



Instruction Guide

# Accessing Your Microsoft Account (Work Email) For The First Time



# Accessing your TheirCare email account for the first time.



This guide provides a straightforward process for accessing your TheirCare email account for the first time. It covers essential steps such as logging in, setting up multifactor authentication, and sending emails.

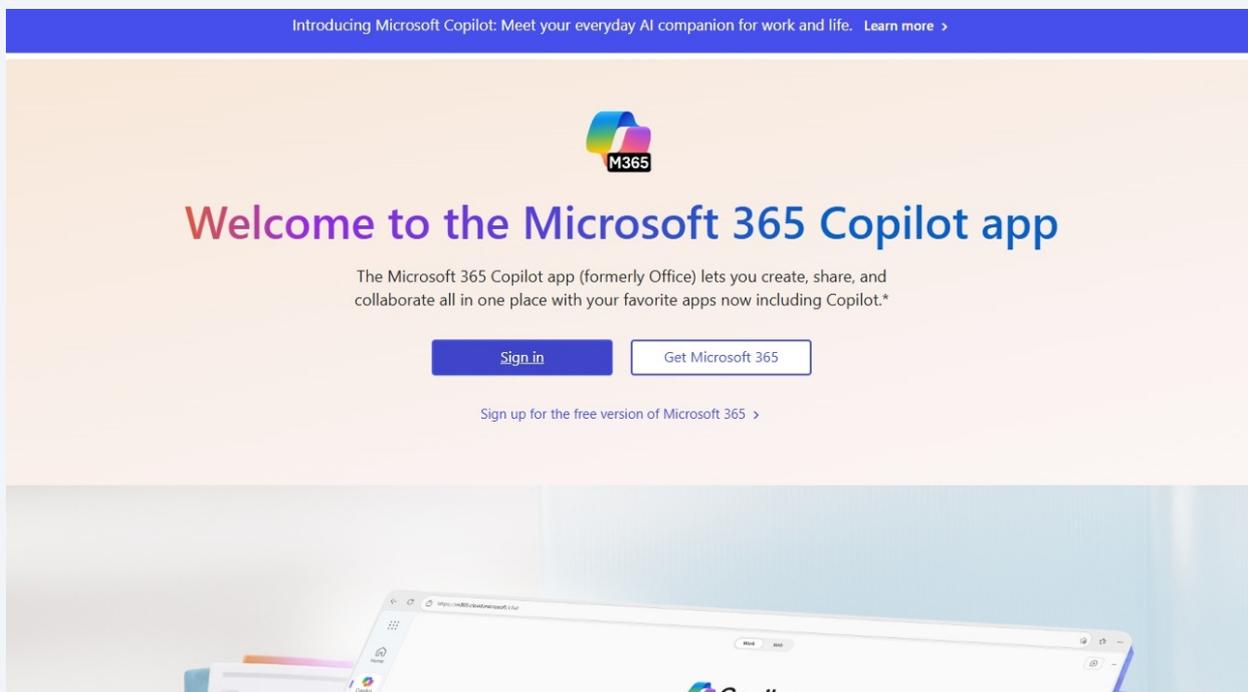
This should be completed before you attempt to sign into other platforms with Single Sign On (SSO)

## Logging In & Setting Up Multifactor Authentication (MFA)

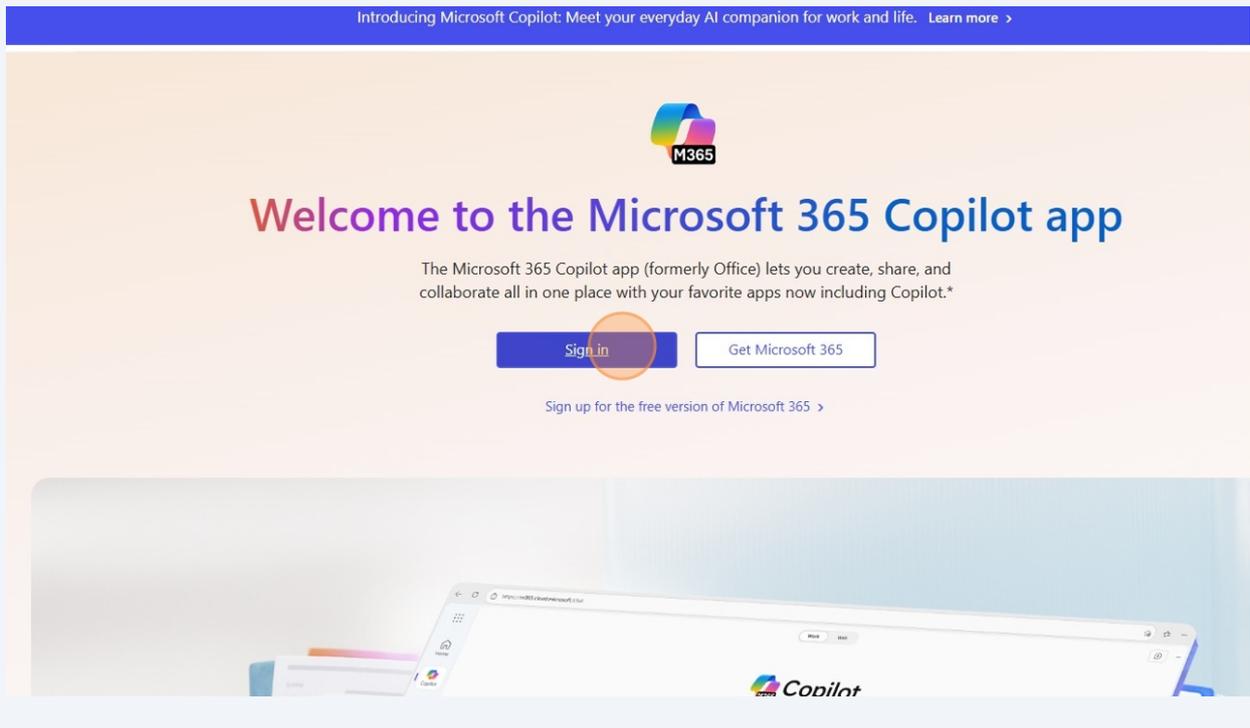


Before starting this process, you will need to have received your new TheirCare email account information (email address and password).

### 1 Navigate to [microsoft365.com](https://microsoft365.com)

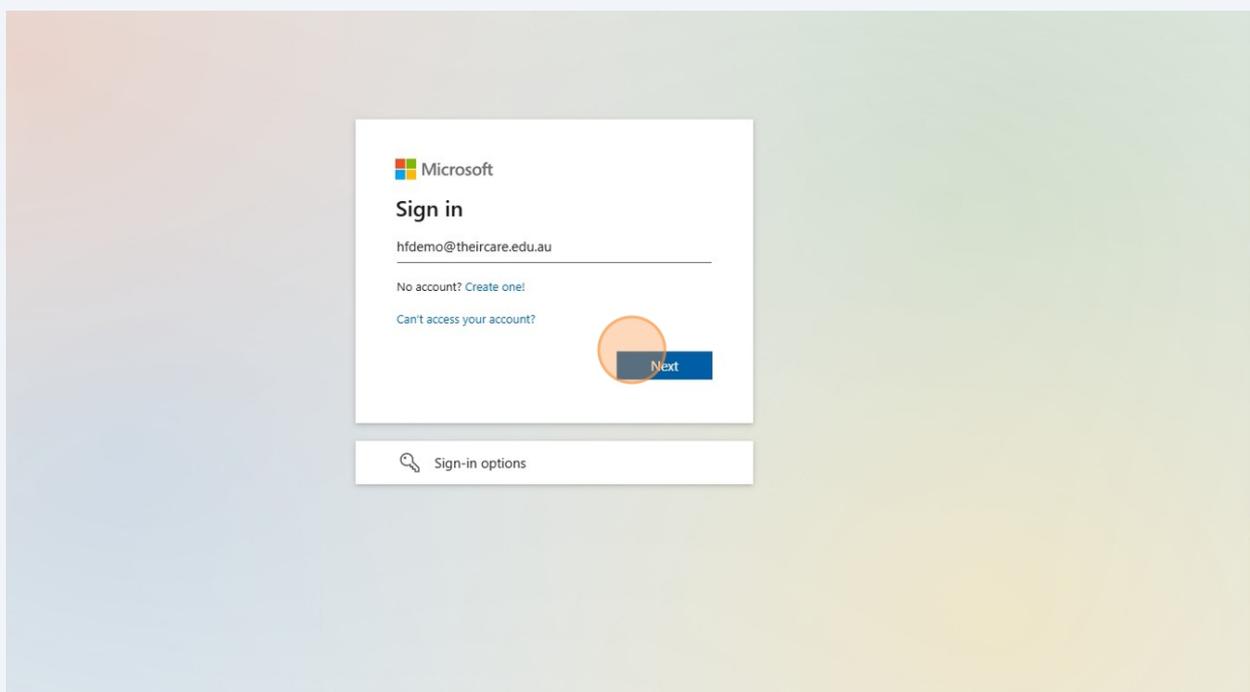


## 2 Click "Sign in"

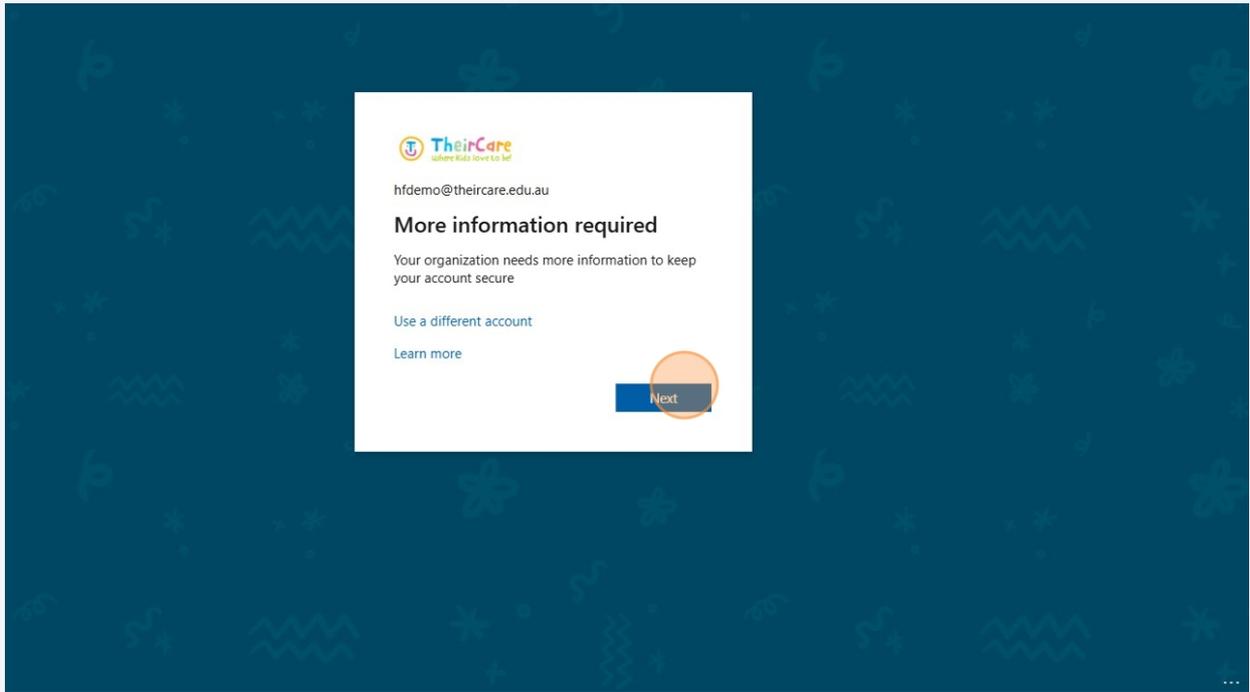


## 3 Enter your work email address. It should end in @theircare.edu.au.

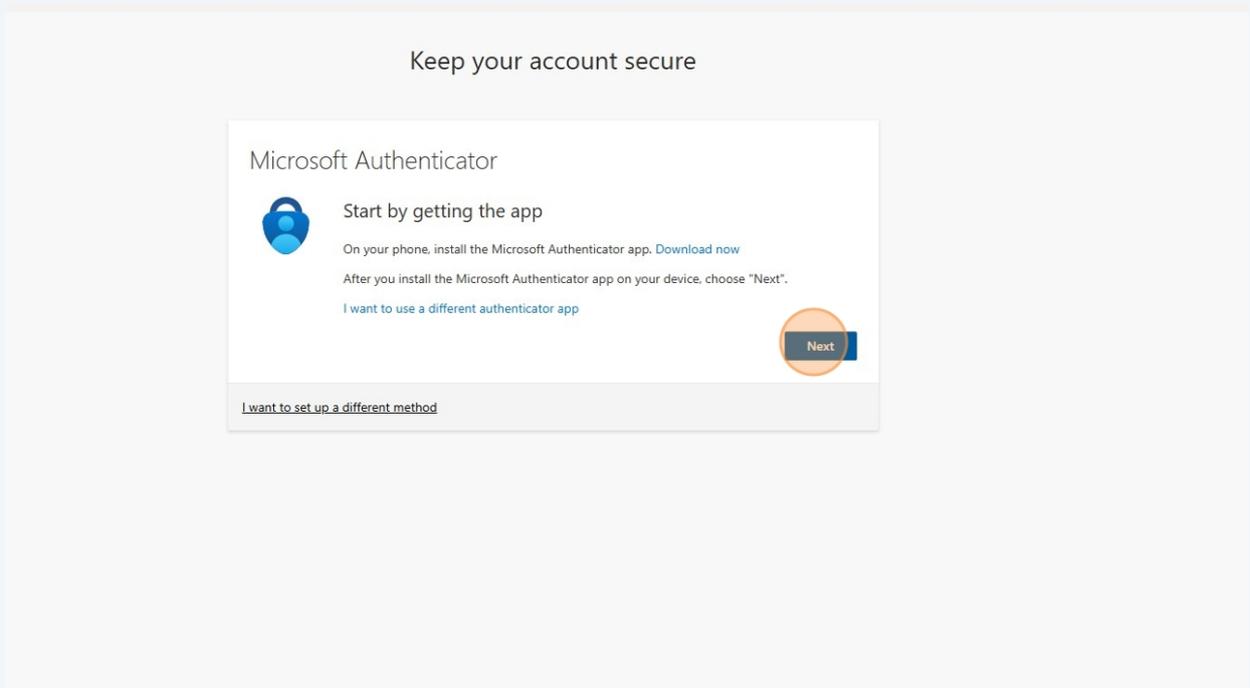
Then click the blue **Next** button



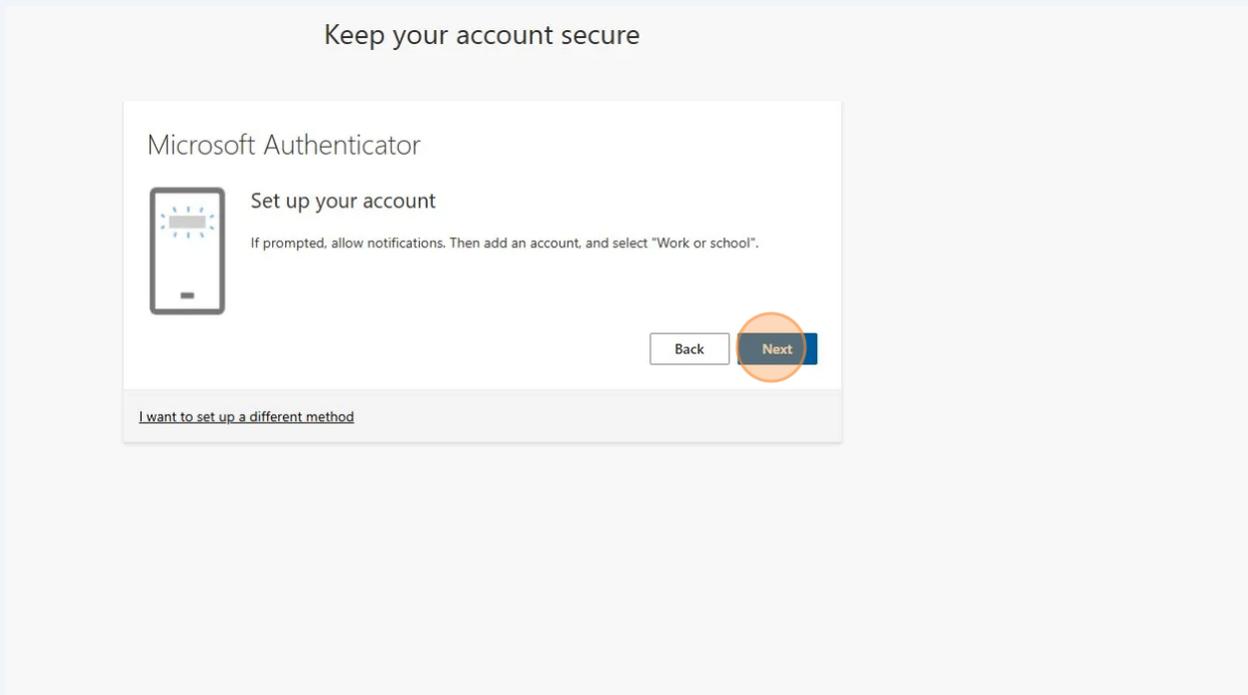
4 Press the blue **Next** button



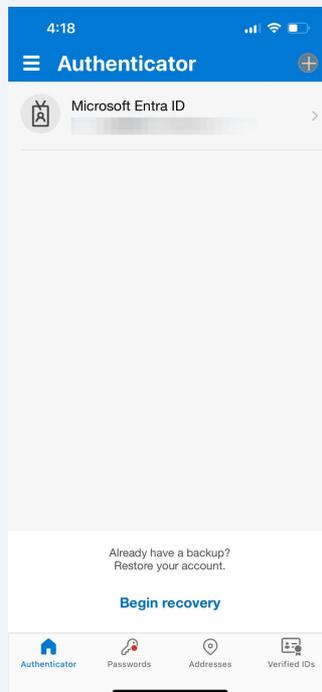
5 Click "Next"



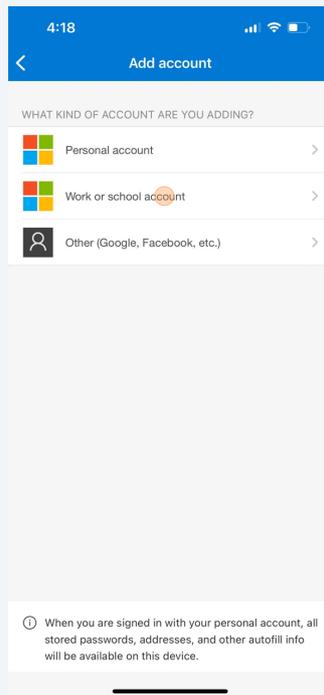
6 Click "Next"



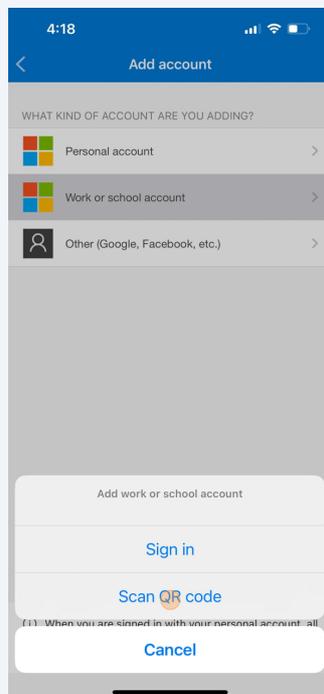
7 **On your mobile:** Open Microsoft Authenticator. Press the plus button to add a new account.



## 8 Press **Work or school account**

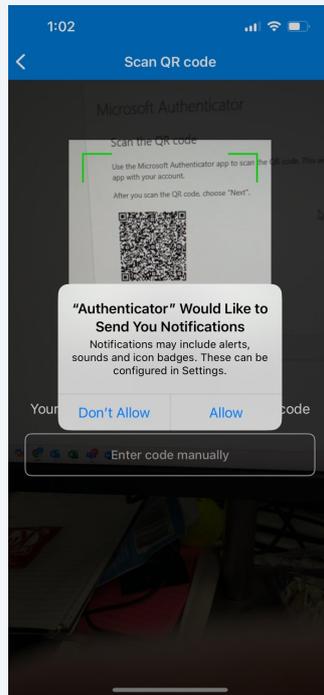


## 9 Press **Scan QR code**

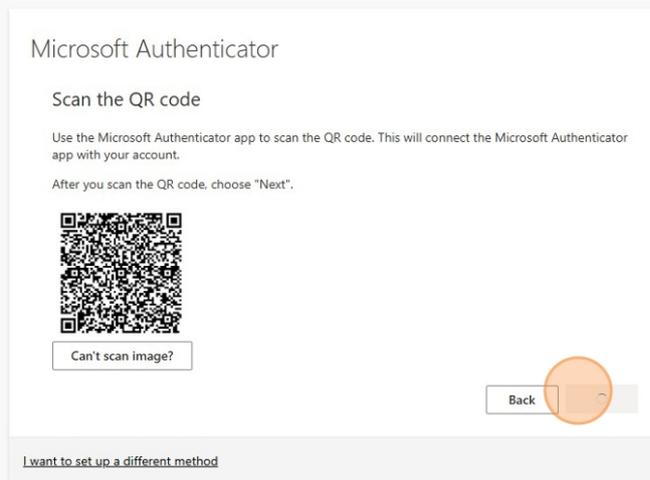


**10** Scan the QR code which is on your web browser

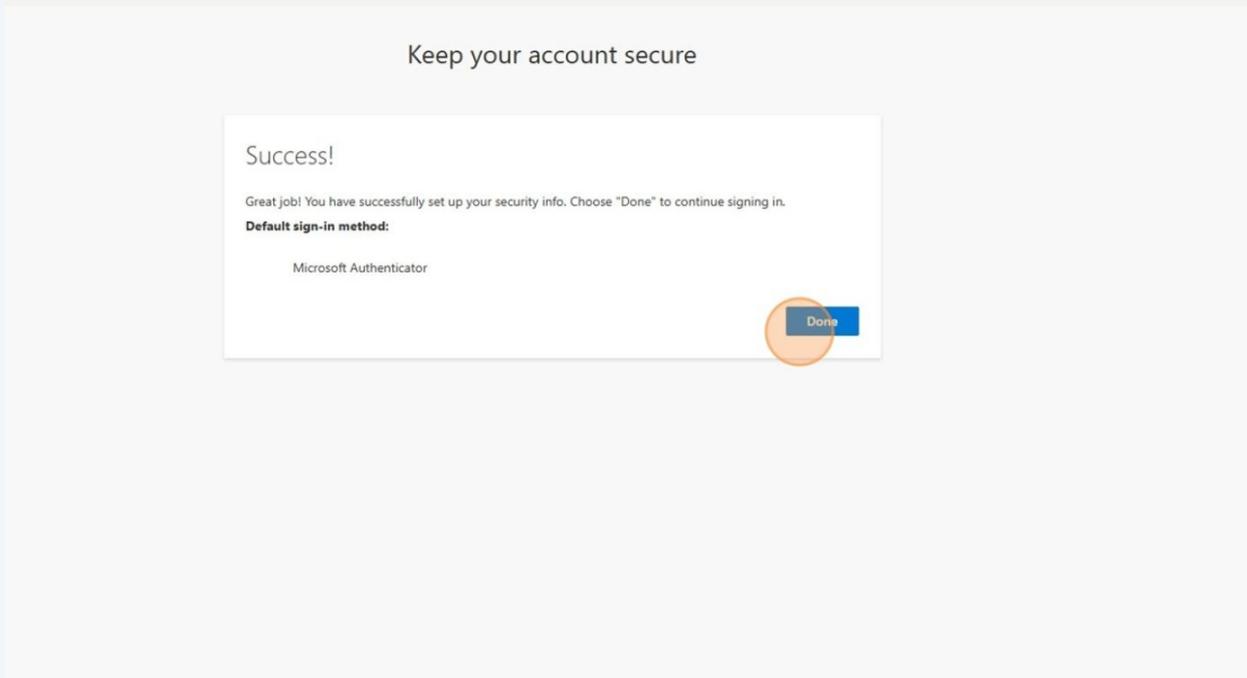
*If prompted click allow.*



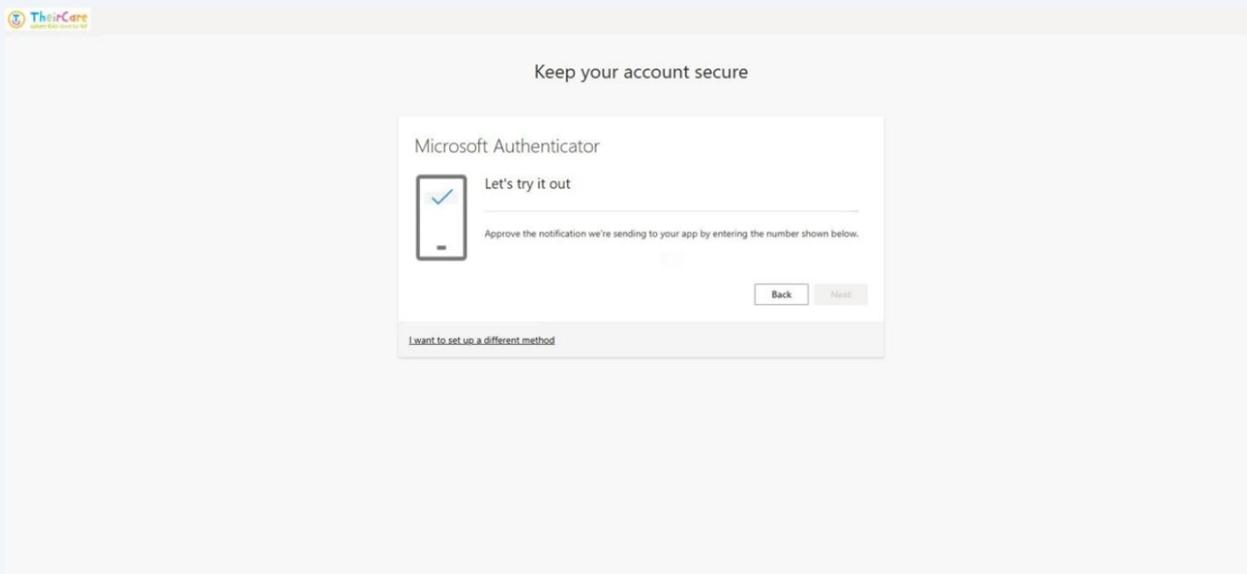
**11** On your web browser you are trying to sign in on: Click "Next"



12 Click the blue **Done** button

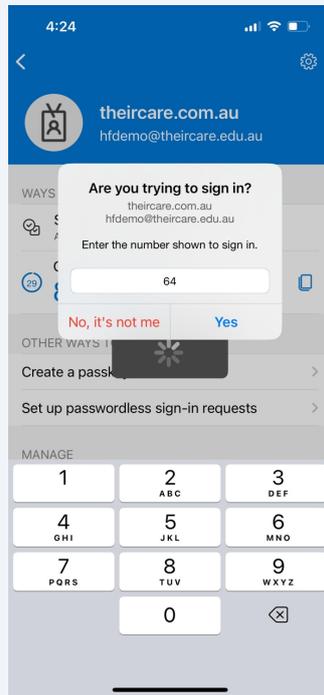


13 You will be given a code/number. Remember it for the next step

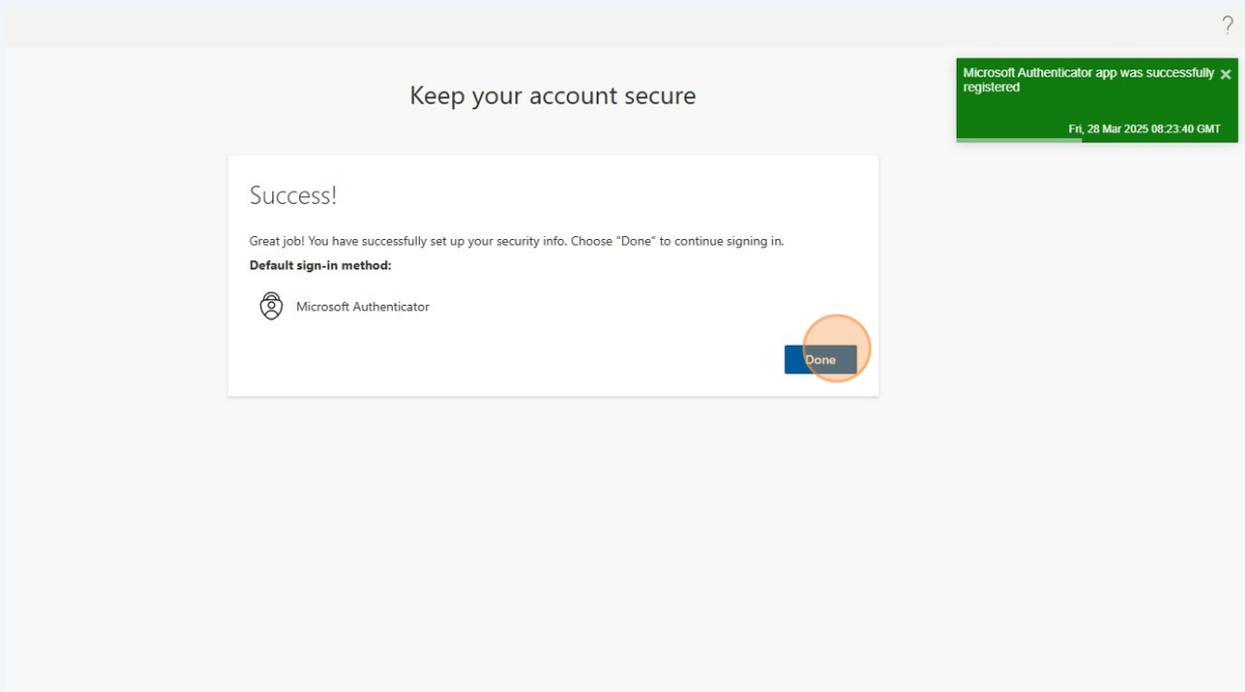


**14 On your mobile:** You will get a notification to approve the sign in.

Enter the code and press the **Yes** button



**15 Click "Done"**



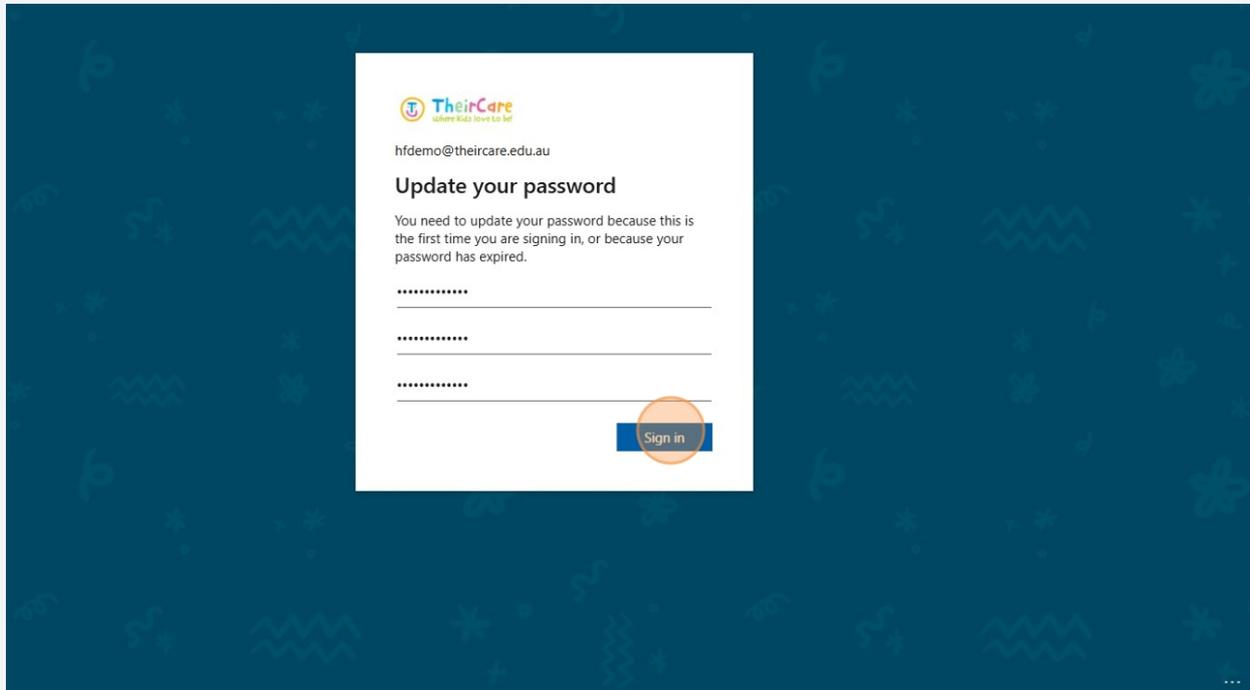
**16** You will be prompted to set your own password.

In the first box: Enter your current/temporary password

In the second box: Enter your new password

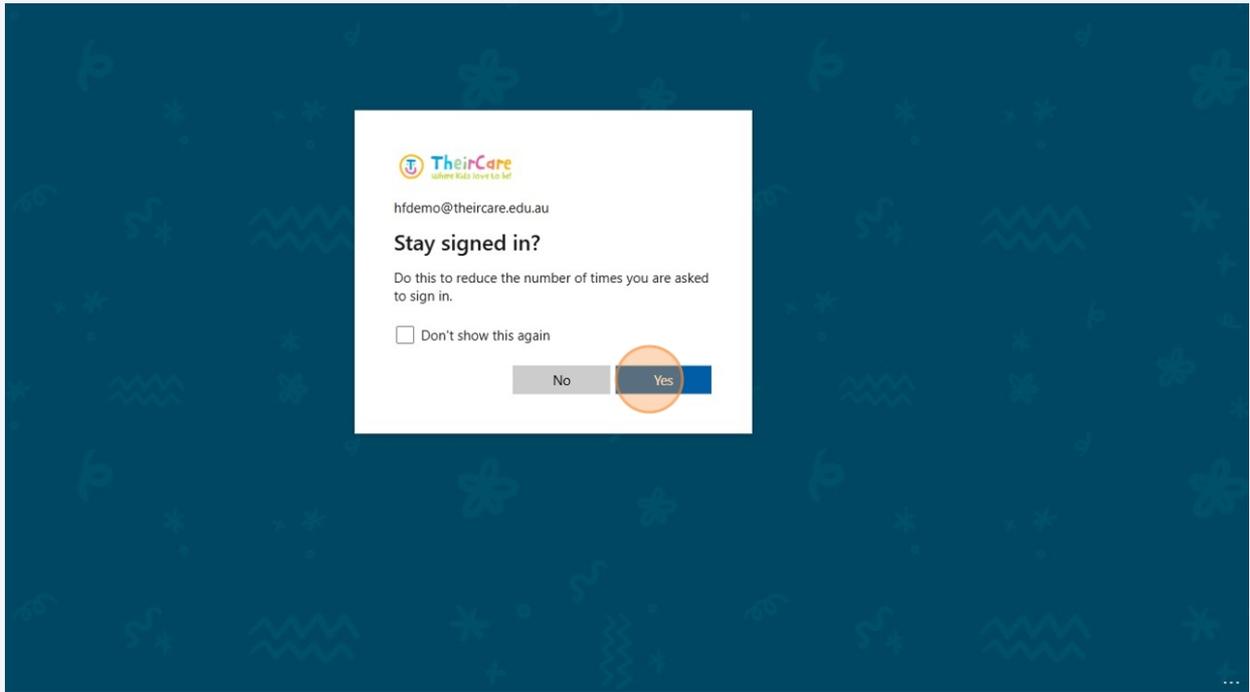
In the third box: Re-enter your new password

Click the blue **Sign in** button

A screenshot of a web form titled "Update your password" from the website "TheirCare". The form is centered on a dark blue background with a pattern of white stars and wavy lines. At the top left of the form is the "TheirCare" logo with the tagline "Where Kids Love to Be!". Below the logo is the email address "hfdemo@theircare.edu.au". The main heading is "Update your password". Below this is a message: "You need to update your password because this is the first time you are signing in, or because your password has expired." There are three input fields, each preceded by a line of asterisks. At the bottom right of the form is a blue button with the text "Sign in" in white, which is circled in orange. In the bottom right corner of the screenshot, there are three small dots "...".

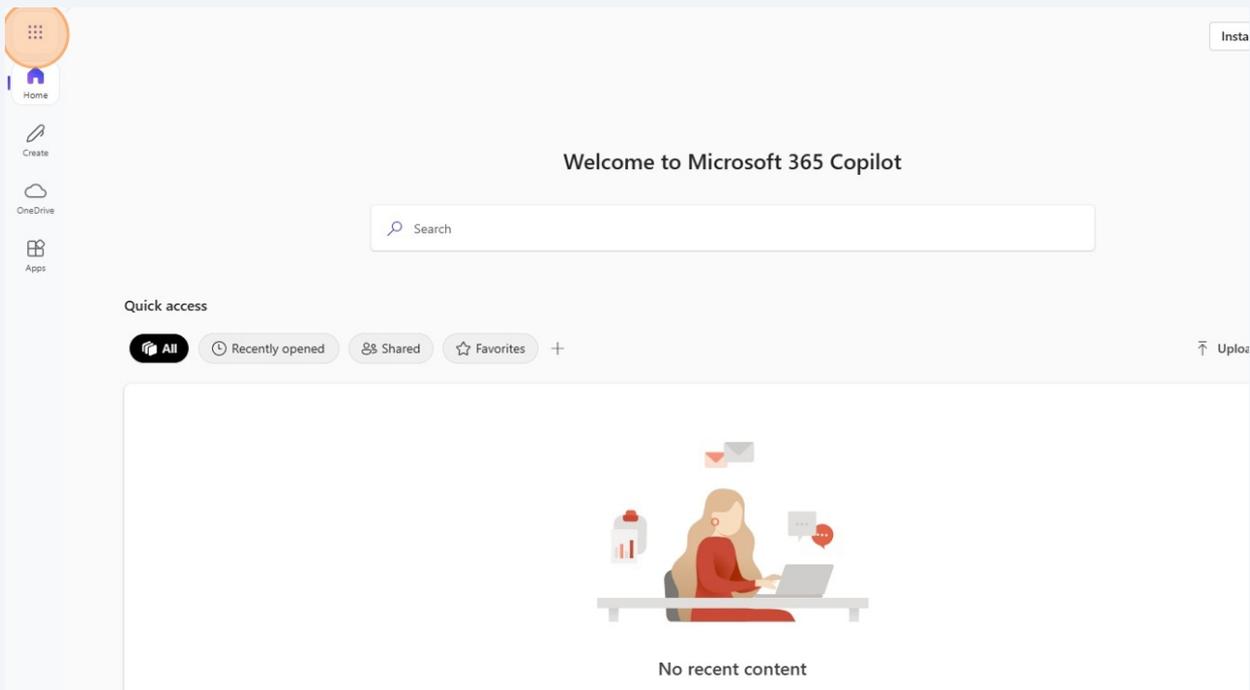
Ensure you choose a password which contains at least 8 character, including at least 1 number, one special character (! @ # \$ etc) and one capital letter. Remember your password as this is needed each time you sign in.

17 Click the blue **Yes** button

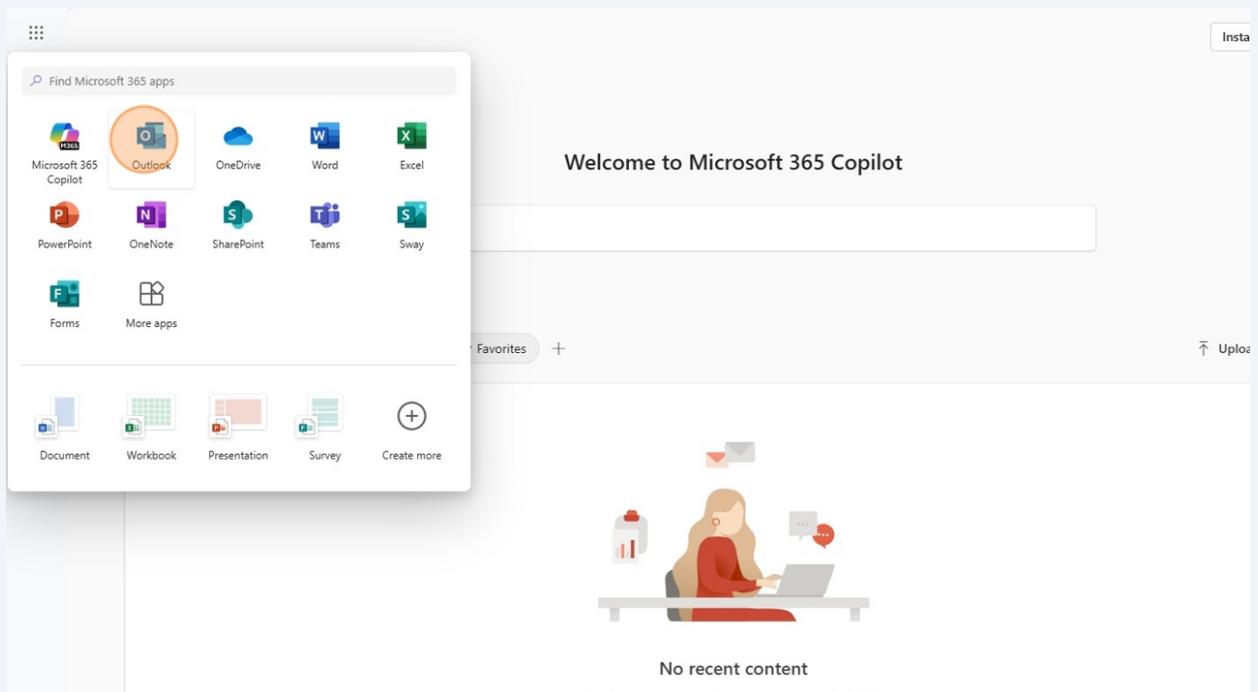


## Accessing Your Emails Using the Web App

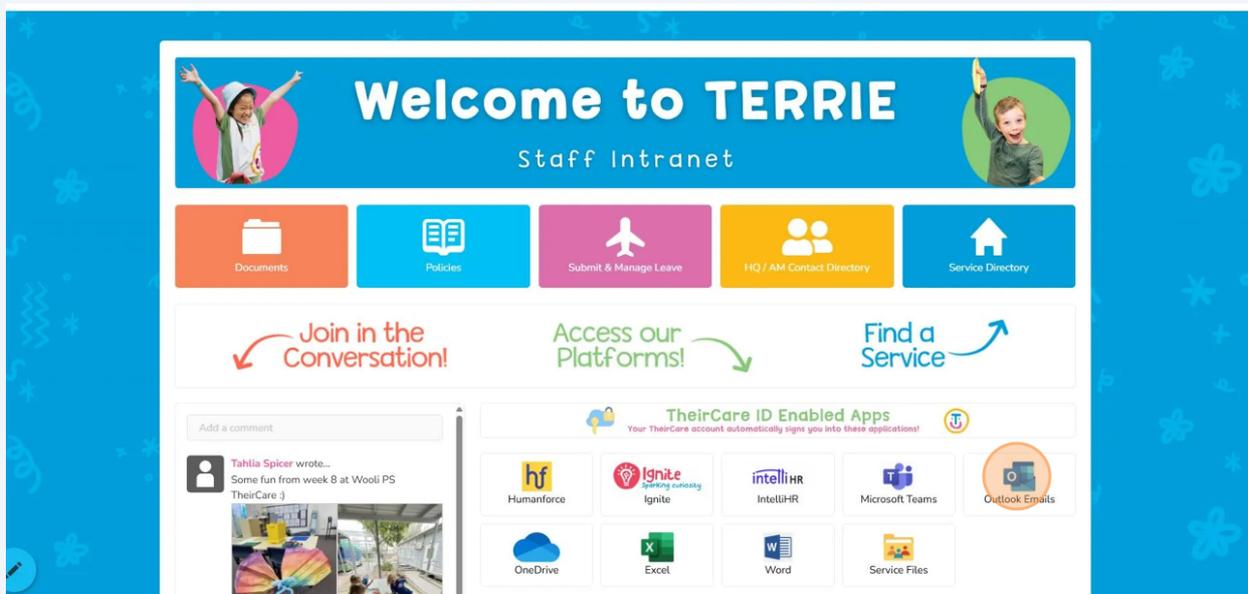
18 Click the dots in the top right corner



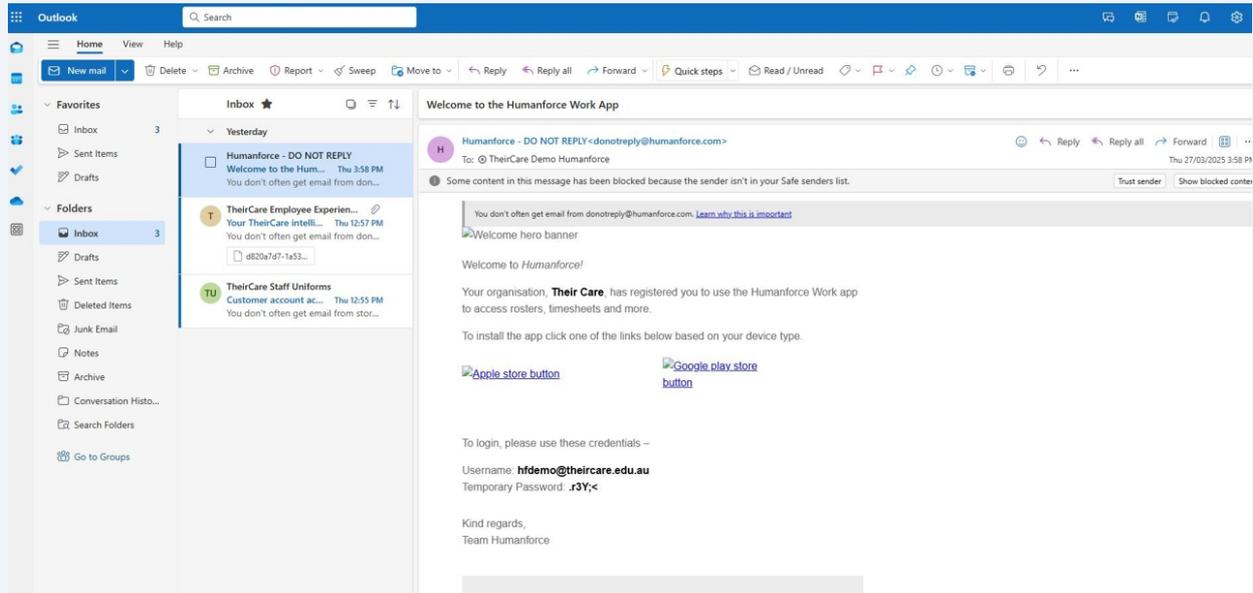
## 19 Click **Outlook**



## 20 OR from TERRIE click the **Outlook Emails** button

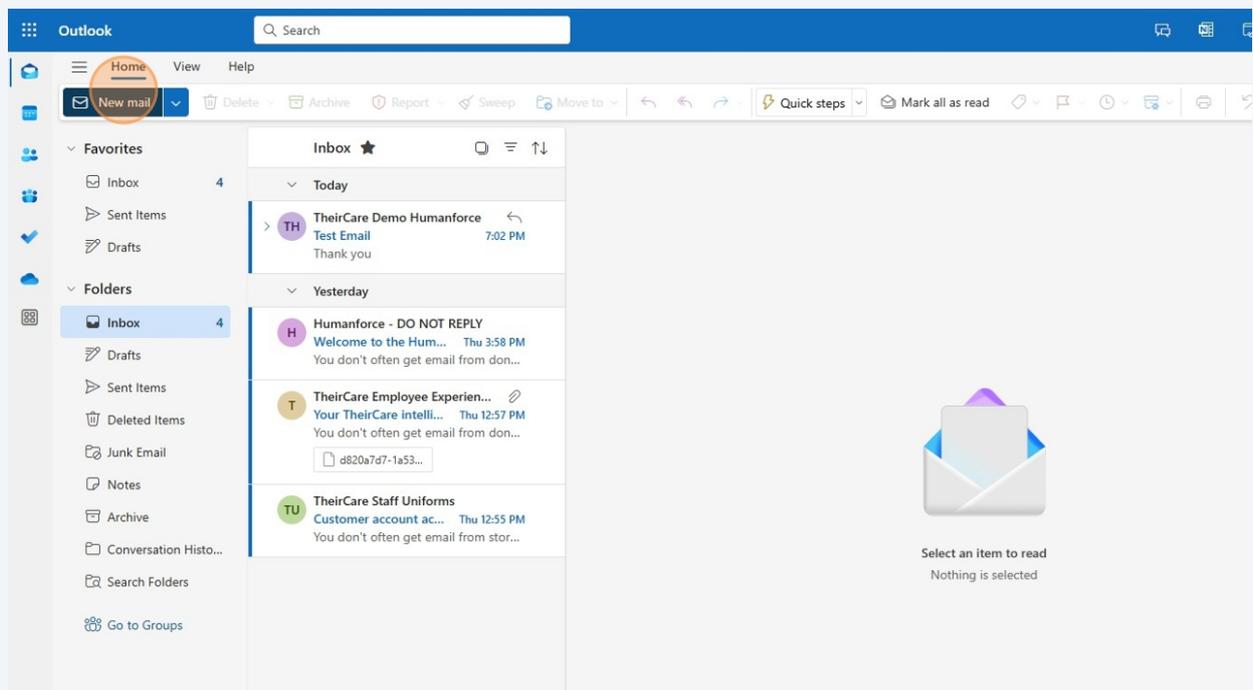


## 21 Your inbox will open



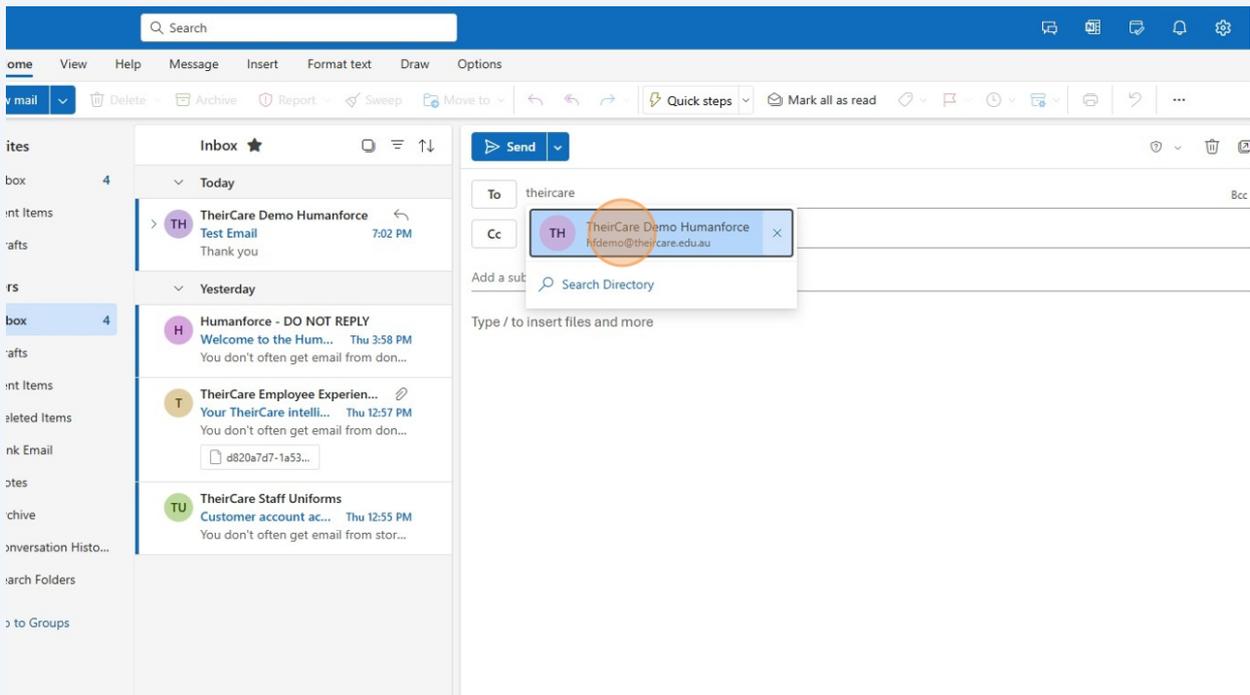
## To Send an Email

## 22 Click the blue **New mail** button



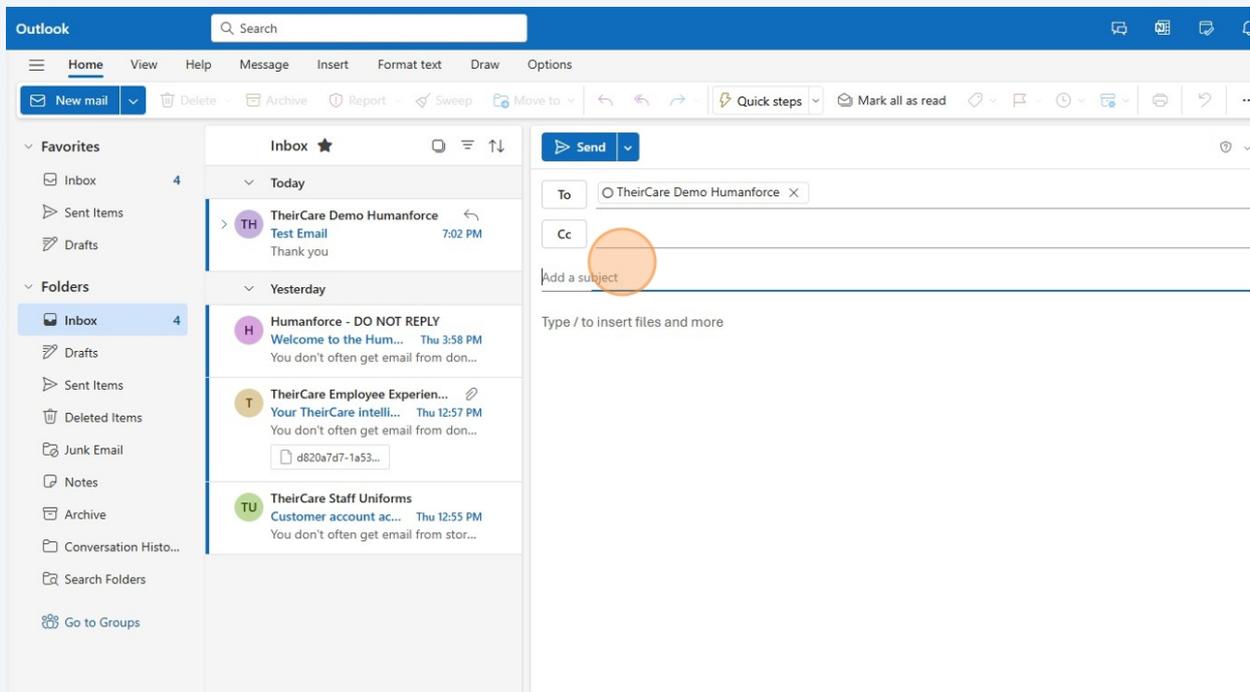
23

Type the email address of who you want to send your message to



24

Add a subject line & type your email content



## 25 Click the blue **Send** button

