

How to set up Teams on your Council iPhone or iPad

There are two parts to setting up Teams on your Council iPhone or iPad:

- Part 1: Set up multifactor authentication (MFA)
- Part 2: Installing and logging into Teams.

If you have already installed MFA, you can go to Part 2, Installing Teams.

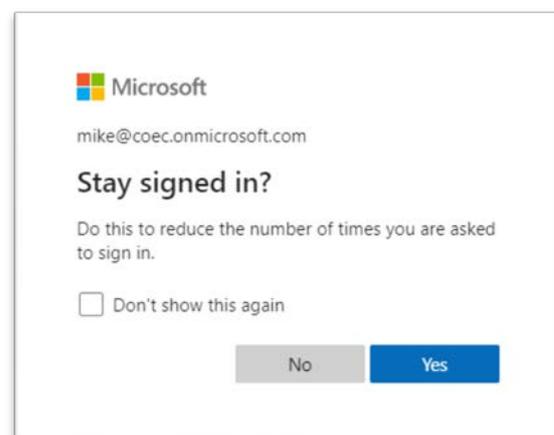
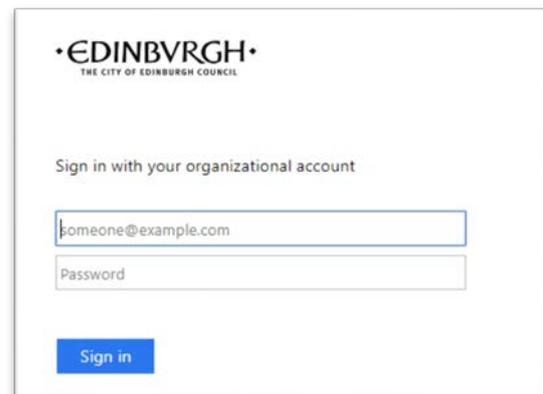
Part 1: Set up Multifactor Authentication

To make sure our information is secure when you access Office 365 apps from personal devices, you need to set up multi factor authentication (MFA). This will help you to make sure that only you can access your information.

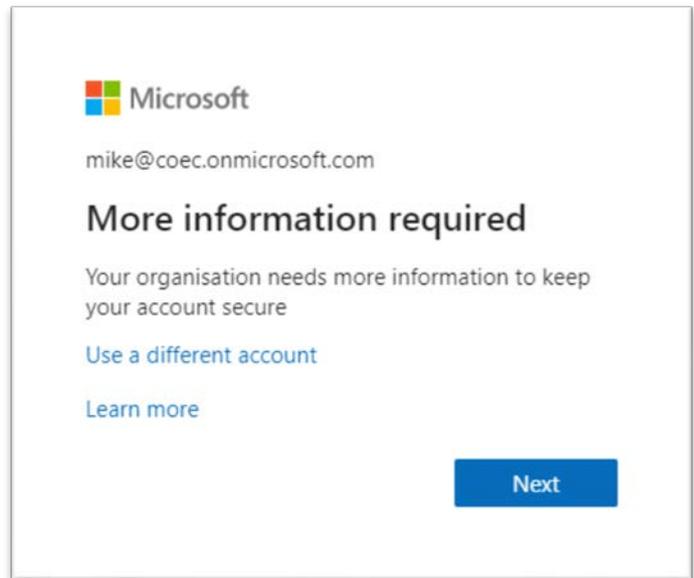
To set up multifactor authentication you'll need your work or personal computer **and** your Council iPhone (it's also possible to use an iPad or a personal mobile for MFA instead of your Council iPhone – this guide will use an iPhone).

Step 1 - sign into Office 365 on your computer or laptop

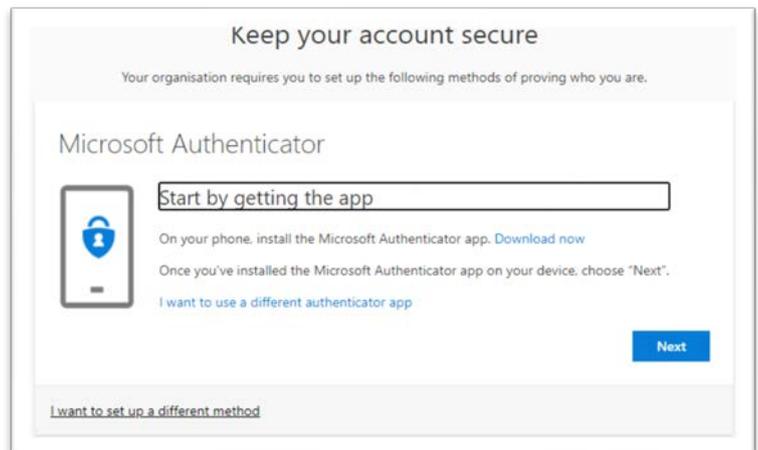
1. On your work or personal computer (not your phone) open Chrome or Edge internet browser go to <https://aka.ms/mfasetup>
2. In the **Sign in** box, add your email address using the employee number instead of your name such as 1234567@edinburgh.gov.uk instead of joe.bloggs@edinburgh.gov.uk.
Note: if logging into a Council computer you may be asked to pick an account – choose your account and you'll be logged in without need for steps 3-6.
3. Click **Next** and enter the usual password you use to sign on to your work computer.
4. Click **Sign In**.
5. You may be asked to stay signed in.
6. Select **Yes**.



7. You will now see a **More information required** screen.
8. Click **Next**.



9. The page (right) will open asking you to install the Microsoft Authenticator app on your mobile phone.

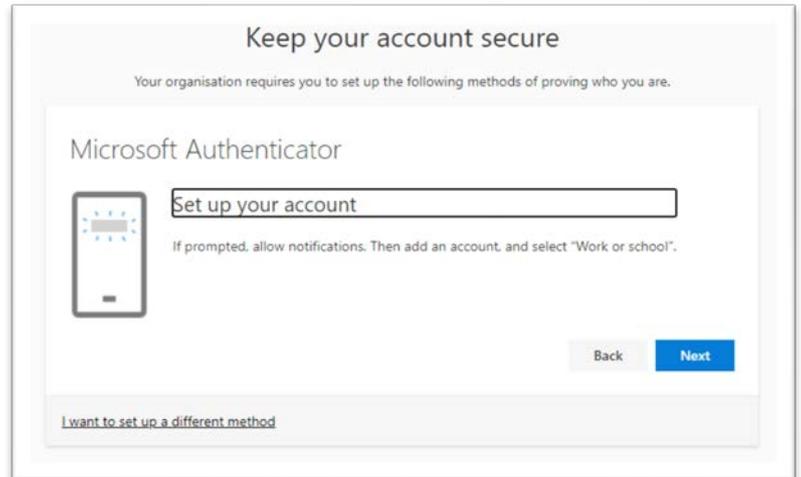


Step 2 - installing the Microsoft Authenticator app on your iPhone

10. On your iPhone, go to 'Council Apps', search for and install the 'Microsoft Authenticator' app. It may take more than 10 minutes to install.
11. Open this app once it has installed.
12. If you're asked to 'set up passwordless sign-in', press SKIP.
13. If you're asked to 'Protect all your online accounts', press SKIP.
14. When you see the screen '**Here for work?**', press **ADD WORK ACCOUNT**
15. If asked to allow access to your Camera, press OK.
16. The 'Scan QR code' screen will appear.

Step 3 - return to your personal or work computer

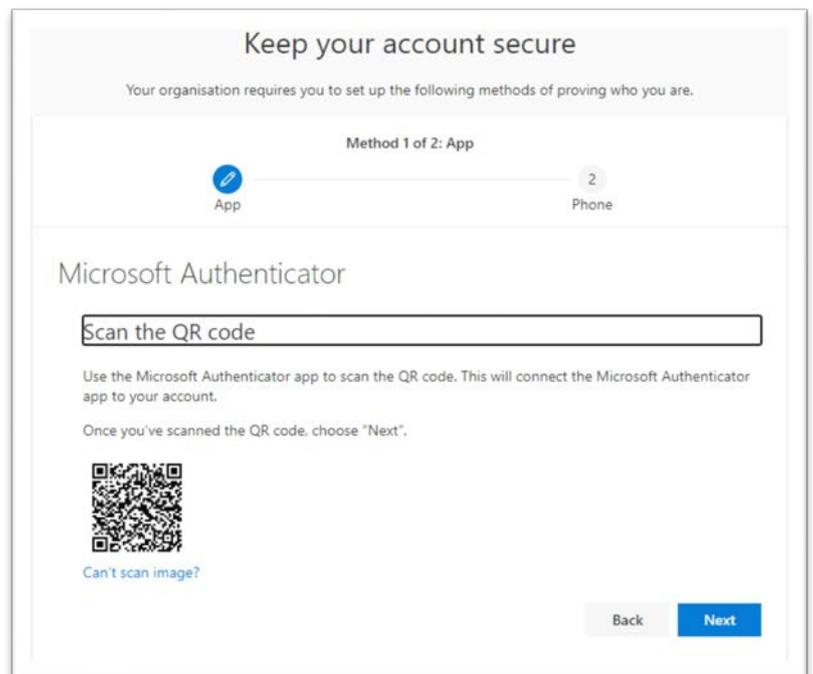
17. Go back to the browser on your computer and the **Keep your account secure** page.
18. Click on **Next**.
19. The page on the right will appear.
20. Click on **Next**.



Note: If a message appears saying 'We're sorry, we ran into a problem', please start the process again.

Step 4 - using your iPhone to scan the QR code

21. Using your iPhone again, use the QR code scanner to scan the QR code that appears on your computer screen (hold your iPhone up to the QR code on the computer screen).

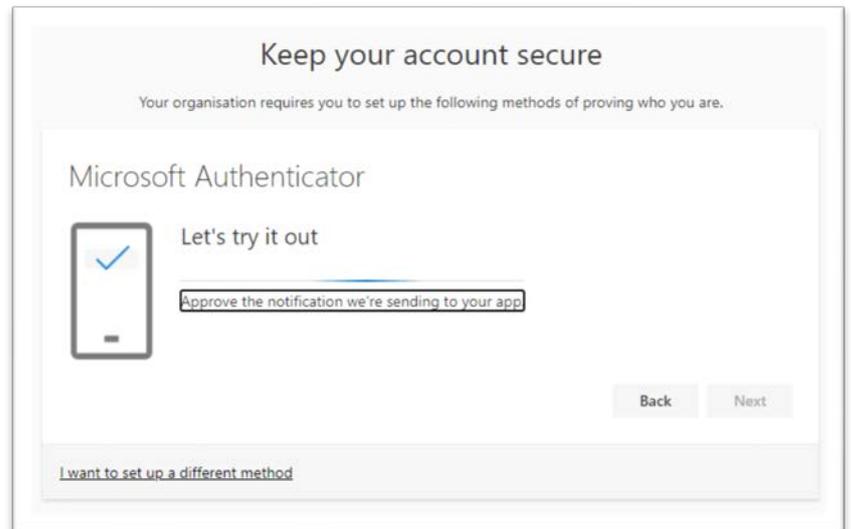


Note: You may be asked allow notifications for the Microsoft Authenticator app – press Go To Settings, press Notifications and toggle Allow Notifications. Press Back and Settings. Go back to the 'Scan QR code' screen by double pressing the device Home button and selecting the Authenticator app. Scan the QR code again – if it fails, go back to step 1.

22. Your Council Office 365 account should now be added to the Authenticator app (there will be an entry for your email address (with your employee number instead of your name).

Step 5 - testing the authentication is working on your computer

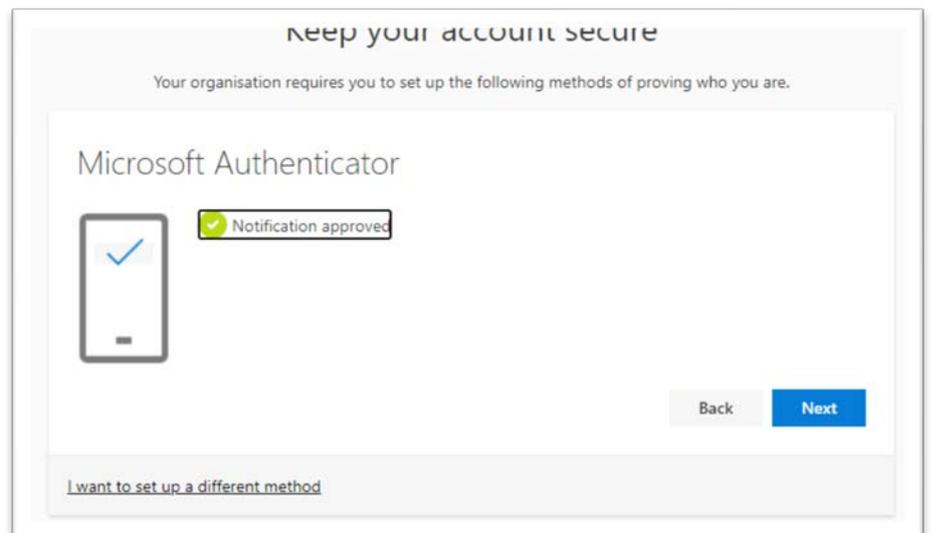
23. Go back to your computer and the QR code screen and click **NEXT**.
24. The next step tests the authentication is working. Click **Next**.



25. Go to your iPhone and press **APPROVE** on the notification.

26. The page on your computer should update to state that the notification has been approved.

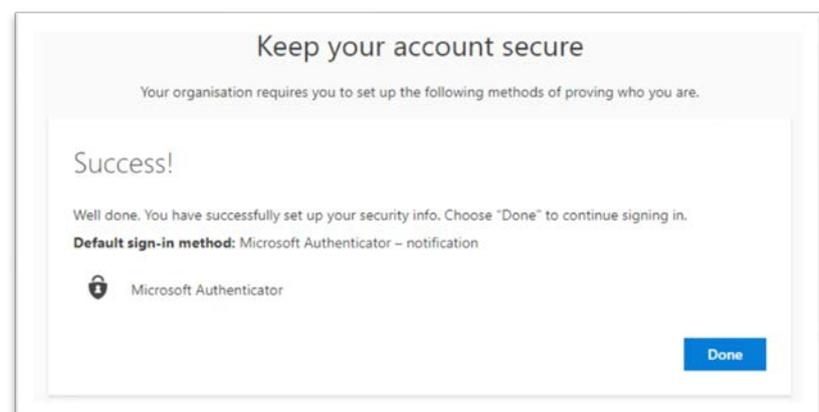
27. Press **NEXT**.



28. A **Success!** message should now appear. MFA is set up on your iPhone.

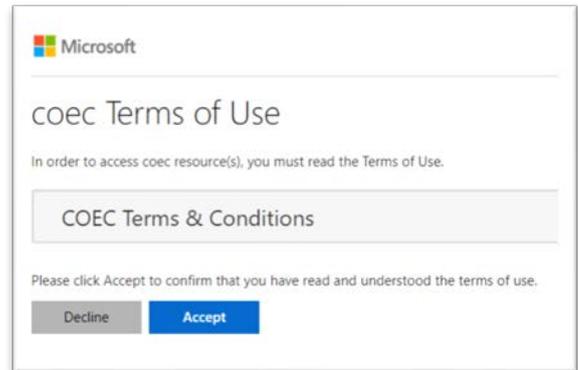
29. Click **Done**.

30. You should now be directed to a page where you can manage your sign-ins.



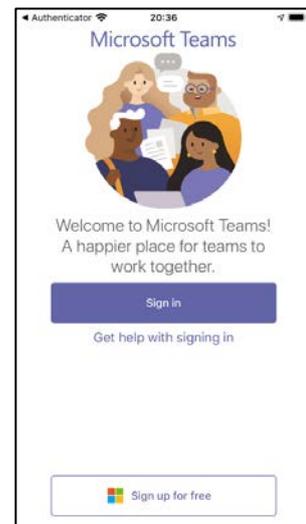
Note that you will need your iPhone with you when you want to log into Office 365 apps on a Council iPhone or iPad, or a personal device.

Terms of Use: When logging into Office 365 applications for the first time when using MFA, you may be asked to read and accept the Terms of Use. Click on **COEC Terms & Conditions** to view the policy. Click **Accept**.

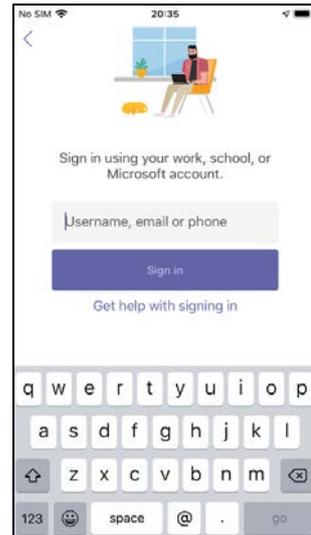


Part 2: Installing and logging into Teams on your iPhone/iPad

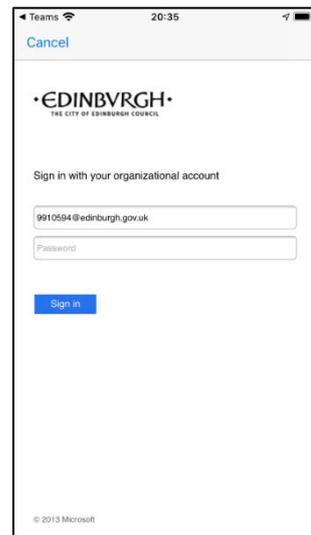
1. Download and install Teams from CouncilApps (icon on iPhone/iPad home screen with Edinburgh Council 'E'). It may take more than ten minutes to install – please give it the time it requires. When installed, open Teams – you will be asked to sign in.



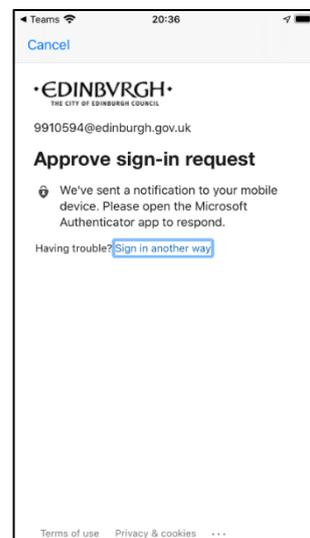
2. Sign in with your work email address using your employee number rather than your name at the start of your email address (e.g. 9999999@edinburgh.gov.uk). Click sign-in.



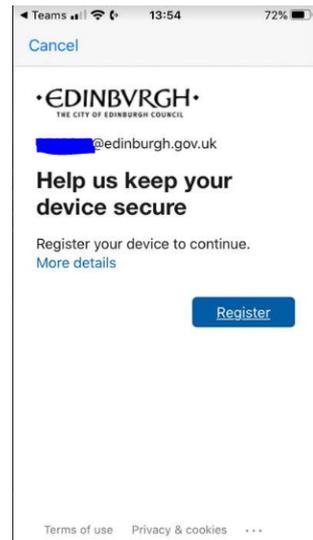
3. When prompted, sign in with the password you use to log in to your Council computer.



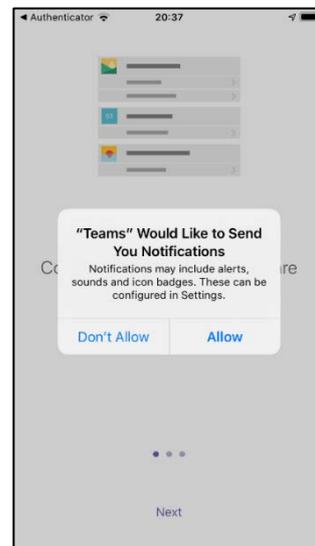
4. Approve the MFA Sign in request pop up.



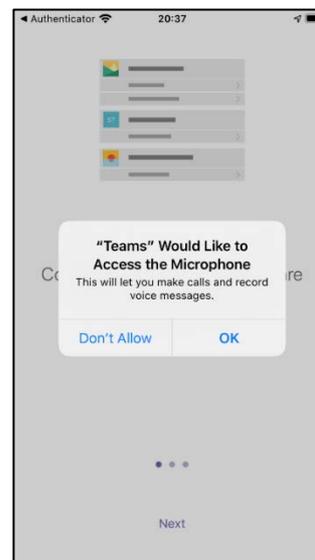
5. You will be asked to register your device. Press Register.



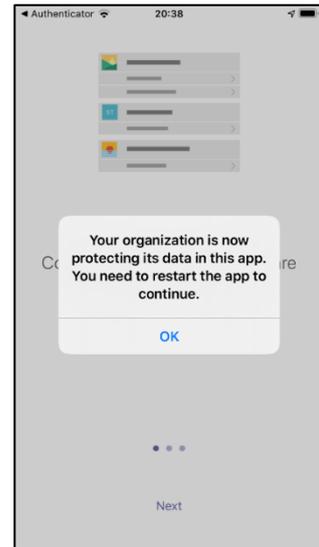
6. You will then be asked to Allow notifications – press Allow.



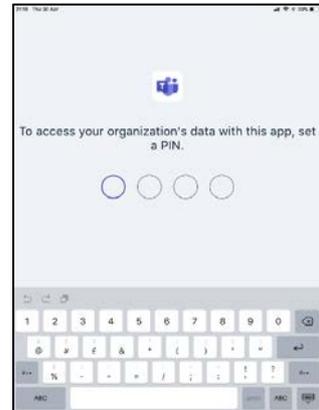
7. You will be asked to allow access to your microphone – press OK.



8. You will receive a message saying ‘Your organisation is now protecting its data in this app. You need to restart the app to continue’. Press OK and the app will close.



9. Restart Teams by pressing the Teams app icon. A screen appears asking you to set up a PIN. Please do this and remember the PIN - you will need this to access Teams on this device in future. You will be asked to confirm the PIN.
10. Press next at the bottom of the next 3 screens and press Got It. You will then be taken to Teams. Enjoy!



Reporting issues

If you have any issues setting up or further questions you can:

- submit a form orb.edinburgh.gov.uk/teams
- or email Digital-Office365Supportorg@EdinburghCouncil.onmicrosoft.com