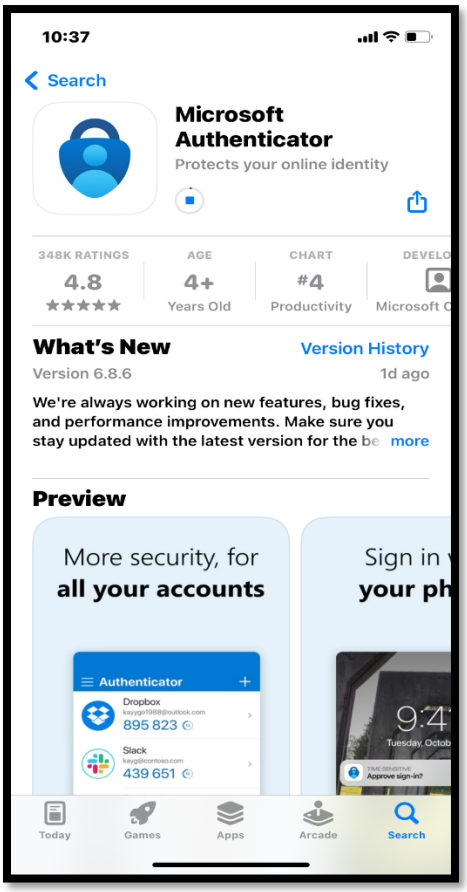
For simplicity's sake, this part of the tipsheet will walk users through an authentication setup using **Microsoft Authenticator**. Faculty and staff are encouraged to use DUO. The setup for DUO, and other authenticators, is mostly the same.

When you go to the Apple Appstore or the Android Marketplace, you will want to search for your chosen authenticator app (e.g., Microsoft Authenticator, Google Authenticator, DUO, or even Authy) and download and install it onto your phone.



On the left (***Figure 7***), you can see that **Microsoft Authenticator** is one of the first results when searching the Appstore for iPhones.

On the right (***Figure 8***), you can see the app downloading to and installing on your phone.



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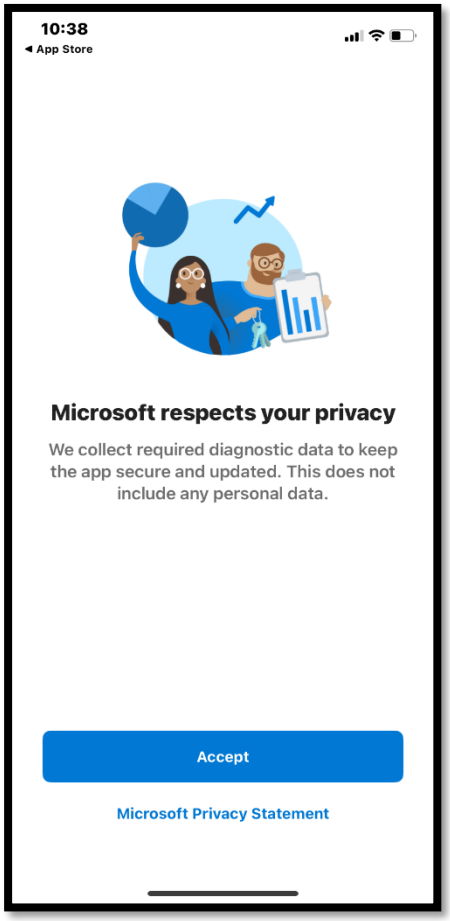
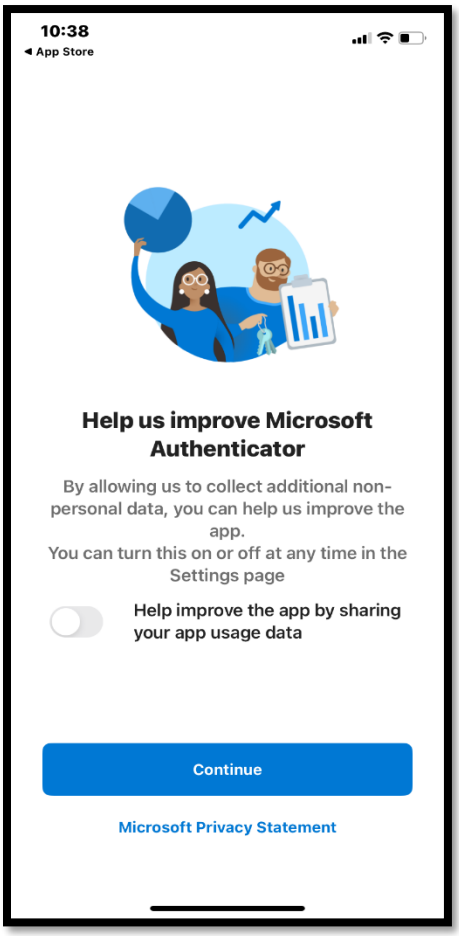
Once you've downloaded and installed your authenticator app, you will need to "Accept" the licensing terms and approve any app-related usage data sharing (see screenshots below).



On the left (***Figure 9***), you can see that **Microsoft Authenticator** is prompting the user to "Accept" the licensing terms and conditions.

On the right (***Figure 10***), the user is prompted by **Microsoft Authenticator** to approve (or not) additional data-sharing on app usage. (Users don't have to approve this to use this authenticator.)



Now you will be able to continue the authentication setup process for your O365 account. Be sure to read the prompts carefully, and remember, if you need help, consider calling CCC's Help Desk for assistance.

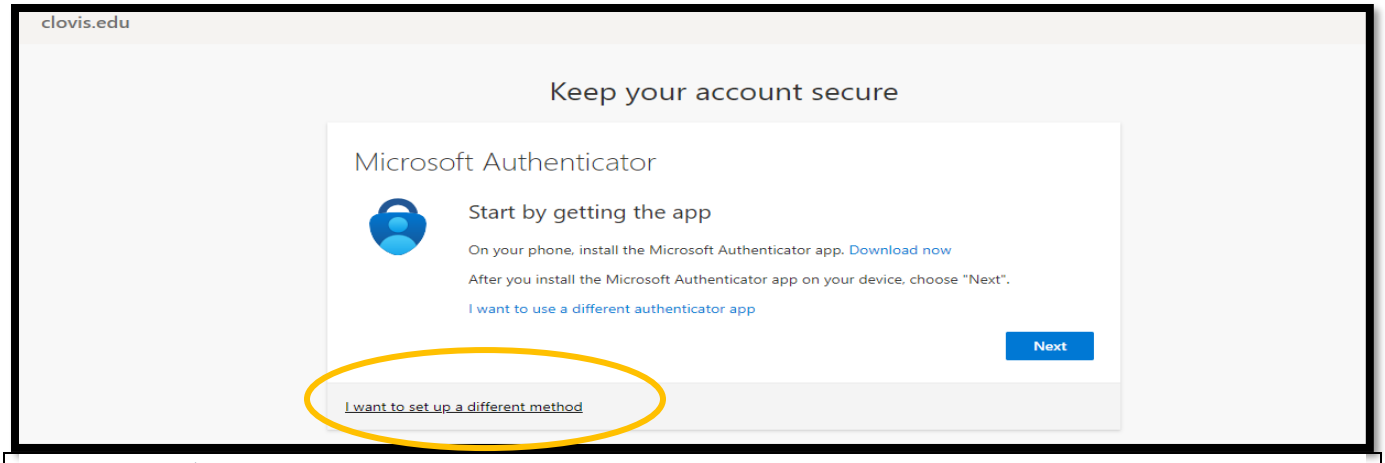


Figure 11. *O365 prompts users to use Microsoft Authenticator by default. You can choose another option (bottom left, circled) or click "Next."*

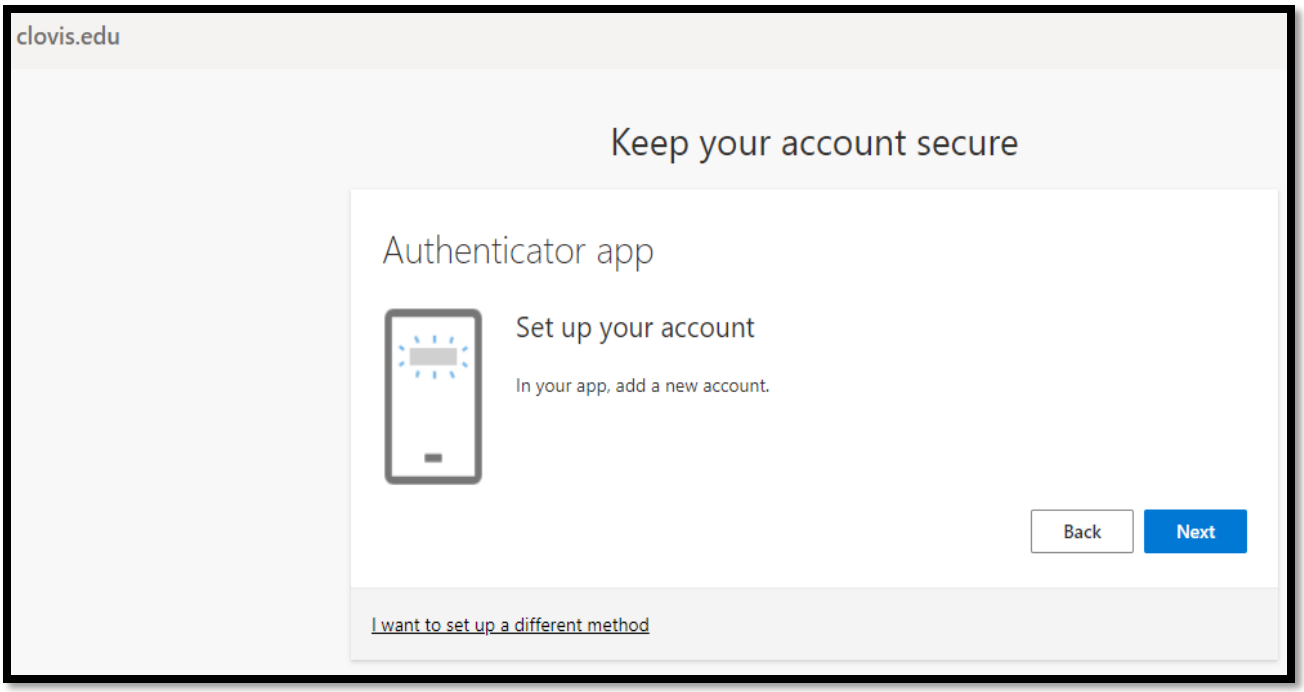


Figure 12. *Here users are prompted to begin the setup process for multi-factor authentication using (by default) Microsoft Authenticator. Users should click "Next" here.*

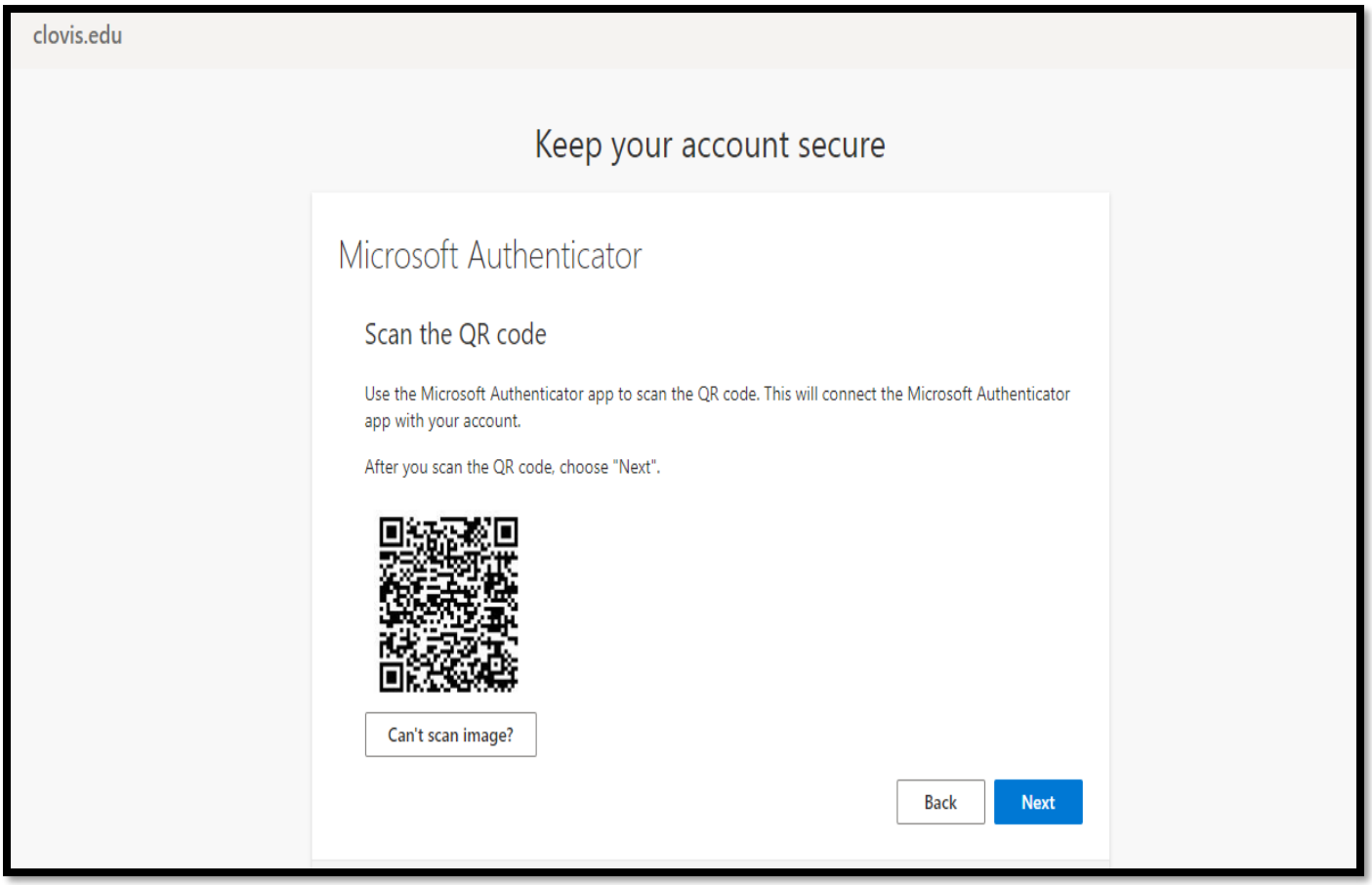
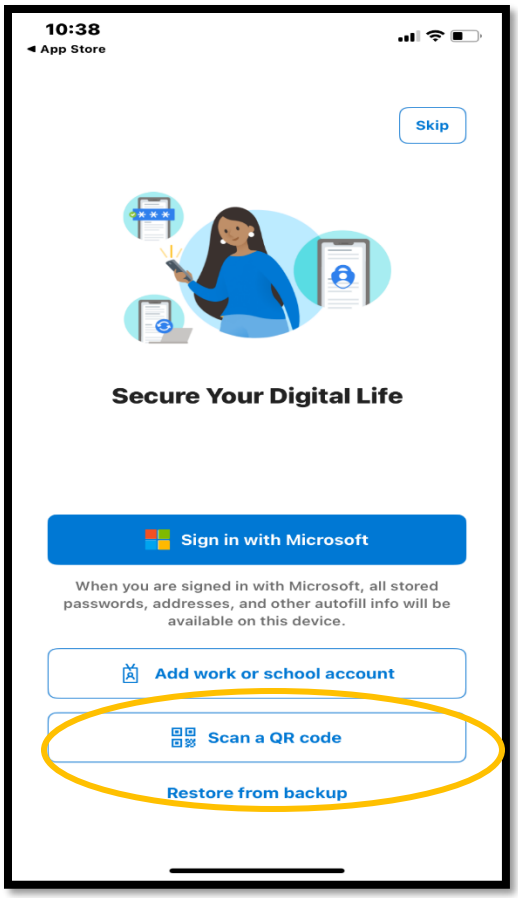


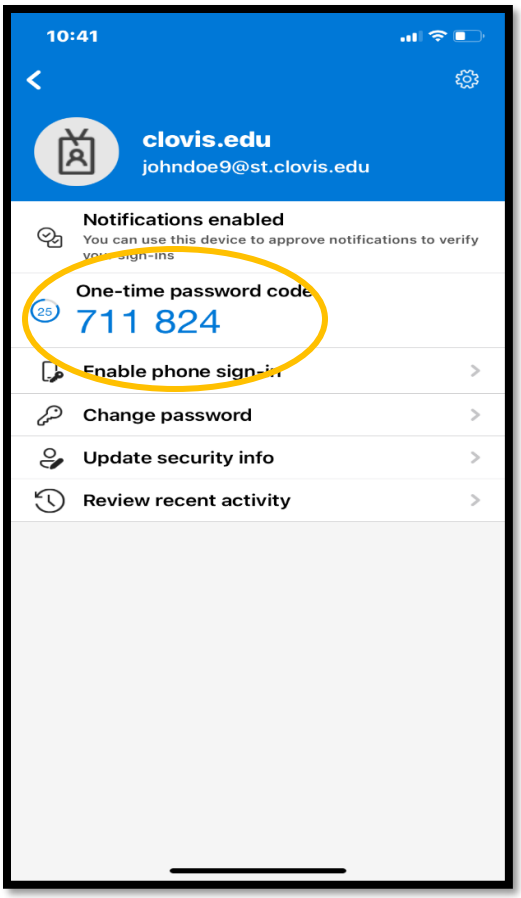
Figure 13. *Here users are prompted to scan the QR code using their newly downloaded Microsoft Authenticator app. Be sure to click "Next," after scanning the QR code.*



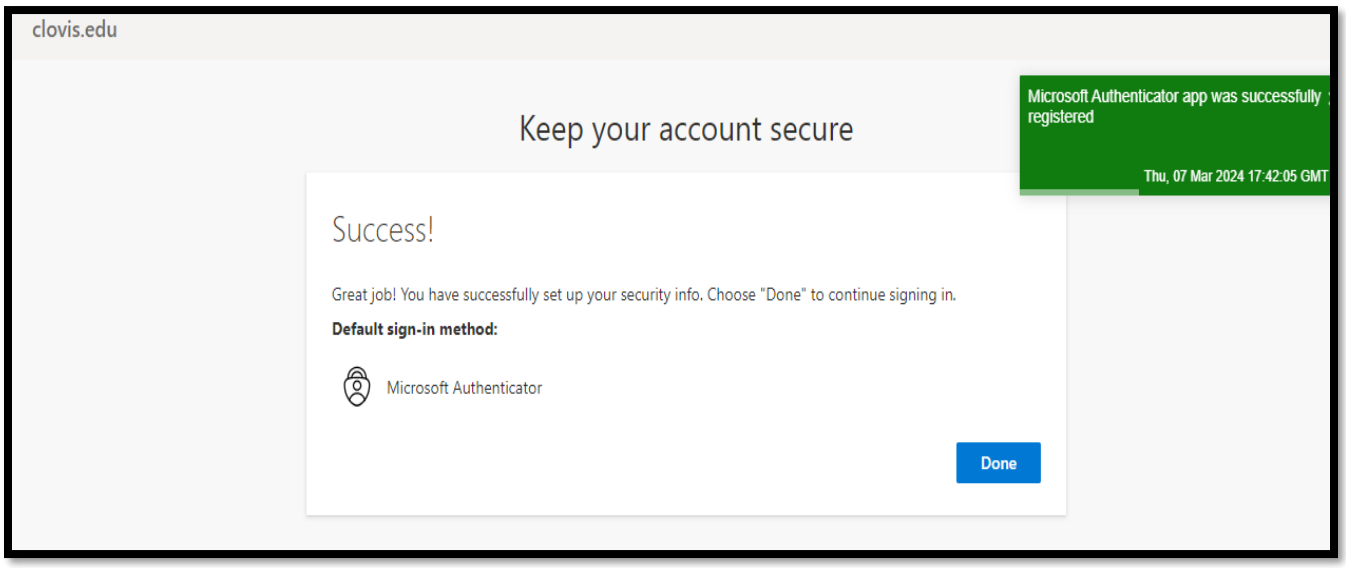
On the left (***Figure 14***), users will find the prompt for "Scanning a QR Code." Be sure to click on this, allow the app to use your camera, and scan the QR code offered by O365 within your browser.

On the right (***Figure 15***), users will have their account information and token (which updates regularly). This token (6-digit code) will be used to authenticate logins from here on.

On the bottom (***Figure 16***), users will be told they have successfully registered their account and their MFA is now live. Click "Done" to continue and access O365/e-mail account.



After selecting your chosen authenticator app and scanning the QR code (*Figure 13*), you will follow a process on your phone, using your authenticator app, to setup up your account's multi-factor authentication (MFA). You will be prompted (later) to enter a code from the app into your browser to access your O365 account/e-mail. Please Note: This is how these apps work. The authenticator apps provide secure tokens [codes] to be entered into a browser of Microsoft app to access your O365 account/e-mail.



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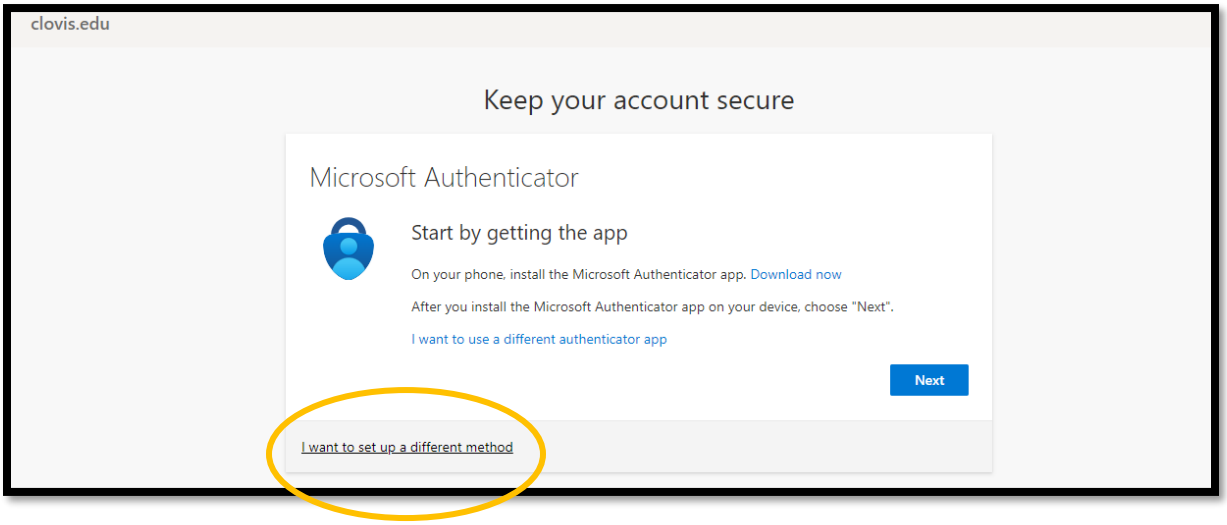
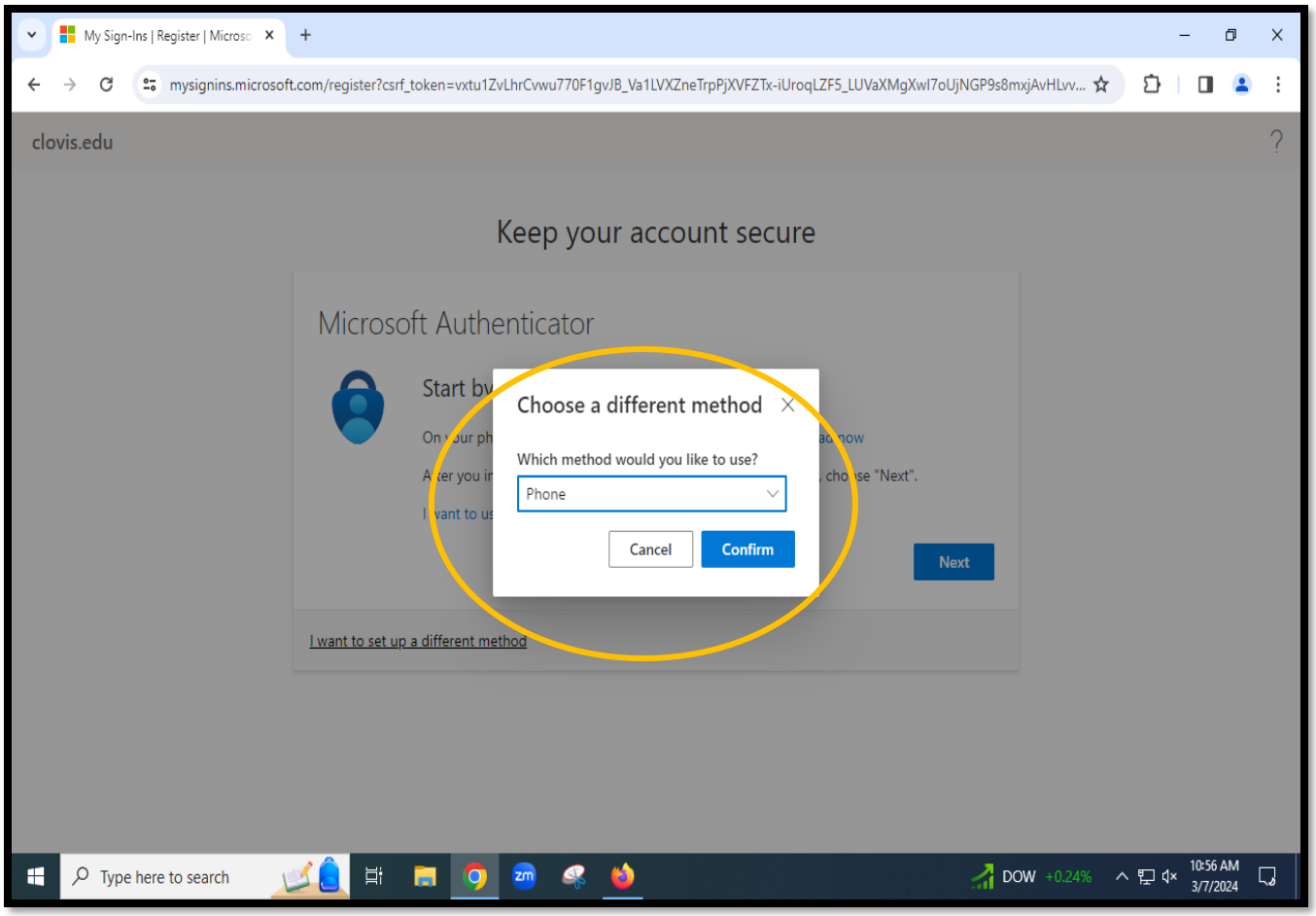
STEP 06b. If you are using your phone to receive authentication access via text messages (SMS) or phone calls, you will need to follow a slightly different process (outlined below).



In the above screenshot, users will see (*Figure 17*, circled in yellow) are where they will need select "I want to set up a different method." Once selected, the user will need to select "Phone" from the drop-down menu (*Figure 18*).



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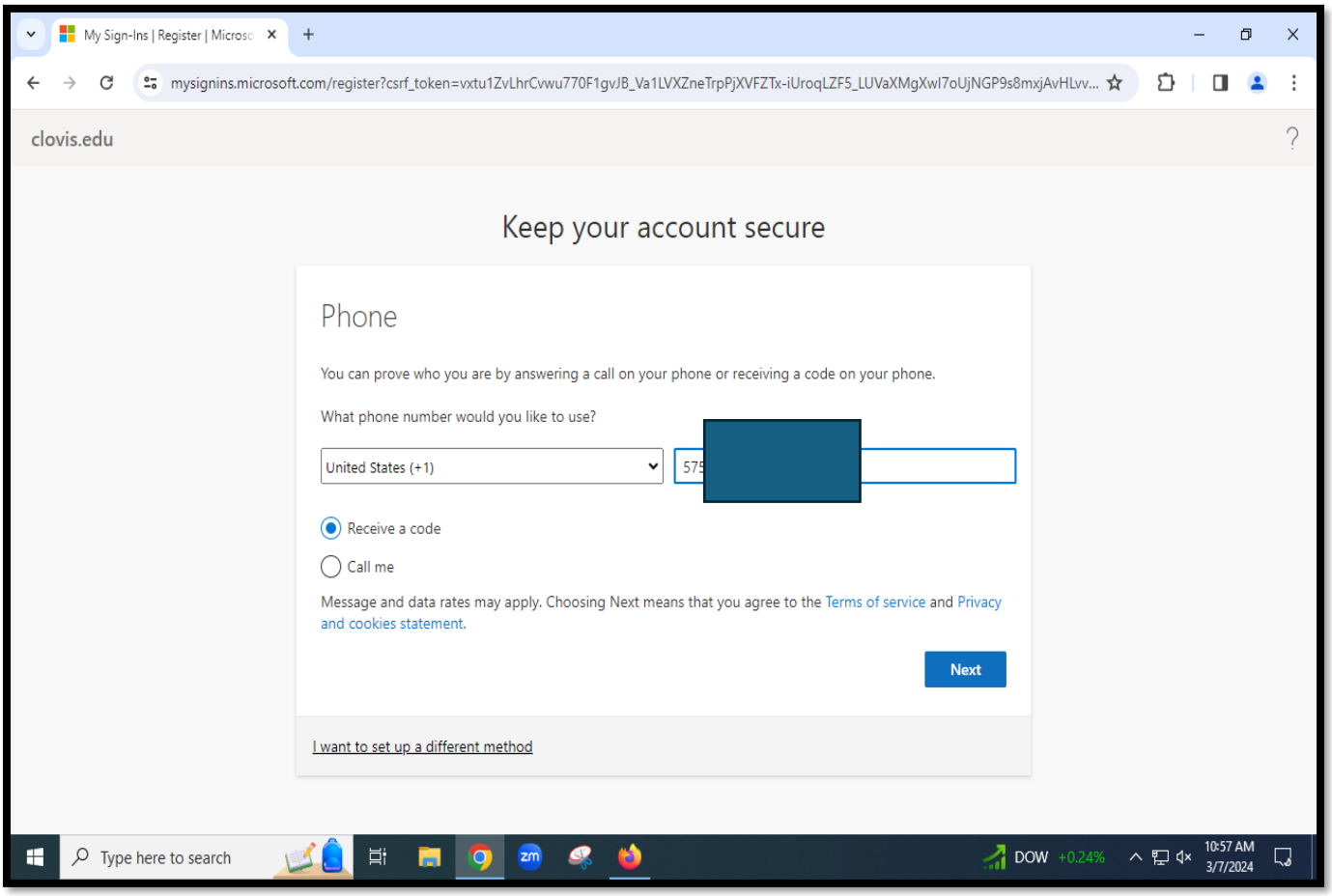
You will then be prompted to provide a number for authentication using texts or phone calls (see below: *Figure 19*).



Once you've provided a phone number, select how you want to receive your authentication: Text message ("Receive a code") or phone call ("Call me"). After selecting your authentication preference, click "Next."

You will then receive a text message (SMS) with a code, and you can enter that in a prompt (as seen below in *Figure 20*). If you chose "Call me," you will receive a call from this number: 1-855-330-8653. Be sure to answer it and hit the pound key (#) to authenticate your login.

At any point, feel free to contact the Help Desk if something goes wrong. Our Help Desk technicians (**575.769.4969**) are here to help you set up your O365 account/e-mail.

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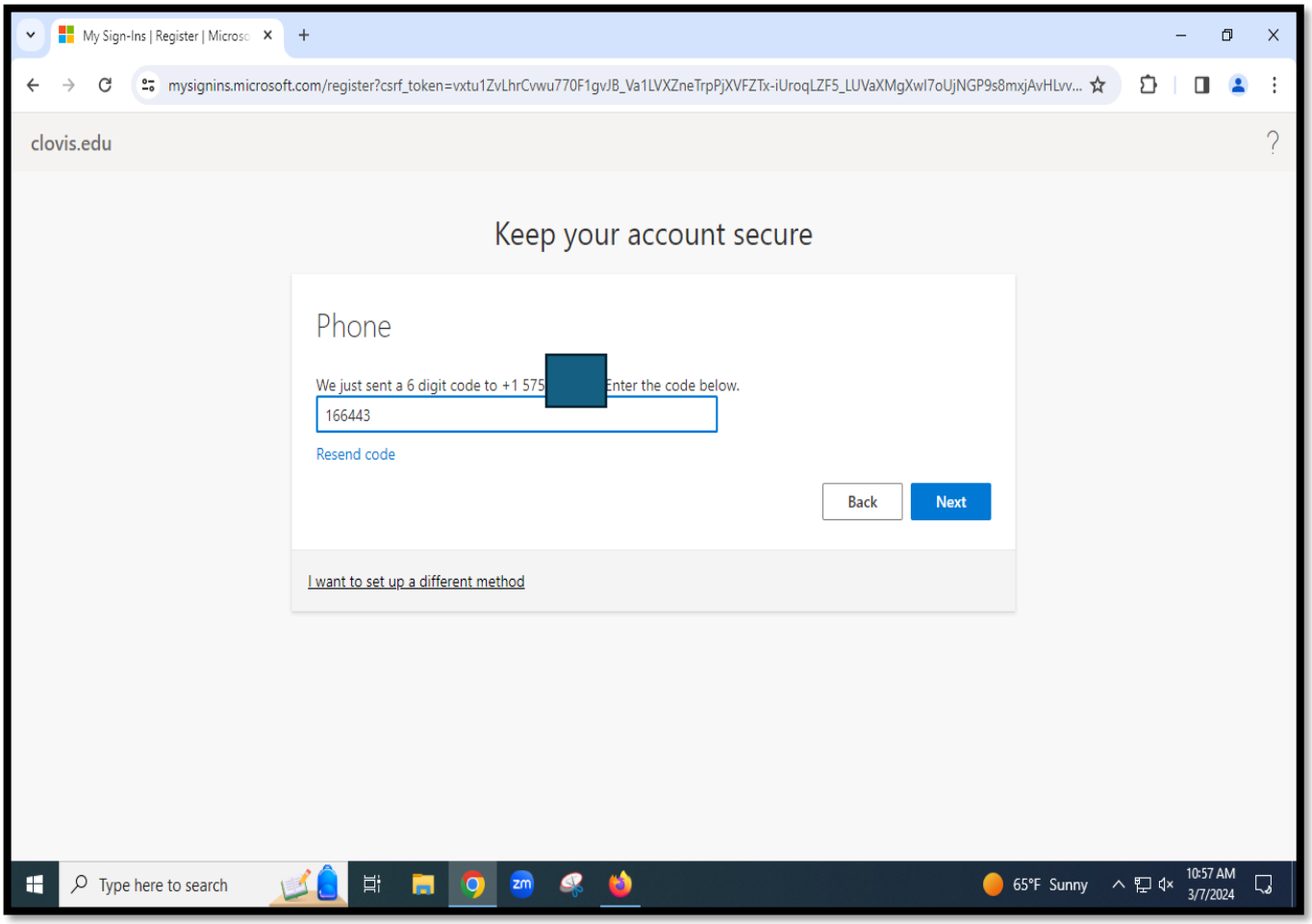

A Note on Secure (and Free) Authentication Options

Never spend money on an authentication application installed on your phone, as there are many ***free*** and ***secure*** options available to you as a user!

CCC's IT Department recommends faculty and staff members use DUO as their authentication application (installed on their smartphones). Those who do not have a smartphone, but can receive text messages, can use SMS (text messages) as an authentication method.

Student users are welcome to use either an authenticator application (installed on their phones) or SMS authentication. Other authentication applications do exist, and we recommend students use Microsoft Authenticator, Google Authenticator, or even Authy, all of which are available for Android and iPhone users. **Please note:** Authy can be accessed through your Google Chrome Web browser as well.

Information on Microsoft Authenticator
Information on Google Authenticator
Information on Authy

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Password Creation Best Practices & Resetting Your Password

Below, users will find information on password creation best practices, along with a guide on how to reset your O365 password.

Password Creation Best Practices

Normally, users will want to generate a **12-character** (minimum) password. Passwords ***should*** include upper- and lower-case letters (i.e., A-Z, a-z), numbers (i.e., 0-9), and special characters (e.g., #, @, *,!, $). Be sure to avoid prohibited characters, as outlined by any password policies set in O365. (O365 will prohibit you from using special characters that are not allowed per established password policies.)

Resetting Your Password (Through O365)

1. Head over to **https://login.microsoftonline.com**
2. Type in your email address (e.g., **johndoe9@st.clovis.edu** [student example] or **janedoe99@clovis.edu** [employee example]) and hit next.
3. Click on **Forgot Password**
4. Type the characters you see on your screen, then **Click Next**.
5. You may have other options to select, but choose **Enter a Code from my Authenticator App**.
6. Open the device that contains your TOTP Tokens (Authentication Code). **Please note:** As of 12/14/22, CCC asks employees to use the Duo App. Open your Duo App and find your Microsoft token and insert that token into the security prompt asking for a token.
7. Once you successfully inserted the TOTP tokens to verify that it is you resetting your own password, then you should be allowed to change it.
8. You will then enter a new password and then confirm the new password, click finish.
9. Once you have successfully changed your password you should see a screen that says, "Your Password Has Been Reset," **click it**.

A Note on Different Authenticator Apps: The process above will work (generally) the same on most authenticator apps. If you need assistance with resetting your password, please reach out to the Help Desk (**575.769.4969**).

Please note: If you're trying to reset your password, and you use SMS/phone to authenticate access, you will need to go to your browser, go to the e-mail login, and once you've arrived at the O365 prompt, enter your e-mail address (e.g., **doej@st.clovis.edu**) and then select "Forgot Password." Follow the prompt to change your password.

CCC E-mail Acceptable Use Policies & E-mail Etiquette

CCC E-mail Acceptable Use policies and procedures can be found at **webmail.clovis.edu**. Be sure you review these policies before using your official CCC e-mail.