

# MICROSOFT TEAMS SETUP FOR EXTERNAL USERS

Join a County Teams site as from an invitation emailed to a work or school address

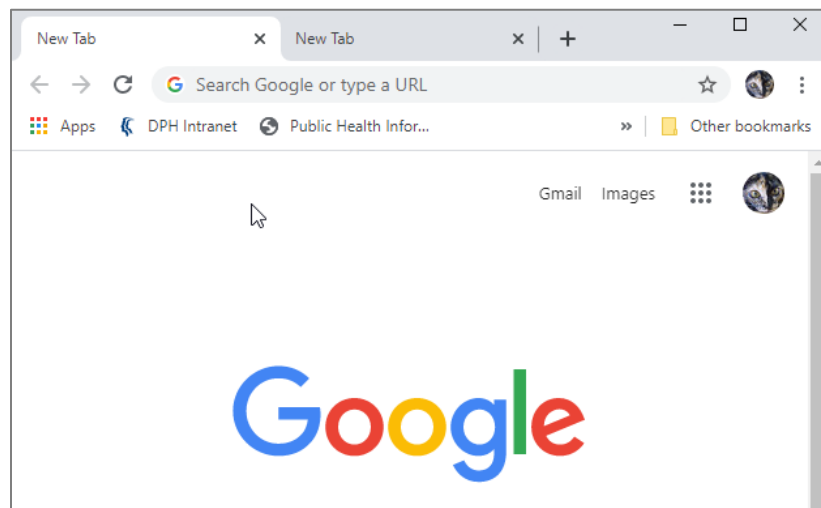
These instructions are for disaster service workers (DSWs) who need to access a County of Los Angeles (County) Microsoft Teams site. They describe how DSWs, such as contact tracers, can use their work or school credentials to join a site in response to an invitation emailed to a work or school address. DSWs whose emails end with anything other than “lacounty.gov” are added as guest members to teams.

Because the County employs multifactor authentication (MFA), the first time DSWs access the County network, they must set up an authentication process that confirms their identity.

## PREREQUISITES

Before you begin:

1. Make sure you have a recent version of the [Google Chrome](#). Use the Chrome web browser to access Microsoft Teams.



1. If your organization already uses Office 365, sign out of your org's Teams (in the app or web version), and close any browsers open to Teams.
2. Have your invitation handy. It looks like this:

From: **Microsoft Invitations on behalf of County of Los Angeles** <[invites@microsoft.com](mailto:invites@microsoft.com)>  
Date: Wed, Jun 17, 2020, 12:29  
Subject: Alvaro Cardona invited you to access applications within their organization  
To: [redacted]:@lacity.org> Your email

**ⓘ** Please only act on this email if you trust the individual and organization represented below. In rare cases, individuals may receive fraudulent invitations from bad actors posing as legitimate companies. If you were not expecting this invitation, proceed with caution.

Sender: Alvaro Cardona ([alvarocardona@ph.lacounty.gov](mailto:alvarocardona@ph.lacounty.gov))  
Organization: County of Los Angeles  
Domain: [lacity.onmicrosoft.com](https://lacity.onmicrosoft.com) From a County email

This message was provided by the sender and is not from Microsoft Corporation.

Message from  
Alvaro Cardona:

This is the Department of Public Health, please accept this invitation for contact tracing. Further information will be „  
⊕ given to you by your supervisor or to whomever you report to in this project.

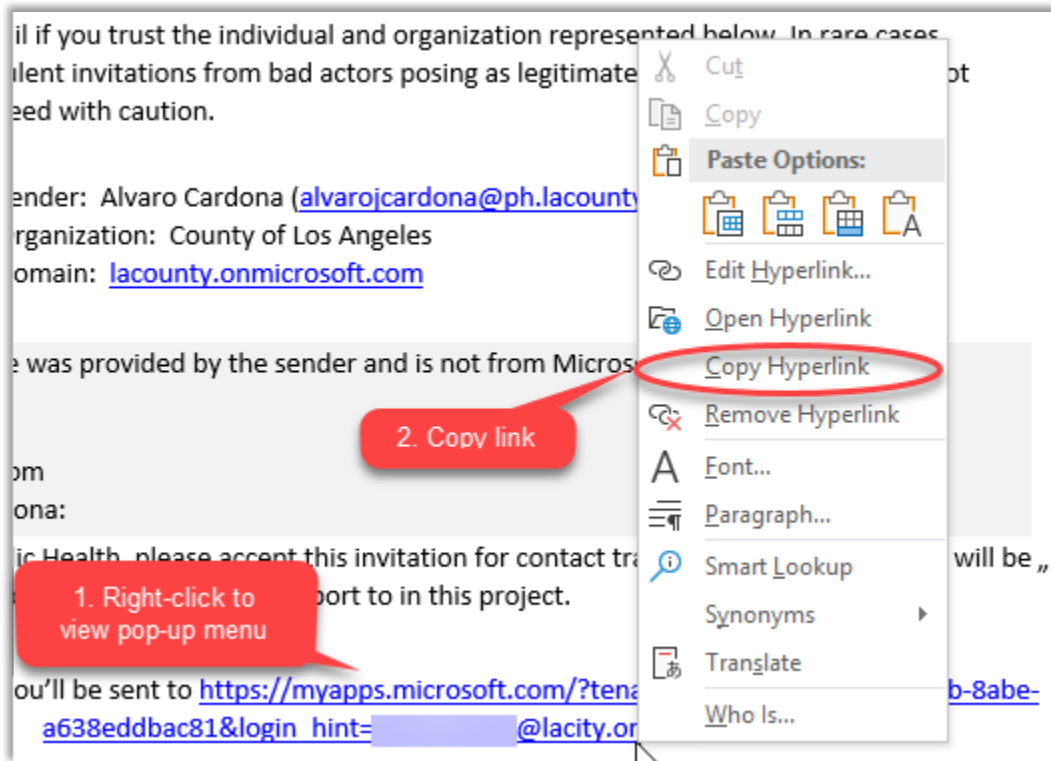
If you accept this invitation, you'll be sent to [https://myapps.microsoft.com/?tenantid=07597248-ea38-451b-8abe-a638eddbac81&login\\_hint=\[redacted\]:@lacity.org](https://myapps.microsoft.com/?tenantid=07597248-ea38-451b-8abe-a638eddbac81&login_hint=[redacted]:@lacity.org).

[Accept invitation](#)

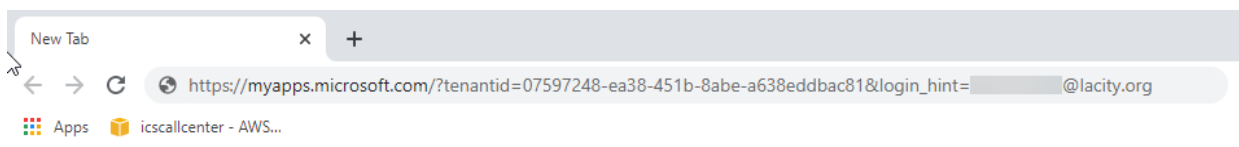
## ACCEPT THE INVITATION TO JOIN MICROSOFT TEAMS

This step ensures you use the Chrome web browser to access Teams.

- 1) Right-click this link and select Copy Hyperlink:



- 2) Go to Chrome and paste the link into the address field.



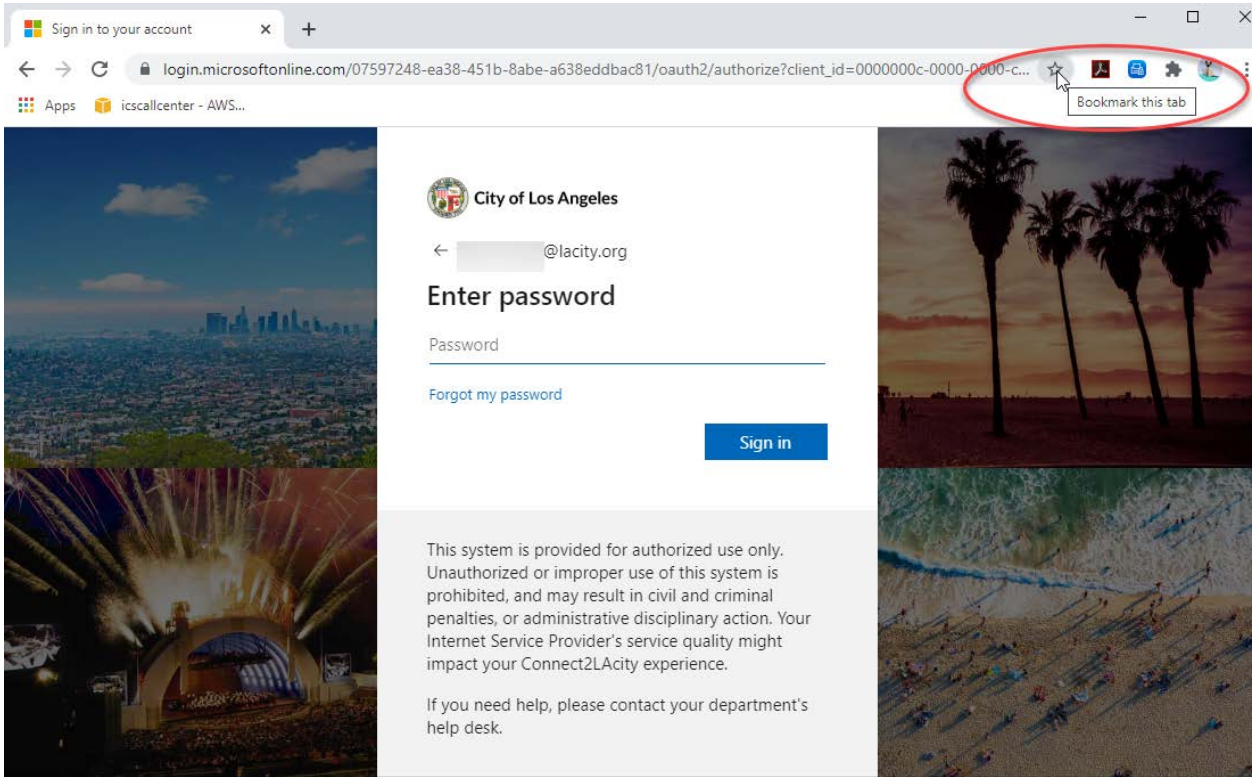
- 3) The next step depends on whether your org is using Office 365.
- a. If your organization is using Office 365, you are prompted to pick an account. Select Use another account.



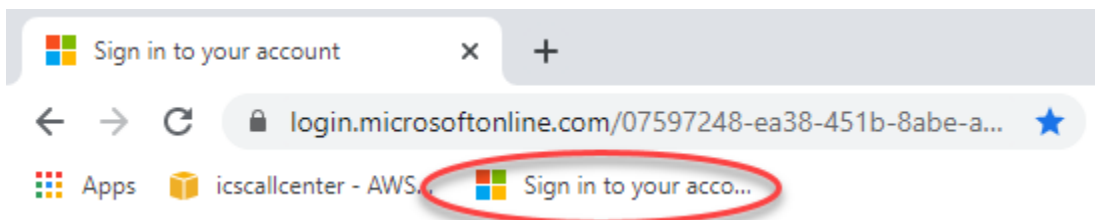
- b. Enter your email address and choose **Sign In**.



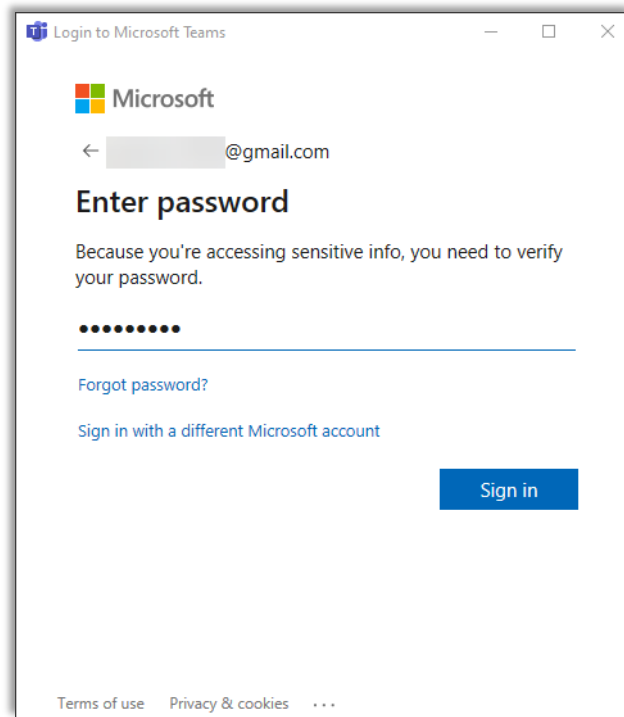
- 4) You are redirected to a login site, with a custom Los Angeles County Background. For future reference, we recommend you bookmark this site.



Shown is the default bookmark name; you can edit it to be shorter and specific.



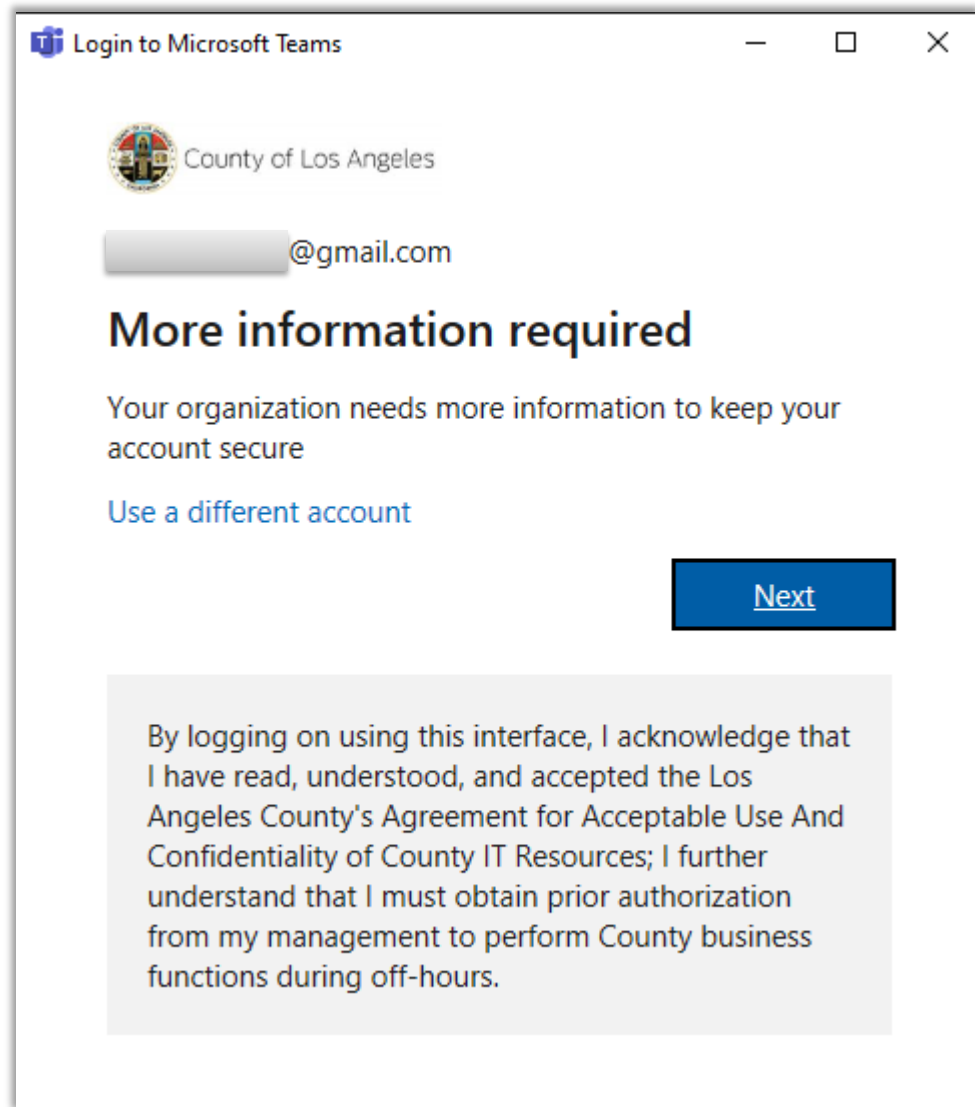
5) Enter your password (the password you typically use with this email).



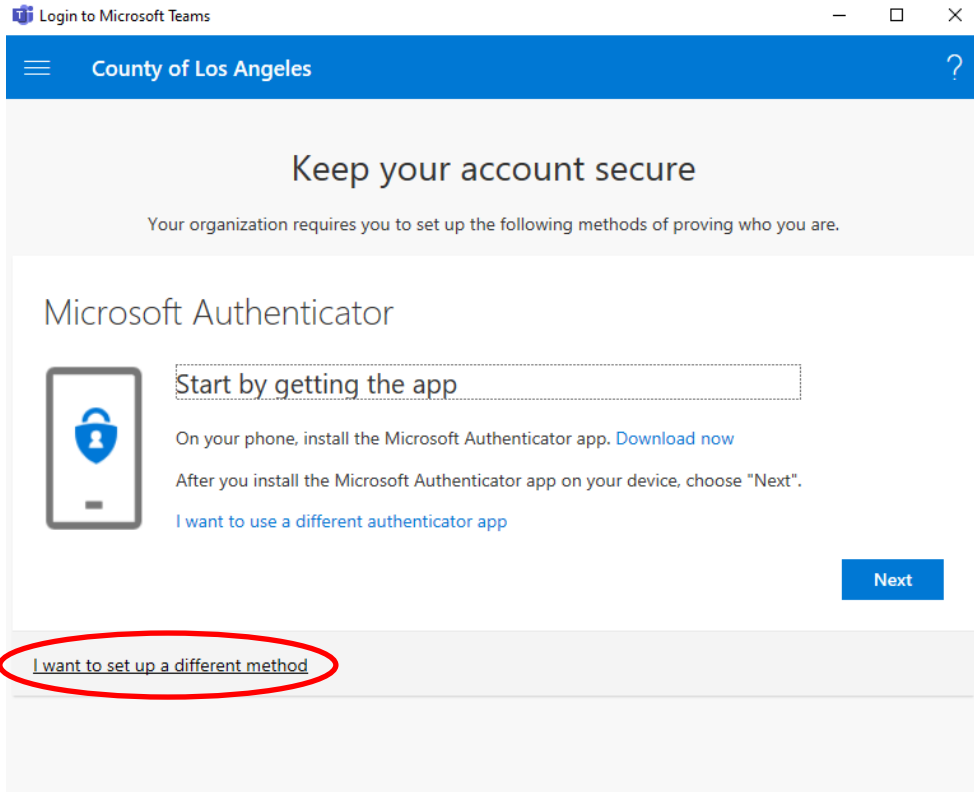
## SET UP MFA WITH THE COUNTY.

Because you are accessing County information assets for the first time, you need to set up multifactor authentication (MFA) with the County. MFA is an information security process that requires you to verify your identity after you enter your password.

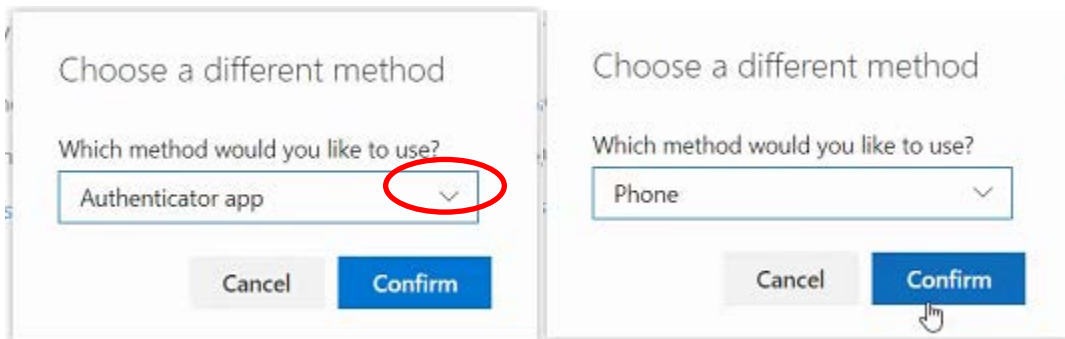
- 1) Select **Next**.



- 2) Select an authentication method. We recommend selecting the last option, in which you receive a call or text on your smart phone after you enter your password. However, you can install the Microsoft Authenticator app or add this account to another authenticator app already on your phone, such as Duo.



3) Select phone as the method, and choose **Confirm**.





4) Enter the phone number and choose **Next**.

Phone

You can prove who you are by answering a call on your phone or texting a code to your phone.  
What phone number would you like to use?

United States (+1)

Text me a code  
 Call me

Message and data rates may apply.

Next

5) Microsoft text a code to your phone. Enter the code and choose **Next**.

Phone

We just sent a 6 digit code to +1 [redacted] [redacted] Enter the code below.

178544

[Resend code](#)

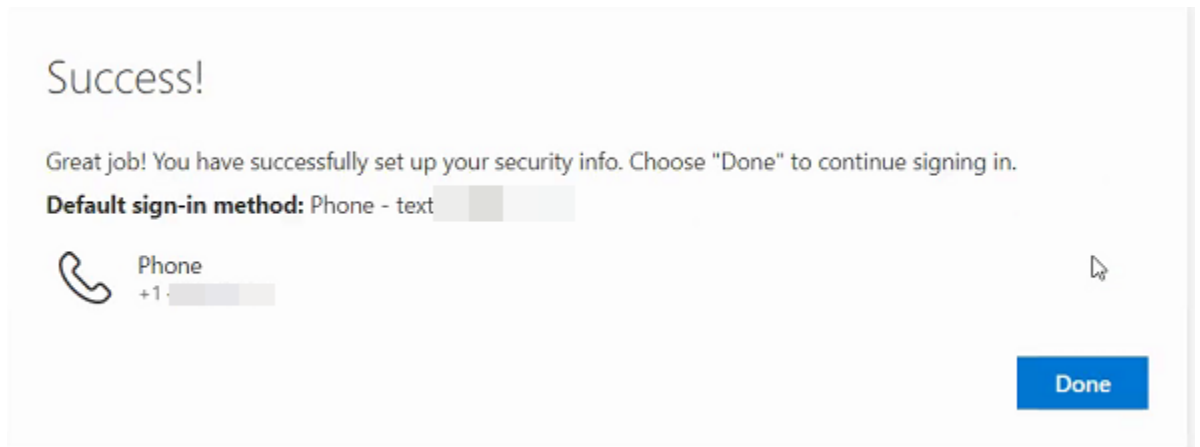
Back Next

6) The text is acknowledged. Choose **Next**.

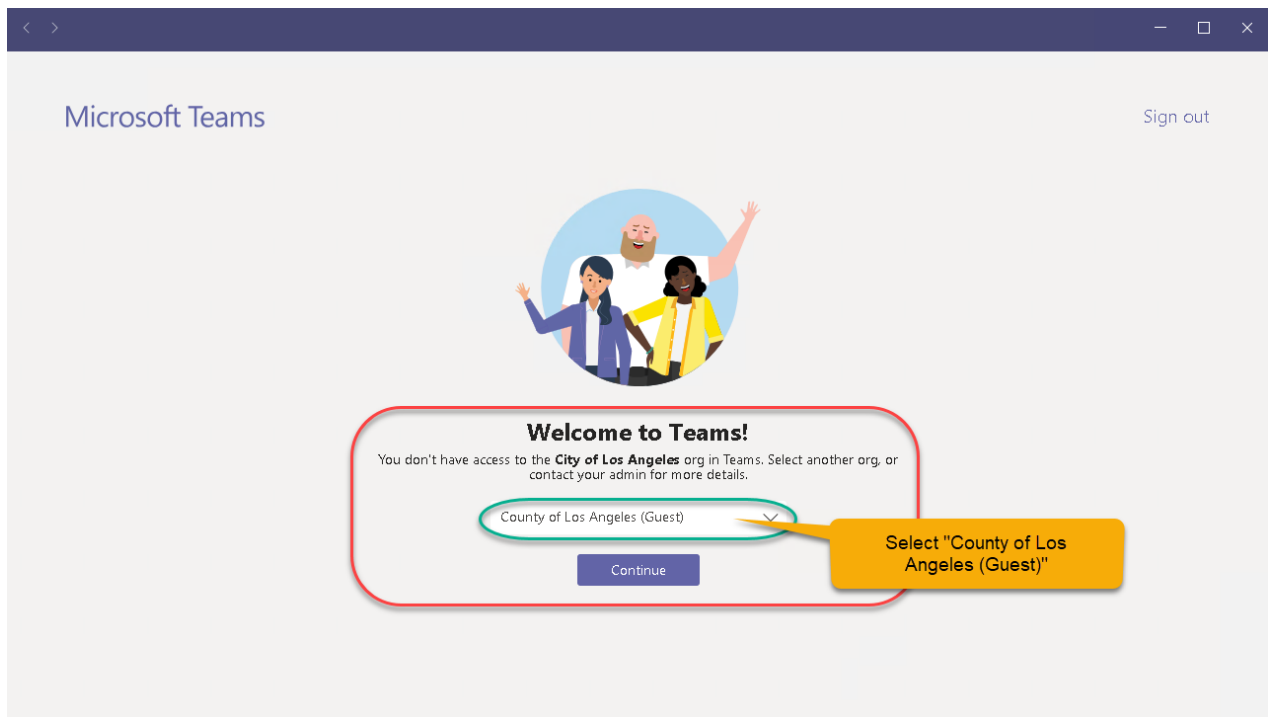
Phone

✓ SMS verified. Your phone was registered successfully

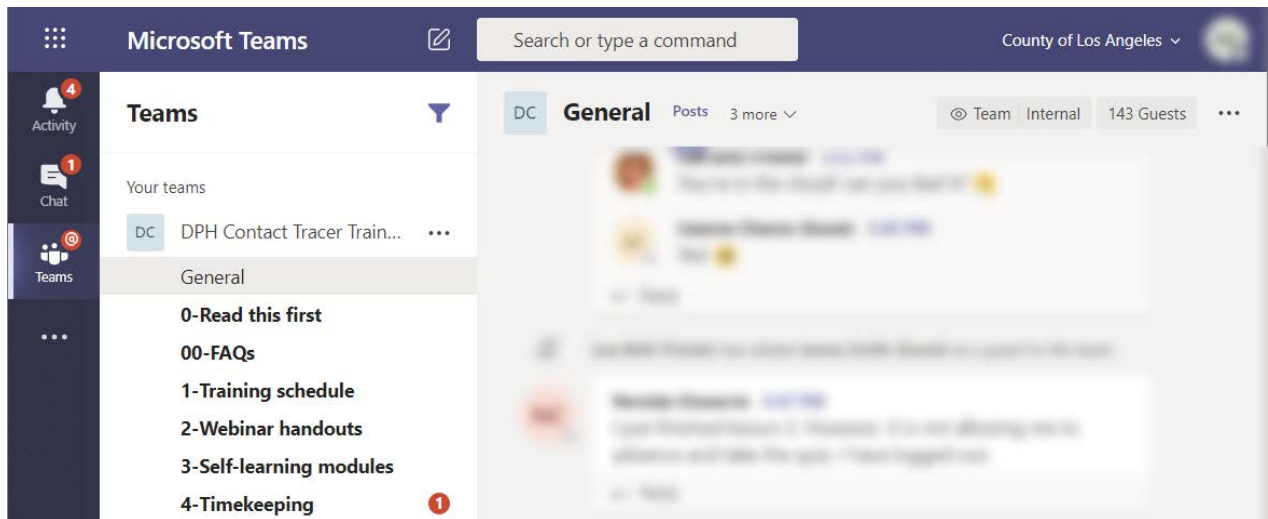
Next



- 7) Now you can sign in to Teams. Use the web version. If you have access to more than one Teams, make sure to login in using **"County of Los Angeles (Guest)"**:

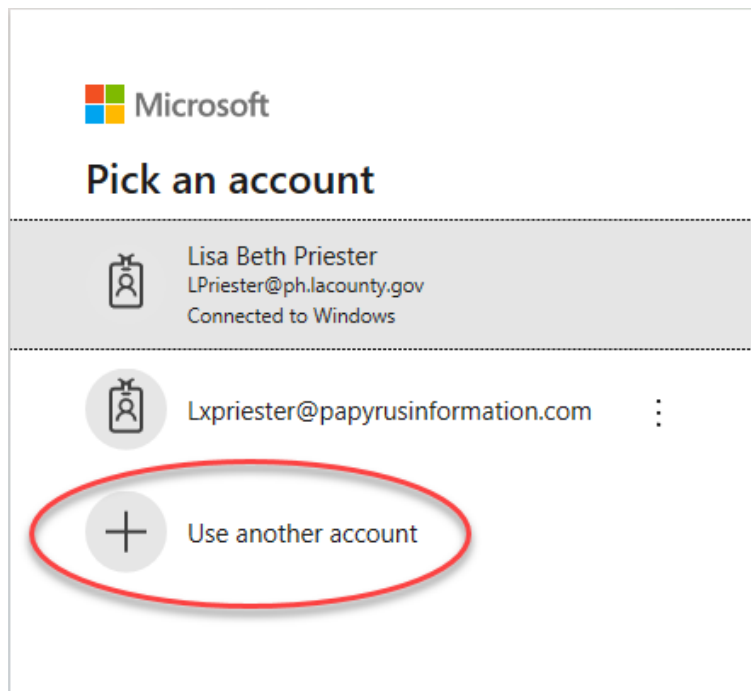


Once you are logged in, you are in the County Teams site to which you were invited.



## TROUBLESHOOTING

If your organization uses Teams and you find yourself being automatically signed in to your Teams site, try setting up MFA through opening this site in Chrome: <https://login.microsoftonline.com/>. Then select Use another account.



If you've lost your invitation email, ask your manager to send you a link to the teams site.