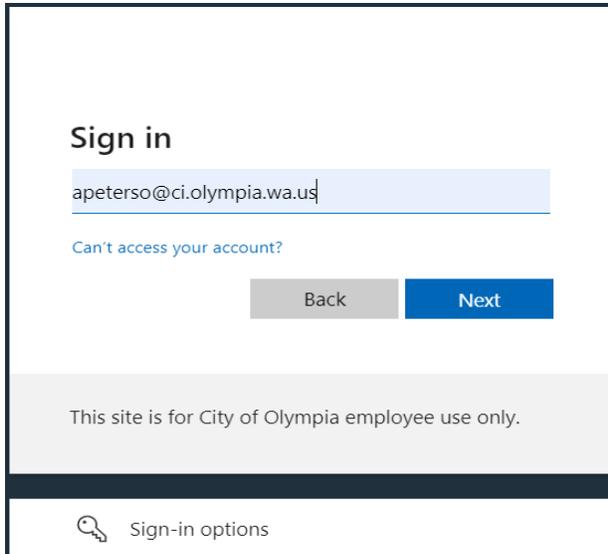


Multi-factor authentication setup.

From any web browser go to: <https://www.office.com/>

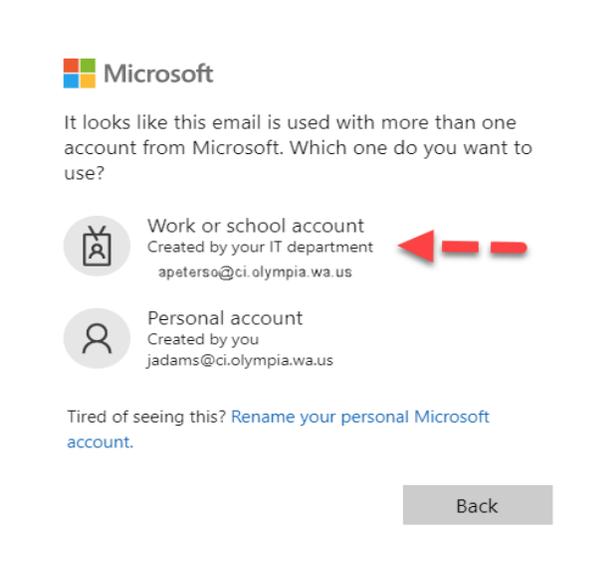
Note: You can also access by downloading the **Microsoft Outlook App** on your Apple or Android device and following the process below.

Sign in with your city issued email address and select “Next”.



The screenshot shows a Microsoft sign-in page. At the top, it says "Sign in". Below that, the email address "apeterso@ci.olympia.wa.us" is entered in a text box. Underneath the text box is a link that says "Can't access your account?". There are two buttons: a grey "Back" button and a blue "Next" button. At the bottom of the page, there is a message: "This site is for City of Olympia employee use only." and a "Sign-in options" link with a key icon.

Choose “Work or school account”



The screenshot shows a Microsoft account selection screen. At the top left is the Microsoft logo. Below it, the text reads: "It looks like this email is used with more than one account from Microsoft. Which one do you want to use?". There are two account options listed: "Work or school account" (Created by your IT department, apeterso@ci.olympia.wa.us) and "Personal account" (Created by you, jadams@ci.olympia.wa.us). A red arrow points to the "Work or school account" option. At the bottom, there is a "Back" button and a link that says "Tired of seeing this? Rename your personal Microsoft account."

Enter your city issued password and select "Sign in".

← apeterso@ci.olympia.wa.us

Enter password

.....|

[Forgot my password](#)

[Sign in](#)

This site is for City of Olympia employee use only.

At the "More information required" screen, select "Next".

apeterso@ci.olympia.wa.us

More information required

Your organization needs more information to keep your account secure

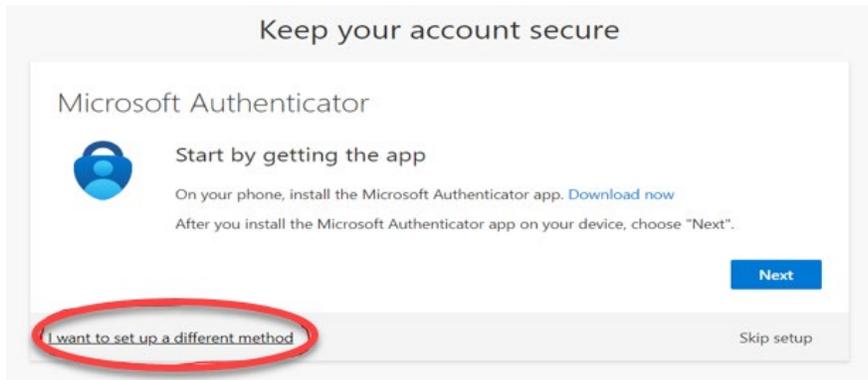
[Use a different account](#)

[Learn more](#)

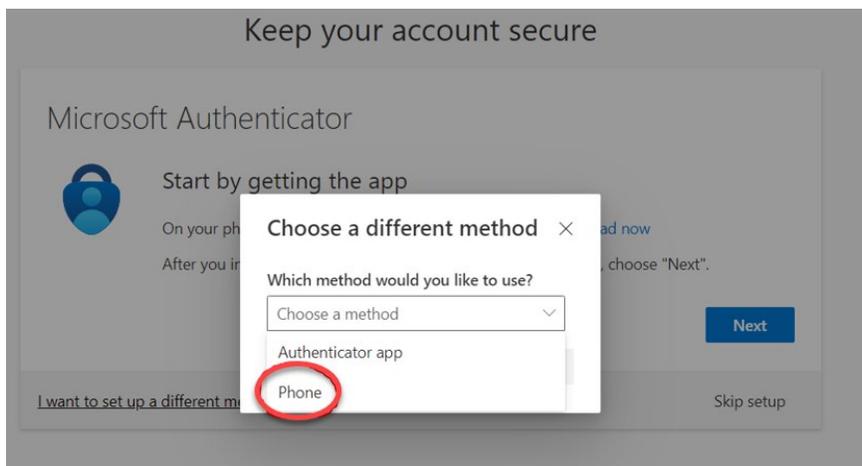
[Next](#)

This site is for City of Olympia employee use only.

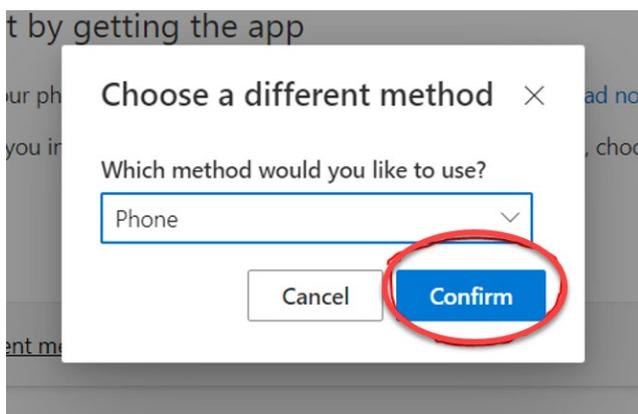
At the “Microsoft Authenticator” screen, select “I want to set up a different method” located in the lower left corner.



From the Choose a different method drop down menu, select “Phone”.



Then select “Confirm”.



Enter your phone number including area code and choose “Next”.

Note: Be sure to use a number that you will have access to each time you need to authenticate, typically a cell phone.

Phone

You can prove who you are by answering a call on your phone.

What phone number would you like to use?

United States (+1)

Call me

Message and data rates may apply. Choosing Next means that you agree to the [Terms of service](#) and [Privacy and cookies statement](#).

Next

[I want to set up a different method](#) [Skip setup](#)

After this step, you will receive a verification phone call from Microsoft. You will need to press the # key to finish your authentication. This will successfully log you in to your City account.

If you have any issues, please contact the City of Olympia IT Service Desk at 360-753-8774.

Thank you!