Microsoft 365 Initial Login Instructions for Colonial Life Agents

Email URL: **portal.office.com**

Purpose: To assist new Colonial Life Agents with their initial login to **Microsoft 365**

Multi-Factor Authentication (MFA) is <u>required</u>, download the Microsoft Authenticator App from your mobile device's app store.

1. On <u>laptop</u> open web browser *(Google Chrome is preferred)*

   a. Navigate to the address bar, type in **portal.office.com**

   b. Enter your Colonial Life email address *(it will always end in coloniallifesales.com)*

   c. Enter initial password: CL+ Agent number, select **Sign in**
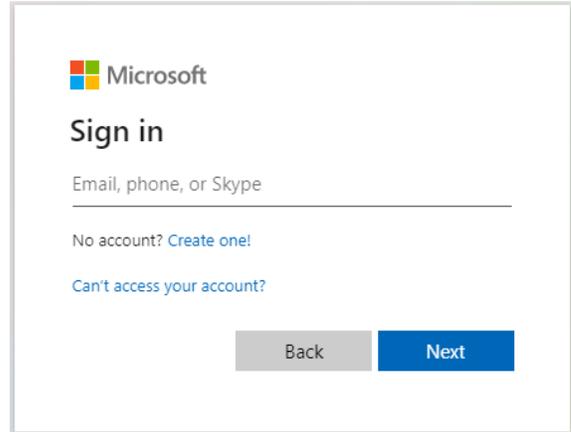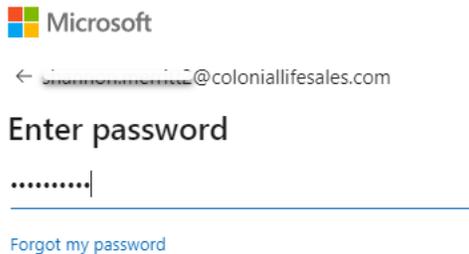
   d. Follow <u>laptop</u> screen prompts to launch your QR code
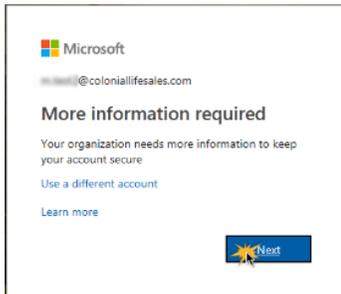
NOTICE: You will use the **Microsoft Authenticator App** on your **mobile device** to scan your QR Code

2. Launch **Microsoft Authenticator app** on your **mobile device**

   a. Select add new account *(select **+** at top right)*
   b. Select **WORK OR SCHOOL ACCOUNT**
   c. Select **Scan QR Code** *(when prompted <u>must</u> allow camera access)*
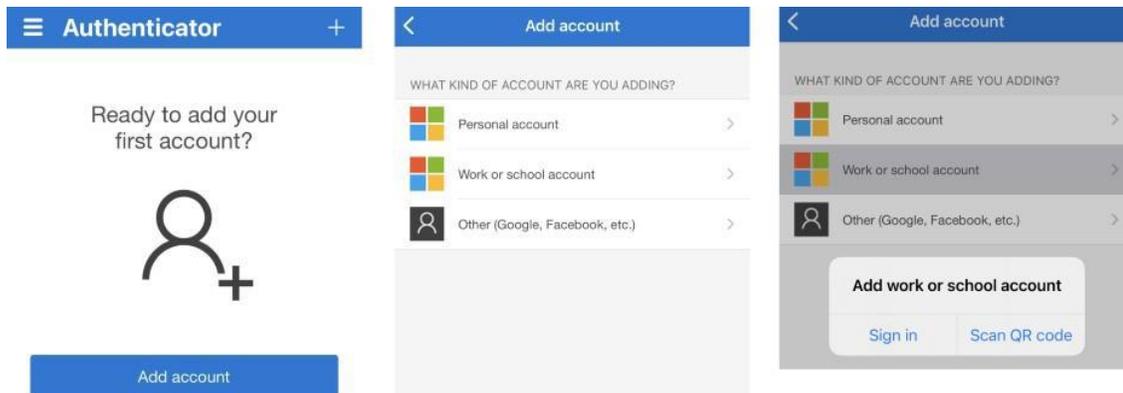
   d. **Microsoft Authenticator App** will display account *Colonial Agent Tenant* and a 6 digit code
      (MFA digits will cycle every 30 seconds)

3. To complete the setup on your <u>laptop</u>
   a. On the *Configure Mobile App* page select **NEXT**, then **NEXT** again, input the 6 digit code
      displayed in your mobile device's **Microsoft Authenticator App**, then click **DONE**
      *(You may be prompted to enter the code again after clicking **DONE**, this is normal)*
   b. On your <u>laptop</u> ***Enter Code*** screen will display, type the code *(6 digits, no spaces),* select VERIFY

Microsoft

████████@coloniallifesales.com

Enter code

🔢 Enter the code displayed in the authenticator
app on your mobile device

Code

☐ Don't ask again for 1 days

More information

Cancel | **Verify**

4. Update Colonial Life email password screen is now presented

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Update Password

You must update your password because your
password has expired.

EnrollTest.Solution@ColonialLifeSales.com

Old/Temporary password

New password

Confirm new password

Submit | Cancel

    a. Type in your @coloniallifesales.com e-mail address as the username
    b. Enter the **initial password provided by Onboarding as OLD PASSWORD**
    c. Enter your NEW PASSWORD, then enter again to CONFIRM NEW PASSWORD
  Microsoft password requirements: at least 8 characters long, one capital letter and one number.
Tip: You will be required to **AUTHENTICATE** every 24 hours; we recommend that you place a check in the box
to reduce the MFA requirement for 1 day.

You now have access to your Colonial Life **Microsoft 365** at **portal.office.com**.

We recommend saving the website as bookmark in your web browser.
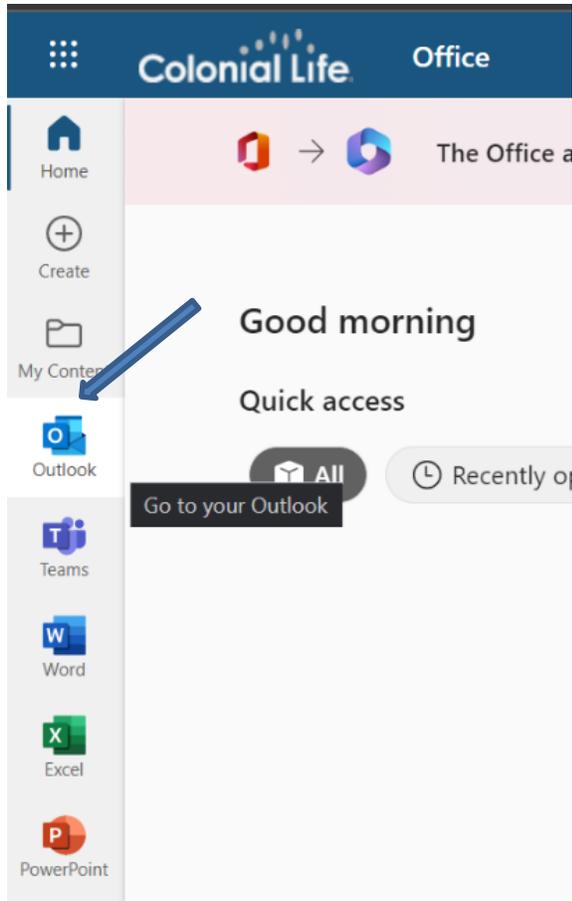
Visit Colonial Life <u>Agent Resources</u> to request an email password reset: **www.coloniallife.com/resources**