

simplicity

A 24 SEVEN COMPANY

When you first receive your laptop, it will have only the basics until you receive your Microsoft credentials (MSFT v- email alias). Then our Operations team can connect you with IT to complete the final set up steps remotely.

To Access Laptop:

To sign into the laptop, you will need to click on “sci user” on the left side under sci admin. There is no password. Just hit enter with the password space blank.

We will work with your client to request your Microsoft v- email alias and Temporary password. Once the request is submitted, you will receive a couple of system generated emails from Microsoft that require **ACTION**. The first is the **Resource Access Agreement (RAA)** form. Then you will receive the **Supplier Code of Conduct (SCOC) training**. Please check your spam and junk folders for these action items. Once both are complete, you will receive your v- email alias soon after.

When you receive your v- email alias and temporary password, please proceed with the steps below.

1. Update your temporary password

- A requirement from MSFT is to update the initial password you receive, so please follow the guidance below to update your password. This must be done first before working with our IT team at ISOutsource.
- Please click here: <http://aka.ms/initialpw>
- You will be prompted to change your password. You will need to do this first. (Don't forget to add @microsoft.com, to your alias when logging in)
- If you have already done this, then go to step 2

2. Set up your multi-factor authentication (MFA)

- This is a multi-step verification that will need to be set up prior to working with our IT team and is a security requirement from Microsoft. Please follow the steps below
- Please click here: <http://aka.ms/ringring>
- Select the “Register Now” setup on the left side and follow the instructions. You will be prompted to install the “Microsoft Authenticator” on your phone. After you finish, an email will be sent to the manager you selected, and they will need to approve your MFA request.

3. Connect to Microsoft's network

- After the MFA request is approved by your manager, please email transitions@simplicityci.com and support@isoutsourcing.com with your **availability** and **contact number**. IT will give you a call and assist with final steps including connecting to Microsoft's network. This is all done remotely.

If you ever need IT support while on project, you can refer to the contact information below or visit [Simplicity Exchange](#) for more information.

Microsoft Techlink

Account permissions, alias access, software

Phone: 866-539-4191

In Person: TechLink locations

ISOutsourcing

Network connectivity, loaner hardware

Phone: 800-240-2821, option 1

Email: support@isoutsourcing.com

Subject Line: SIMPLICITY + short description of issue

Email: AC@simplicityci.com with any questions