

# Getting Started with Microsoft Outlook

Microsoft Outlook is the email application used for email and calendar for Providence Anesthesiology Associates. This guide will help you get started.

## Getting started

What you will need:

- A modern Android phone or iPhone
- Access to a laptop, PC, or Mac, and internet
- Approximately 5-15 minutes of free time

In the order below, please install these exact apps to your phone from Google Play or the Apple App Store:

- Microsoft Authenticator
- Microsoft Outlook

Note: **Do not** use the default mail app for iOS. It is currently not supported or compatible with our infrastructure. Every member of the organization who opts to use email on a mobile device should be using the Outlook app.

**Don't have access to laptop, PC, or Mac?** Although this process can be done 100% on your phone, you **cannot** scan the QR code within the process on your phone's screen from your phone – you will have to opt to use an alternative method, as dictated in the on-screen instructions, which will strictly use texts and/or a phone call, and security questions for verification. **This method will be covered in the “without Microsoft Authenticator” section** – please skip ahead to that section if need be, but it is highly advised you go with the Microsoft Authenticator route for future ease and multifactor authentication.

## Using Outlook for the first time on your mobile device – with Microsoft Authenticator

In this step, you'll need to be on a laptop, PC, or Mac and have your phone on hand.

To get started with Outlook, **on a laptop, PC, or Mac**, please open a web browser and navigate to <https://outlook.com>, and click “Sign in” at the top. You will be prompted with some first-time setup instructions.

On the login screen presented to you, sign in with your assigned PAA email along with the temporary password you were given. If entered correctly, you will be asked to register your Microsoft Authenticator, otherwise known as using multifactor authentication (or MFA for short). Please read the instructions on-screen and proceed until you see the section with the QR code on-screen. On your phone, open Microsoft Authenticator, click on “Work or school account”, and tap the QR code option. On your computer screen, please scan the QR code with your Microsoft Authenticator app on your phone, and proceed to the next set of instructions. You will

be required to verify your Microsoft Authenticator and enter your phone number during this process.

Note: If you have a previous organization attached to your Microsoft Authenticator, you may need to tap the “+” symbol in the app to add another work or school account, along with following the aforementioned process.

Next, once the MFA process is completed, you will be asked to change your password. Please change it to something memorable using a minimum of eight characters, a number, and a special character. **This password is not affiliated with any other non-Microsoft application.** Please plan your passwords accordingly. Never share your password.

If all steps have been completed, you will be greeted with your inbox in your web browser. You may use the link stated in the instructions to check Outlook on the web on your PC or Mac regularly.

### **Using Outlook for the first time on your mobile device – without Microsoft Authenticator**

You will only need the Microsoft Outlook app for this method. You may also still use a laptop, PC, or Mac with aforementioned URL.

Open the Microsoft Outlook app on your phone and sign in. On the login screen presented to you, sign in with your assigned PAA email along with the temporary password you were given. If entered correctly, you will be asked to register your Microsoft Authenticator – you can skip this - you may opt out of this by tapping on the alternative method link in small font on this screen. In this process, you'll be asked to verify your phone number and fill out a set of security questions.

Once this is complete, you'll be asked to change your password. Please change it to something memorable using a minimum of eight characters, a number, and a special character. This password is not affiliated with any other non-Microsoft application. Please plan your passwords accordingly. Never share your password.

If all steps have been completed, you will be greeted with your inbox in your web browser. You may use the link stated in the instructions for use of Outlook mail on your PC or Mac.

### **Using Outlook for the first time on your mobile device – Getting started with the actual mobile app**

(You may skip this portion if you were able to sign in from the instructions given via the **-without Microsoft Authenticator section**. You are free to start using the Outlook app!)

Once you have completed registering your Microsoft Authenticator, or finished with the alternative authentication process, and are at your inbox in your web browser, please navigate to your Outlook App on your phone. It is time to get into your mobile Outlook app.

You will login with the same information on your phone and will be prompted with a multifactor authentication screen. The Microsoft Authenticator app should present with a notification for you to approve. If you opted to not use the Microsoft Authenticator app, you'll be presented with the

option to send yourself a text with a code – please copy and paste that code in the subsequent box in the Outlook app. Once approved with either method, you should be in your mobile Outlook inbox.

Note: The Microsoft Authenticator app method is the optimal way to go, but if for some reason the app doesn't present a notification or fails to ping your phone, you will still have the ability to opt for an alternative method within the login process to have a code texted to you for multifactor authentication.

### **Addendum: PAA Security Guidelines**

Microsoft 365 cannot and will not be installed on any end user's personal laptop, PC, or Mac by a member of PAA IT. This is a security risk and per PAA guidelines, PAA IT is not authorized to perform any kind of work on home devices. Outlook for Android and iOS is a compartmentalized application with greater admin restrictions than Microsoft 365 on said devices.

You are expected to check your PAA email regularly and not communicate via email using personal email or any means not approved by PAA, e.g. using personal Gmail or Yahoo! email to schedule PAA meetings or events. You are expected to use Outlook and its tools to coordinate. If you cannot get into your email or having issues, please submit a ticket using our [Zendesk ticketing system](#). PAA IT is more than happy to assist and provide resources should there be any need for training.

You are expected to abide by local, state, and federal guidelines, laws, and regulations. You are to not save any PHI to personal devices.