

MICROSOFT OFFICE 365 Account Claim instructions

Greensboro College is pleased to offer this cloud-based service of Microsoft Office, along with a vast amount of productivity tools. The information below contains some basic login information on signing into the Greensboro portal and downloading apps, as well as using some common tools, such as Teams for collaboration and OneDrive.

Pre-migration steps:

1. Make sure your Google Documents do not contain one of these characters in the filename.
Please rename any of your Google documents that currently contain any of these characters.

< (less than)
> (greater than)
: (colon - sometimes works, but is actually NTFS Alternate Data Streams)
" (double quote)
/ (forward slash)
\ (backslash)
| (vertical bar or pipe)
? (question mark)
* (asterisk)

2. If you currently have older Microsoft applications (2016) installed on your desktop, please delete them before downloading the new O365 Microsoft applications. If you need assistance, submit a ticket at techsupport@greensboro.edu and we will assist you.
3. If you are logging into your Greensboro Microsoft account as a personal account and not a work account, please submit a ticket at techsupport@greensboro.edu ASAP so we can switch over your account before the end of this semester
4. If you are currently using an alias accounts, please submit a ticket and let us know so that we can set that up in our Microsoft environment when we migrate your account
 - a. What is an alias?
 1. If your email address is William.Smith@greensboro.edu and you have asked to also use bill.smith@greensboro.edu, then an alias was created for you.
5. We will be migrating all Google Drive Documents to Onedrive during the migration process
6. If you have personal documents in your Google Drive that you want to move to your personal Google drive account, please reference this URL below on how to tackle that process
 - a. <https://youtu.be/YPZoz5Nma4I>

7. Identify any other departmental email accounts that should be migrated such as esports@greensboro.edu or admissions@greensboro.edu. We also need to know who needs to access these mailboxes.

Downloading and Installing Office 365

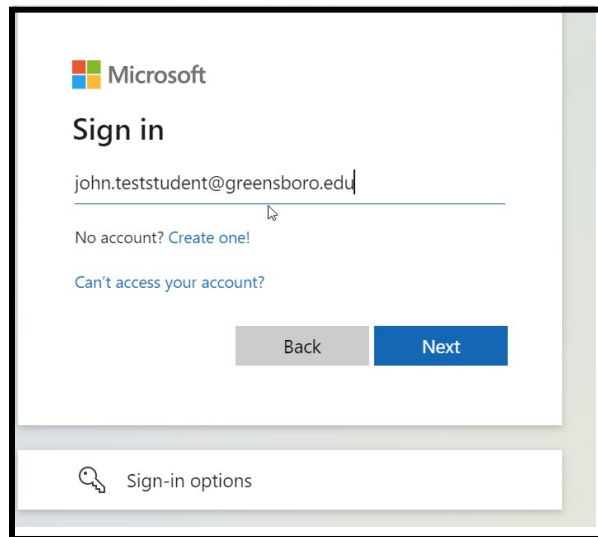
NOTE: You can install Office 365 on up to 5 devices. These devices can be Greensboro College-owned or personal devices.

Log in and/or Install Office 365

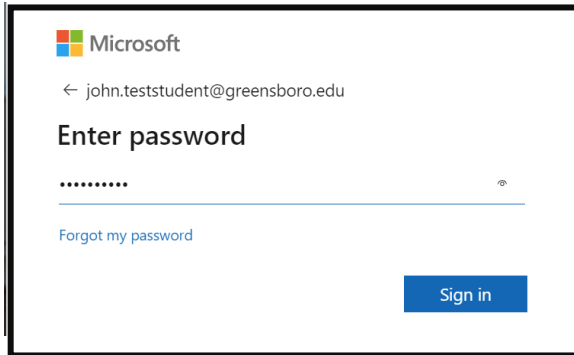
Link to M365 account claim:

(right click on this link below and select Copy link, open a web browser and select Paste)

[Greensboro Microsoft account claim](#)



1. Enter your Greensboro email address firstname.lastname@greensboro.edu and click Next



Microsoft

← john.teststudent@greensboro.edu

Enter password

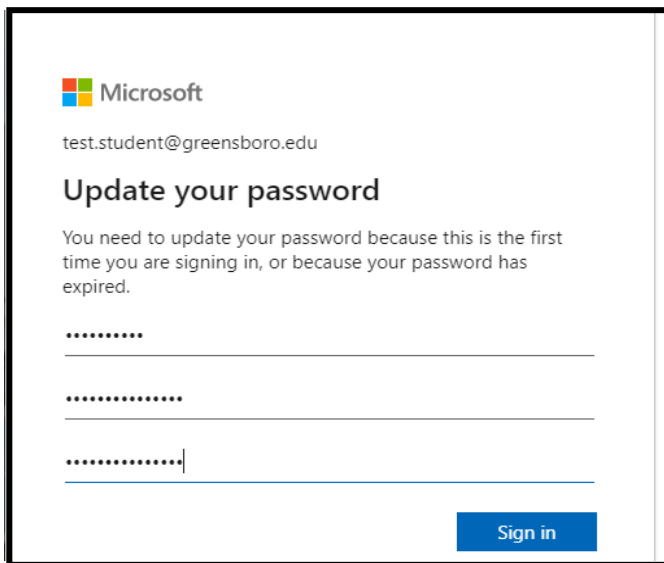
.....

[Forgot my password](#)

Sign in

- Enter your password. **If we reset your password** your Initial password should follow a "(UPPERCASE first initial)(lowercase last initial)(First 7 of GCID)!" convention. *User Jane Doe's password would be "Jd1234567!".* When done, click "Sign in". **If your GC ID is less than 7 characters, pad 0s in front to make 7; ex. Jd0012345!**

*** remember the exclamation point at the end of the initial password "!"



Microsoft

test.student@greensboro.edu

Update your password

You need to update your password because this is the first time you are signing in, or because your password has expired.


.....

.....

.....

Sign in

- On this screen, you will be prompted to update your password. **Password requirements are: At least 8 characters, 1 capital letter, 1 symbol.** When done, click "Sign in" to continue.

 Microsoft

john.teststudent@greensboro.edu

Stay signed in?


Do this to reduce the number of times you are asked to sign in.

☐ Don't show this again

No

Yes

4. The next screen will begin the Multi-Factor Authentication registration. Click “Next” to continue.

 Microsoft

john.teststudent@greensboro.edu

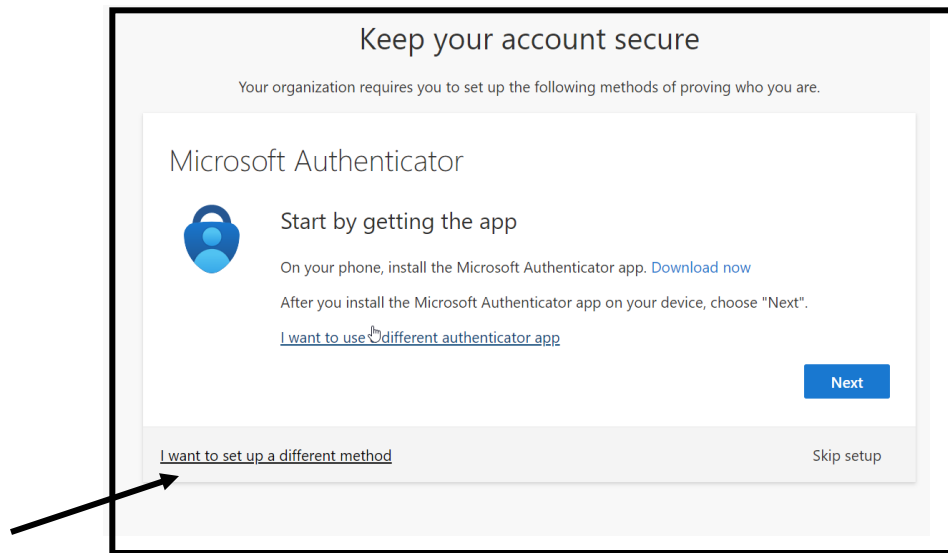
More information required

Your organization needs more information to keep your account secure

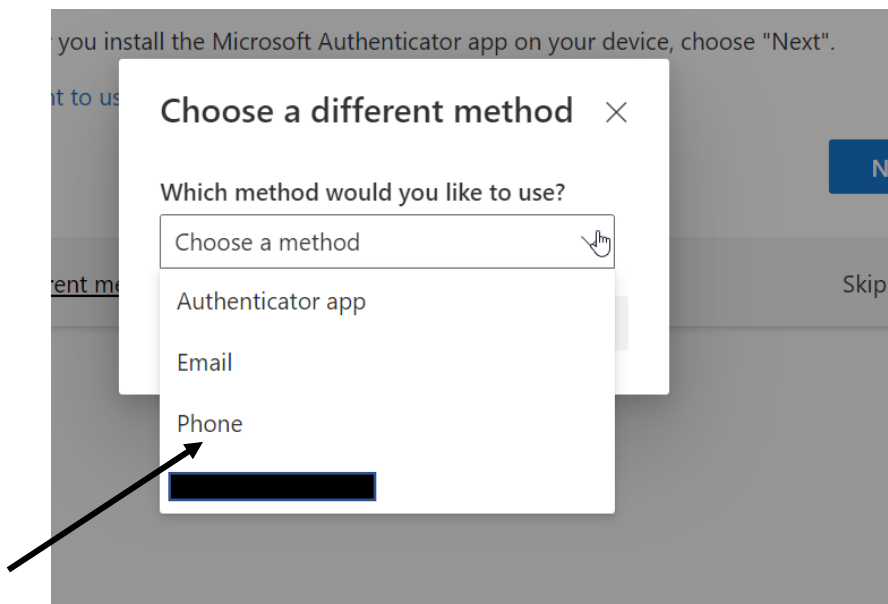
[Use a different account](#)

[Learn more](#)

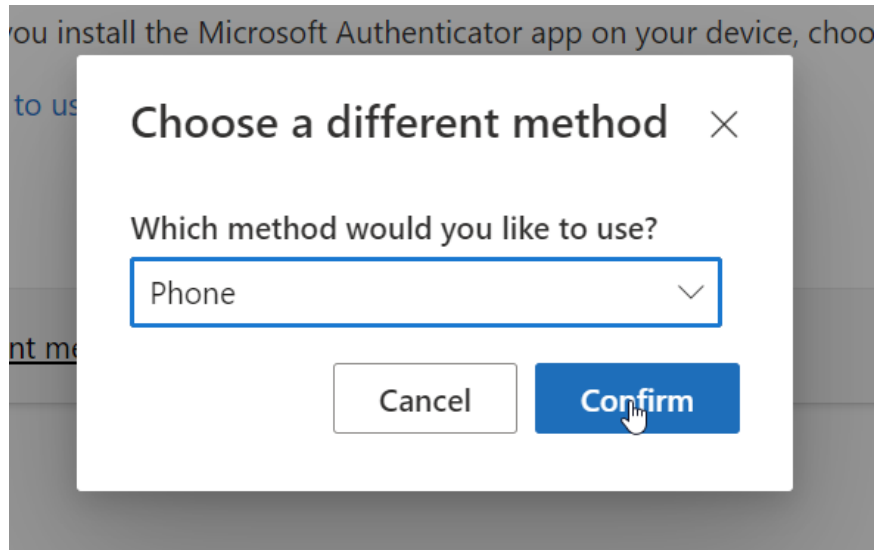
Next



5. Click on “I want to set up a different method” and then click on Next



6. Select “Phone” to receive a text message to your mobile phone. If you do NOT have a phone, select “Email” (you will be prompted to enter your personal email address or another non-greensboro.edu email account.)



7. Select Phone and click "Confirm"

A screenshot of a web-based setup screen titled "Keep your account secure". Below the title is a subtitle: "Your organization requires you to set up the following methods of proving who you are." The main section is titled "Phone" and contains the text: "You can prove who you are by answering a call on your phone or texting a code to your phone." Below this is the question "What phone number would you like to use?". There is a dropdown menu for the country code, currently set to "United States (+1)", and a text input field labeled "Enter phone number". Below the input field are two radio buttons: "Text me a code" (which is selected) and "Call me". At the bottom of the main section is a "Next" button. At the very bottom of the screen are two links: "I want to set up a different method" on the left and "Skip setup" on the right. A black arrow points from the right side of the image towards the "Enter phone number" input field.

8. Enter your phone number and click Next

Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Phone

We just sent a 6 digit code to +1 4109241478. Enter the code below.

Enter code

[Resend code](#)

[Back](#) [Next](#)

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

9. You should receive a text message on the phone number you have provided. Please enter the code that was sent to that phone and click Next.

Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Phone

We just sent a 6 digit code to +1 4109241478. Enter the code below.

[Resend code](#)

[Back](#) [Next](#)

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

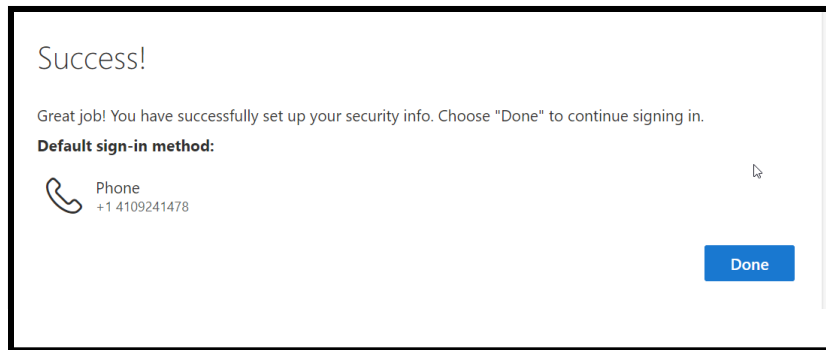
Phone

✓ SMS verified. Your phone was registered successfully.

[Next](#)

[Skip setup](#)

10. You should receive this screen above once you enter the correct code that was sent to your phone. Click Next



11. Click "Done"

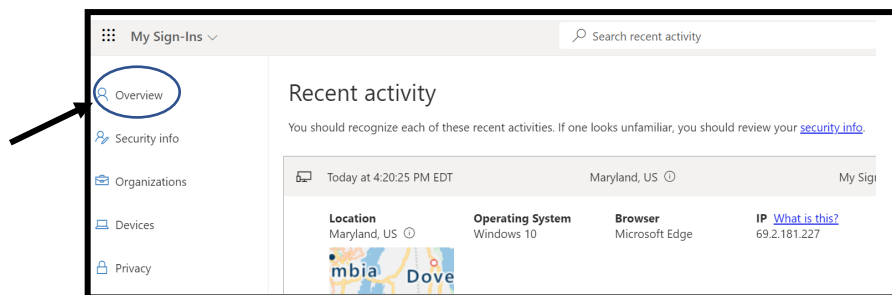
You have the option of using the Microsoft applications in the cloud

OR

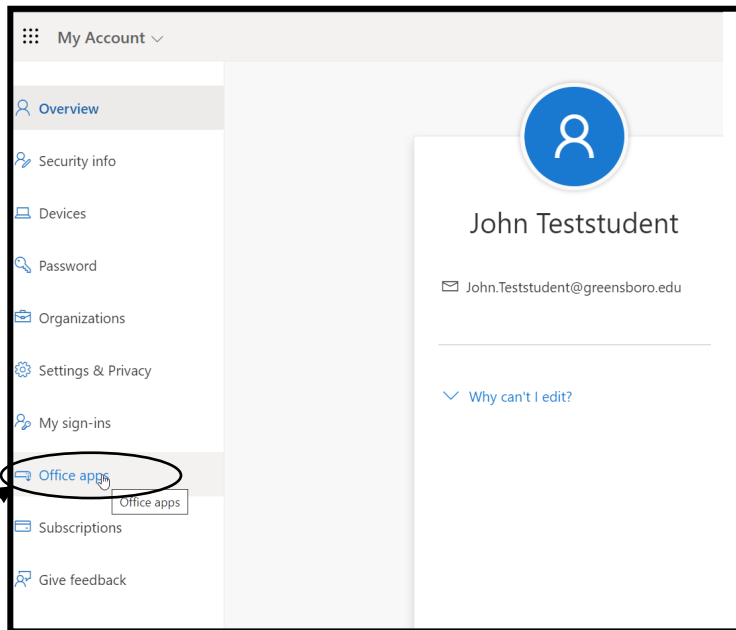
You can download the Microsoft applications to your laptop/desktop following these steps below.

To access the Microsoft Apps in the cloud, use this URL below:

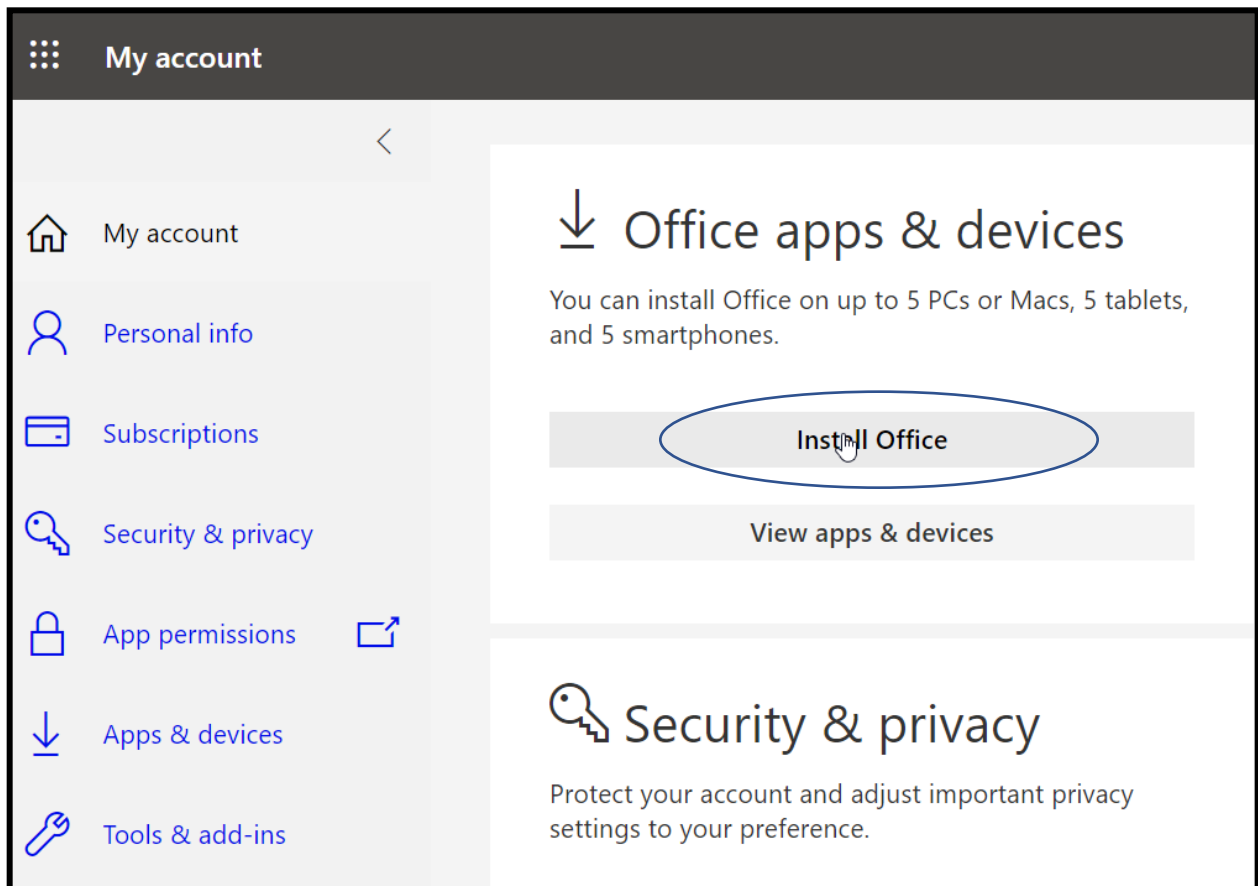
<https://portal.office.com>



12. Click "Overview"



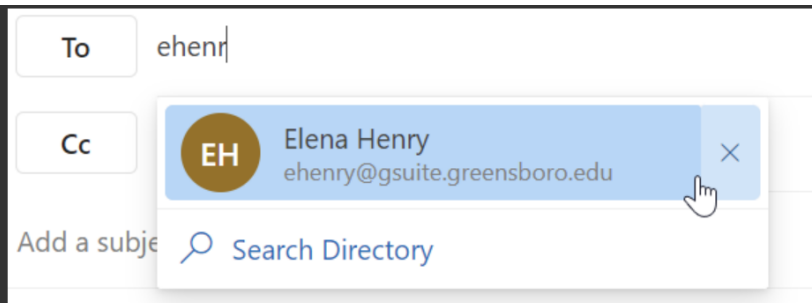
13. Click on Office apps



14. Click on Install Office

Notes:

After you have migrated to O365, when you attempt to email staff, faculty or students that are still using Gmail, you will need to send them to username@gsuite.greensboro.edu. The reason this is necessary is so that the system knows where to route the email (Microsoft or Gmail). When you are attempting to email staff, faculty or students who have been migrated to O365, you need to ensure you remove the "gsuite" from the domain or it will NOT be delivered.



(Select the X next to the @gsuite.greensboro.edu account and then force it to @greensboro.edu)

Here is a list of migrated users:

- Emily Scott
- Chris Elmore
- Regina Elliott
- Dasharra Whitehead
- Greg Sykes
- Nate Purnell
- Anne Hurd
- Hannah Soots
- Matthew Johnson
- Tom Saitta
- Elena Henry
- Elaine Kitchell
- Andrea Humble
- Julie Schatz
- Shana Plasters
- Ellie Yearn
- Kayla Beagley

Learn More about Office 365

Click the following links for [Microsoft Quick Links](#) and [Office 365 Training Guide](#) to find valuable information here. These links contain short training videos as well as How To Guides on each of the products found on the Office 365 portal.