



A 24 SEVEN COMPANY

We will collaborate with your client to request your Microsoft v- email alias and Temporary password. Once the client submits the request, you will receive two system generated emails from Microsoft that require **ACTION**. Please check your spam and junk folders for these action items. Once both are complete, you will receive your v- email alias soon after.

1. **Resource Access Agreement (RAA) form**
2. **Supplier Code of Conduct (SCOC) training**

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

1. **Update your temporary password** (*before it expires*)
 - A requirement from Microsoft is to update the initial password you receive. Please follow the guidance below to update your password. If your temporary password has expired, your Microsoft manager can reset it.
 - Please click here to change your password: <https://aka.ms/iamnew>
 - Once you change your password, you will need to connect with ISOutsource to complete the process. (You will not be able to get past a certain point of the account set up process without their assistance)
2. **Connect to Microsoft's network**
 - After the temporary password is changed, please email transitions@simplicityci.com and support@isoutsource.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

ISOutsource

Network connectivity, loaner hardware

Phone: 800-240-2821, option 1

Email: support@isoutsource.com

Subject Line: SIMPLICITY + short description of issue

Email: AC@simplicityci.com with any questions