

## External Access to Outlook: Initial Setup

### ***Supported devices***

iOS: Office for iPad® and iPhone® (including Outlook for iOS) is supported on the two most recent versions of iOS and iPadOS. When a new version of iOS or iPadOS is released, the Office Operating System requirement becomes the two most recent versions: the new version of iOS or iPadOS and the previous version.

Office for Android (including Outlook for Android) can be installed on tablets and phones running any of the supported versions of Android and have an ARM-based or Intel x86 processor. Support will be limited to only the last four major versions of Android.

### ***Supported iOS versions***

Requires iOS 13 or newer release.

If a user has an older iOS version, they will need to be updated.

### ***Unsupported Android versions***

ZTE and Huawei Android Devices are NOT compatible with Outlook.

### ***Requirement***

The set up requires use of the Microsoft Edge browser  and a smart phone.

**Important: You will need access to a computer and your mobile device to complete the installation.**

These instructions are also available in a [video tutorial](#).

## External access instructions

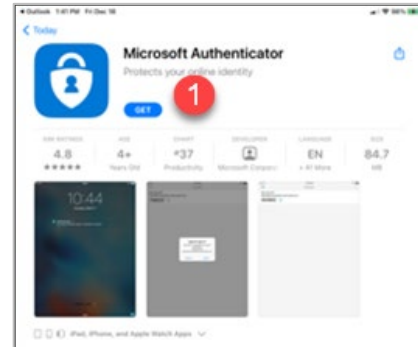
**Note:** Installing/setting up Microsoft Authenticator is a one-time setup. The generated authenticator code will be needed on every Outlook login.

### Install Microsoft Authenticator

On your phone, go to the App Store and search for Microsoft Authenticator



1. Select **Get**.
2. Select **Install**.
3. Select **Open** once the app is downloaded. You may receive a privacy notification. Click **I agree**.



**The following steps must be performed on a computer.**

1. Open a browser window in **Microsoft Edge** and enter the following web address (either cut and paste or type in the address): **https://aka.ms/mfasetup**

**Note:** Use **Microsoft Edge** for this step as other browsers (i.e. Chrome, IE, etc.) may not work.

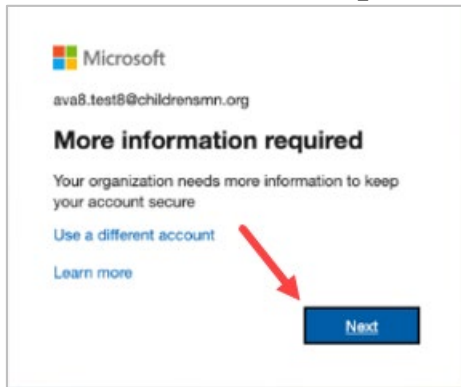
2. When the Microsoft window displays, enter your Children's email address and click **Next**.

Microsoft  
Sign in  
to continue to Outlook  
Email or phone  
Can't access your account?  
Sign in with a security key  
Next

3. Enter your network password and click **Sign in**.

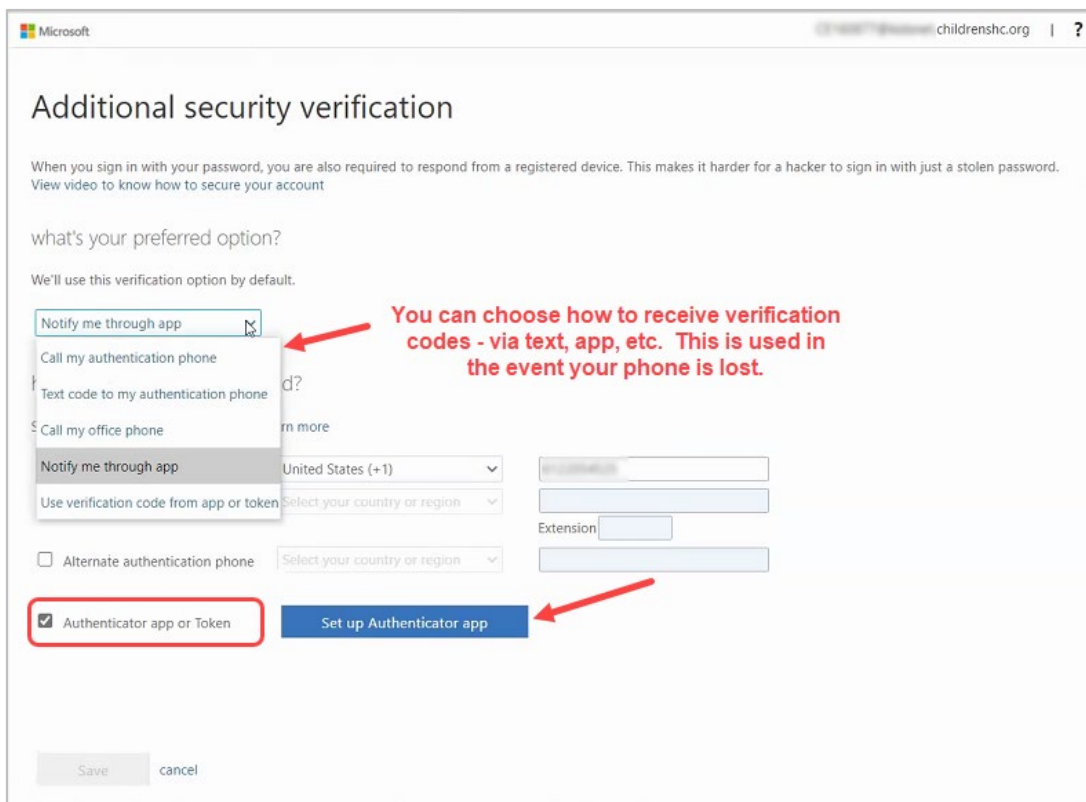
Microsoft  
← kathy.pickhartz@childrensmn.org  
Enter password  
Password  
Forgot my password  
Sign in

4. A **More information required** screen displays. Click **Next**.



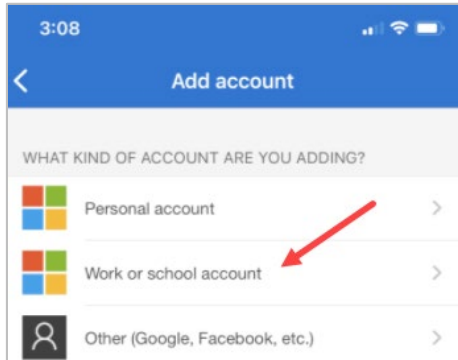
5. An **Additional security verification** screen displays. In the **how would you like to respond** section, enter how you would like to receive your verification messages i.e. notified through the app, via text message, etc. This is used in the event you need to verify your identity if your phone is lost or you are unable to access the Authenticator app. In addition, select the **Authenticator App or Token** box. Click **Set up Authenticator app**.

**Note:** Both Authentication phone and Authenticator app or Token boxes will be selected.

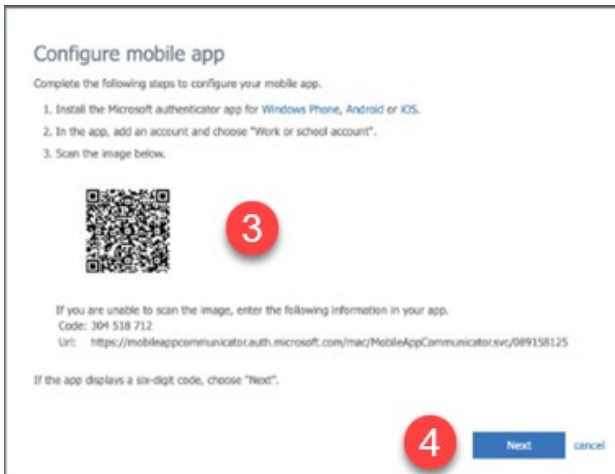


**Complete the following steps on your phone and your computer.**

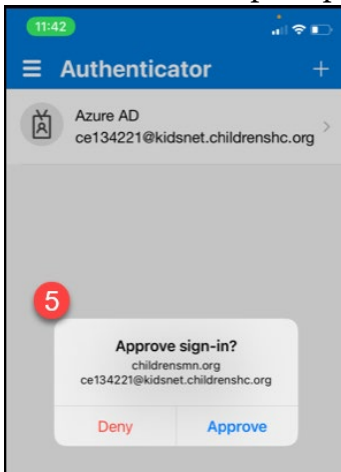
1. Open the Microsoft Authenticator app on your phone to add your work account. Select **Work or school account**.



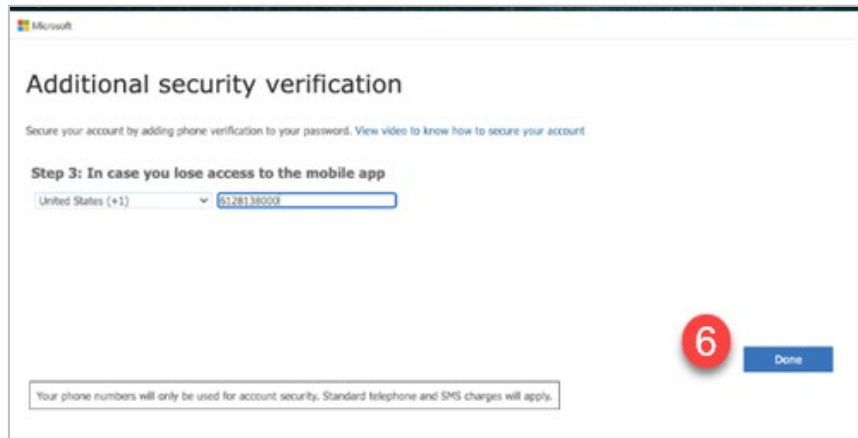
2. Select **Scan a QR Code** and **Agree** to let the app use your camera.
3. Scan the QR code on your computer with your phone's camera and follow the prompts. **Note:** If scanning the QR code does not work, close the scanner on your phone and re-scan.
4. On your computer or laptop, click **Next** and **Approve** the request sent to your phone by tapping on the notification. Note that you will be prompted to unlock your phone.



5. A notification will be sent to your phone. Select **Approve**. **Note:** You will be prompted to unlock your phone.



6. On the computer, set up your additional security information (i.e. cell phone number) and click **Done**. A **Profile** page displays with your information.



### ***Logging into Outlook***

1. Click the Outlook link or enter the following address from an Edge or Chrome browser:  
<https://outlook.office365.com>
2. Enter your Children's email address and network password.
3. You will be prompted to enter an authenticator code. The authenticator code will be sent to the method you entered when setting up Microsoft Authenticator (i.e. a text or call sent to your phone or a code sent to the app).