Microsoft 365 (OneDrive, Sharepoint, Outlook... etc)

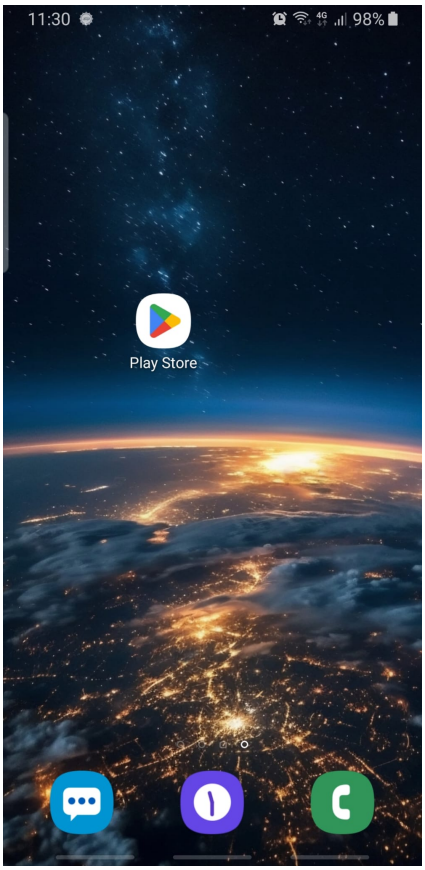
Articles regarding Microsoft 365 issues

- Microsoft 365: How to set up the Microsoft Authenticator app
- Microsoft 365: Setting up Two Factor Authentication (iPhone)
- Microsoft 365: SharePoint: SharePoint Via Network Drive
- OneDrive: OneDrive Syncing problems

Microsoft 365: How to set up the Microsoft Authenticator app

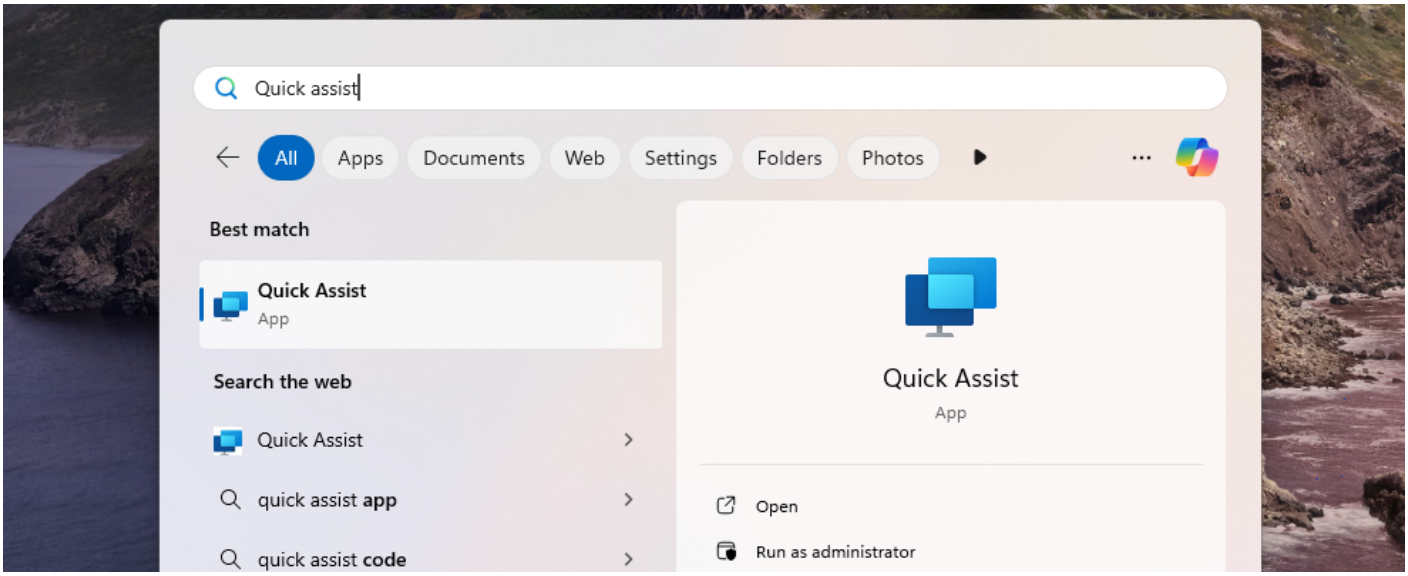
1. Open the Start Menu

Press the **Windows** key on your keyboard to bring up the Start Menu.



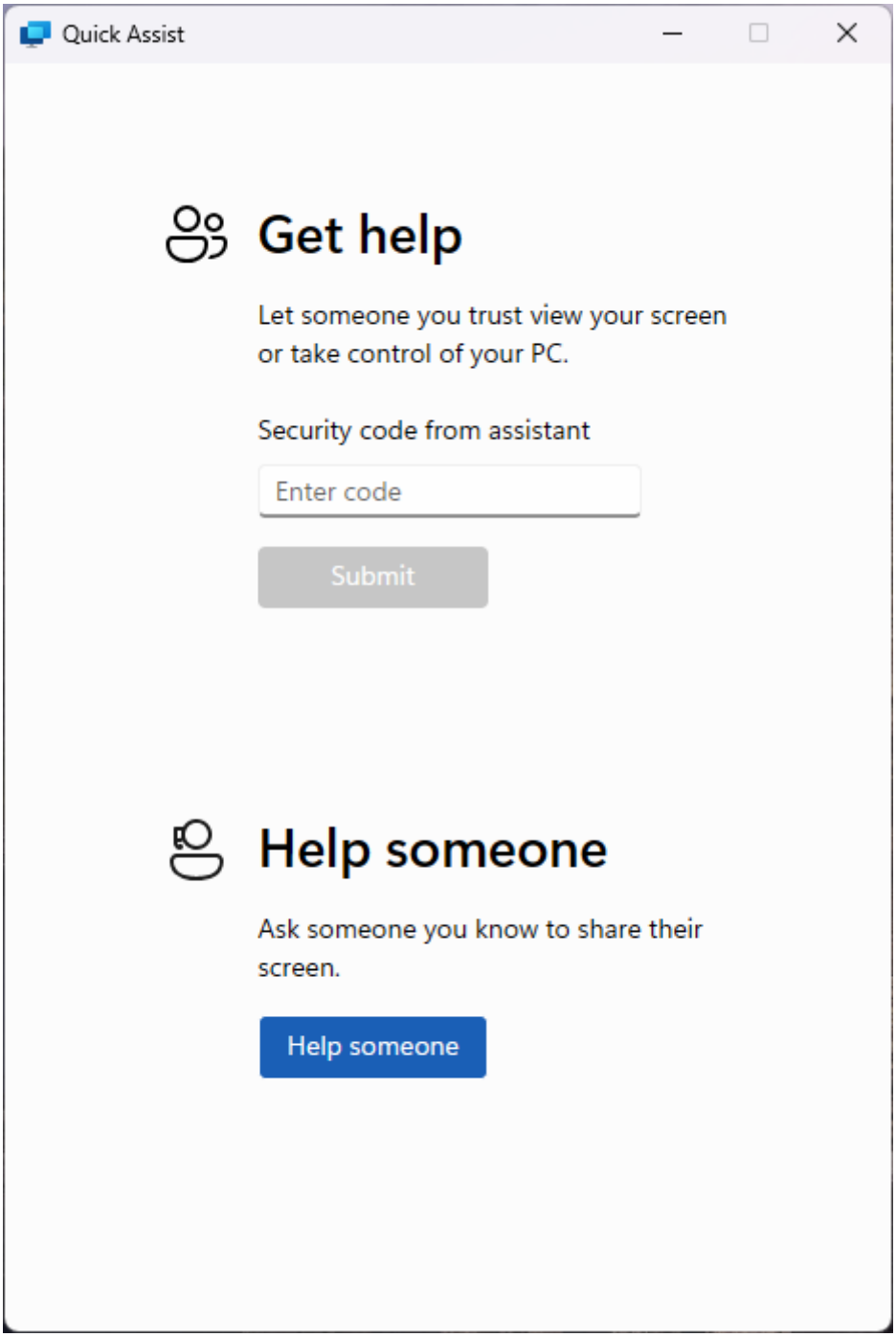
2. Search for Quick Assist

Type **Quick Assist** in the search bar, then press **Enter** to open it.



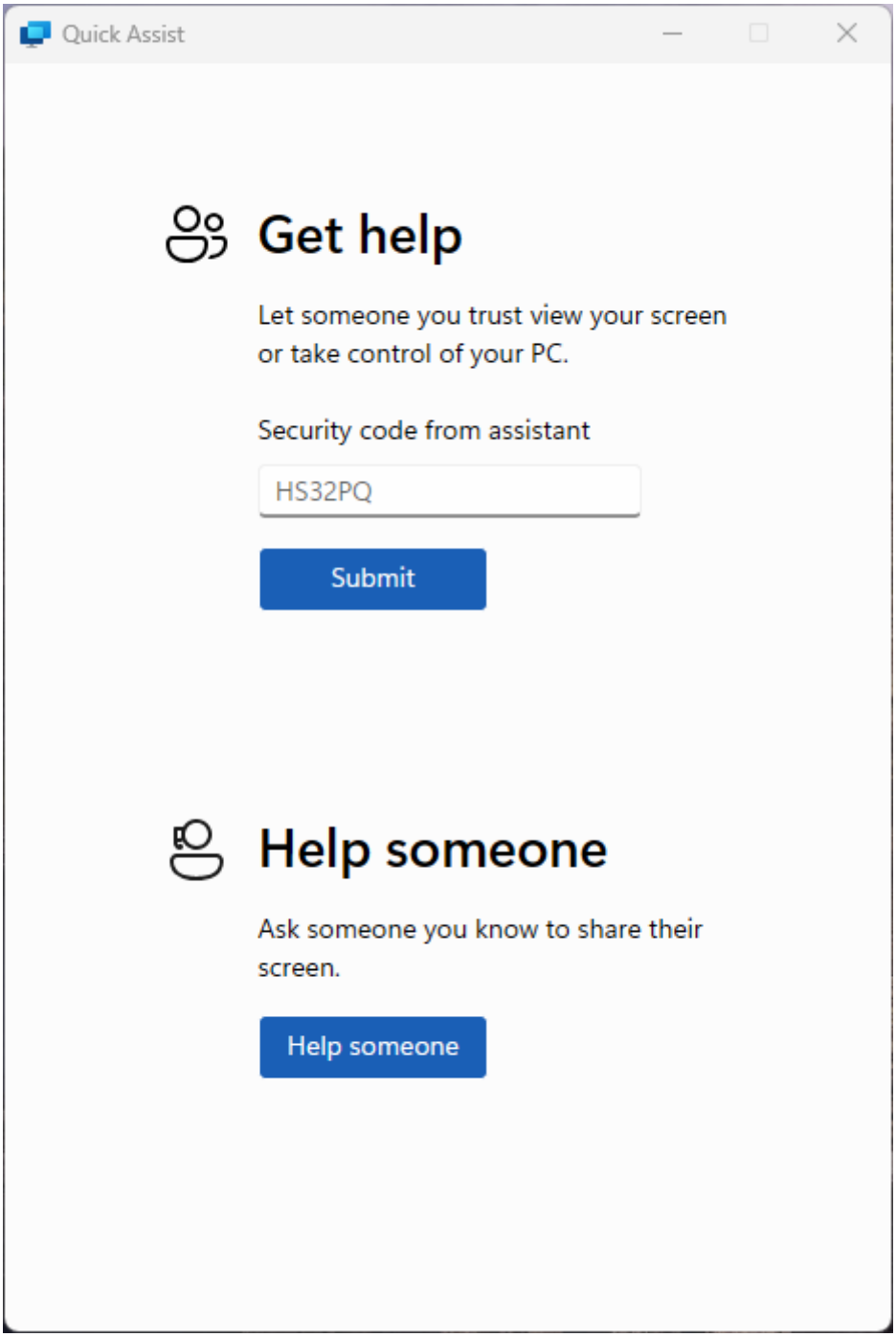
3. Enter the Support Code

Once the Quick Assist window appears, you'll see a prompt asking for a code. Your IT support engineer will provide this code.



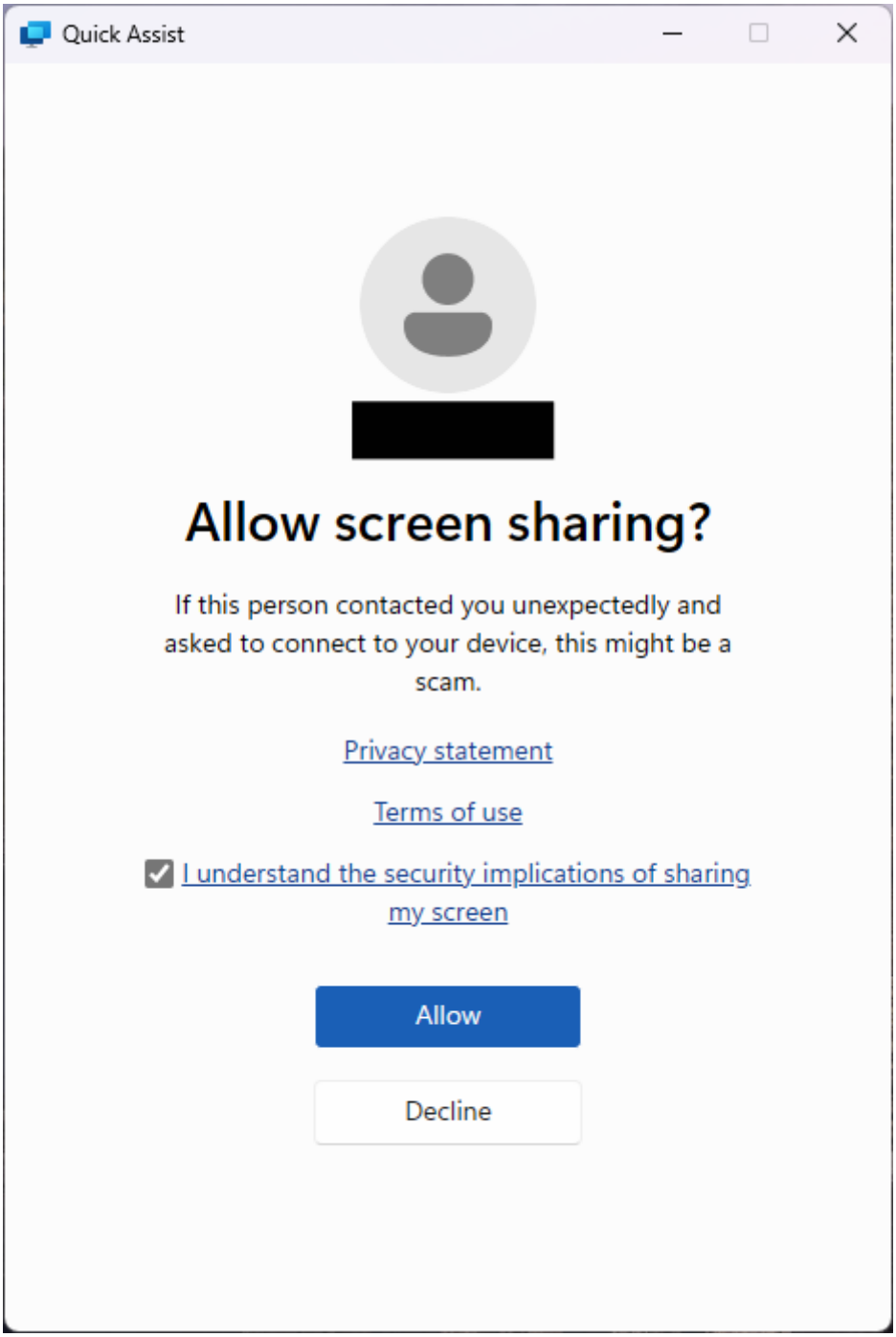
4. Submit the Code

Type in the code and click **Submit** to initiate the remote session.



5. Accept the Remote Session

Quick Assist will go through a brief loading screen, followed by a prompt with a checkbox. Tick the box and click **Accept** to confirm the remote session.



6. Grant Control to the Support Engineer

Finally, your support engineer will request control of your machine. A toolbar will appear at the top of your screen. Click **Allow** to grant them control.



Microsoft 365: Setting up Two Factor Authentication (iPhone)

Step 1

1. Navigate to your phones App Store and search for **Microsoft Authenticator app**. The search results should have found the Authenticator app, Click **Download.**

The “Authenticator” app should now appear on your home screen. You will need this for step 3.

1.png

iphone app store

Step 2

1. Using your computer, open a browser and navigate to https://login.microsoftonline.com.

2. Log into Office 365 online with your company email address and password. Eg: zak@support9.com.

*Your IT Administrator will have already enabled 2FA on your **Work Microsoft user account,** so you should receive the prompt shown below asking you to setup 2FA (Two Factor Authentication).*

mobile-app-security

3. You will then arrive on the **Additional Security Verification** page, asking you which security method you would like to use.

4. Select the **Mobile app** option from the drop-down list and select **Use verification code** from the list of choices, then **Click Set up**.

Once this has been completed you will be displayed with the message below.

configure mobile app

Step 3

1. Now, open the **Microsoft Authenticator app** on your phone

2. Skip any Introduction screens the app may present, until the **Ready to add your first account?** screen or similar appears.

3. Select **Add account** or "**+**" icon on the top right corner of the app screen.

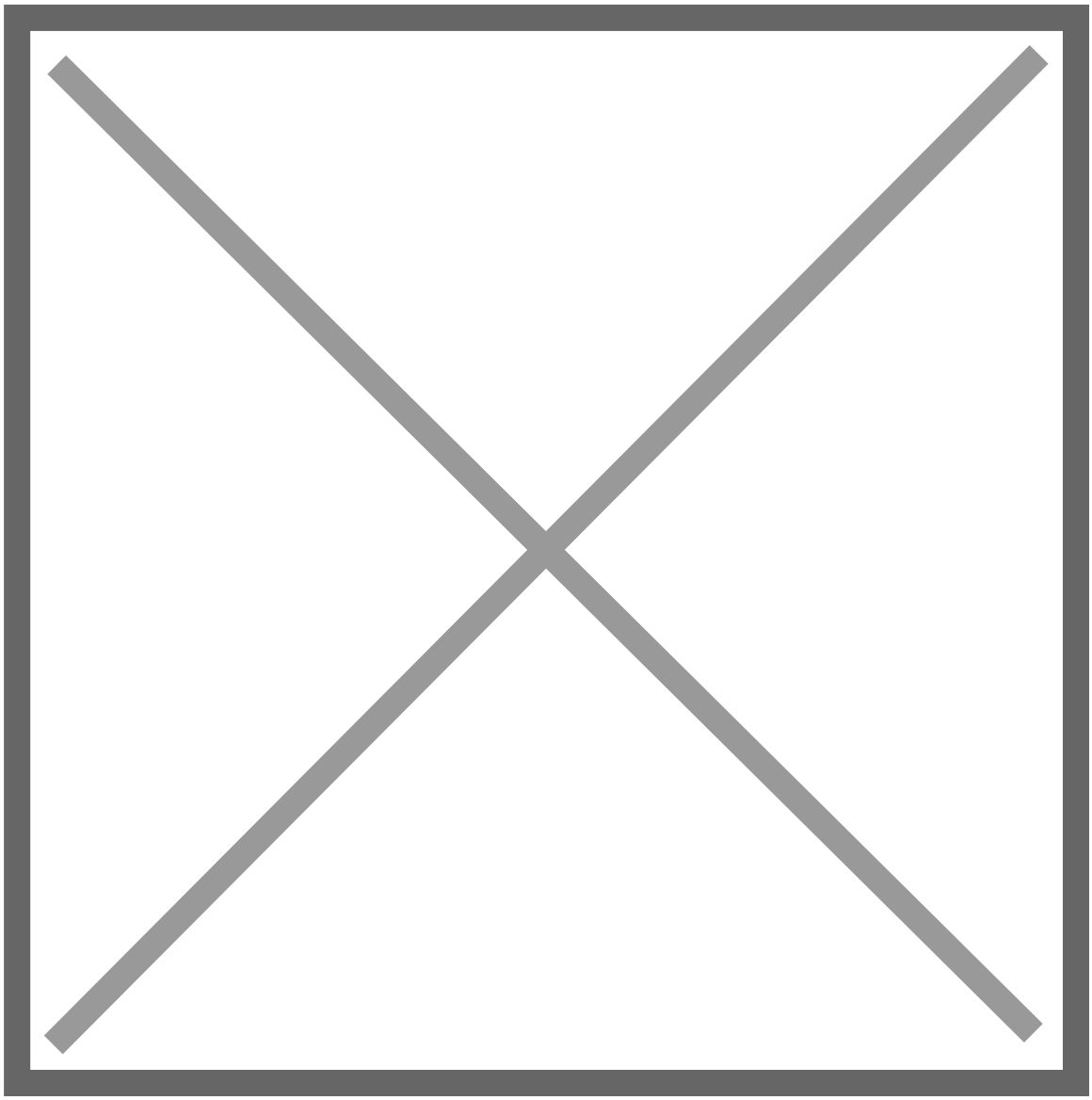
4. Select the **Work or school account** option

2fa add account

5. You may be asked to allow the app to use your phone’s camera, click **OK** to allow this.

*You will be presented with a screen called **Scan QR code** with a square camera box in the middle of the screen.*

6. Lift the mobile device so that the QR code on your computer screen sits inside the Scan QR code camera square.



As soon as the Authenticator app has scanned the QR code the following screen will appear on the computer screen. **Set up** button is greyed out and the **Next** button is highlighted.

On the Authenticator app on your mobile phone a new account will have been created, displaying 6-digit number that updates every 30 seconds. This ever-changing number provides the second authentication factor required for 2FA.

8. Click **Next** on your computer screen.

9. You will then be prompted for the 6-digit verification code from the Authenticator app.

10. Enter the six-digit code displayed on your mobile phone Authenticator app and click **Verify**.

11. Select the country from the drop-down list and then enter your mobile telephone number. Click **Next**.

Thanks for reading this Article, if you are still experiencing issues and nothing has been resolved then please contact the support team.

Microsoft 365: SharePoint: SharePoint Via Network Drive

Part 1 – SharePoint site

1) Open your web browser Chrome, Edge..etc

2) Search “www.Office.com” in the URL bar at the top (Search bar)

3) Top Right, Click “Sign in” *__if you already not signed in__

4) Top Left, Click on the 3x3 gird

5) Choose “**SharePoint**”

6) Find the SharePoint Site that has the files and folders. ***A SharePoint site is a centralized storage space for all/selected staff users to access files and folders****

Note: if the SharePoint site you are looking for doesn’t appear in the search bar, then you might need to ask for permission from your manager*

7) Once you are inside the site, Click “**Documents**”.

8) Copy the URL from the URL address bar. **Do not copy the entire URL, only copy to https://name-of-you-domain.Sharepoint.com**

Part 2 Internet Options

1) Open Internet options, Click Windows key + S

2) Type “ Internet options”

3) Inside Internet options, Select the Security tab at the top.

4) Click on “Trusted Sites”

5) Click on “Sites” Underneath “Trusted Sites”

6) Paste the URL address inside the “Add this website…” Field.

7) Click “Add”, then close.

Part 3 Microsoft Edge

We will need to configure edge to allow the old internet explore to access that URL address or else the network drive will not work.

1) Open Microsoft Edge,

2) Click on the three dots at the top.

3) Click on “**Settings**”

4) On the left of the screen, Select “Default Browser”

5) Ensure “Allow sites to be reloaded…” is set to allow.

6) Go back to the SharePoint site from part 1, and copy the link again but this time add the additional information.

7) Go back to Edge, Underneath Allow , Click on “Add”

8) Paste again the URL address.

9) Click on “Add”.

.0) In the search bar of edge, paste the same URL Link

.1) Sign into your Microsoft account

.2) If you see the below image then you have done it correct.

Part 3 Network Map

1) Open File Explorer, Click Window key + S

2) Type “**File Explorer**”

3) Right Click “**This PC**”

4) Paste in the URL address once more in the folder field. ***Optionally you can choose the Drive Letter.***

5) Click Finish and the SharePoint site Document should appear like a Network Drive.

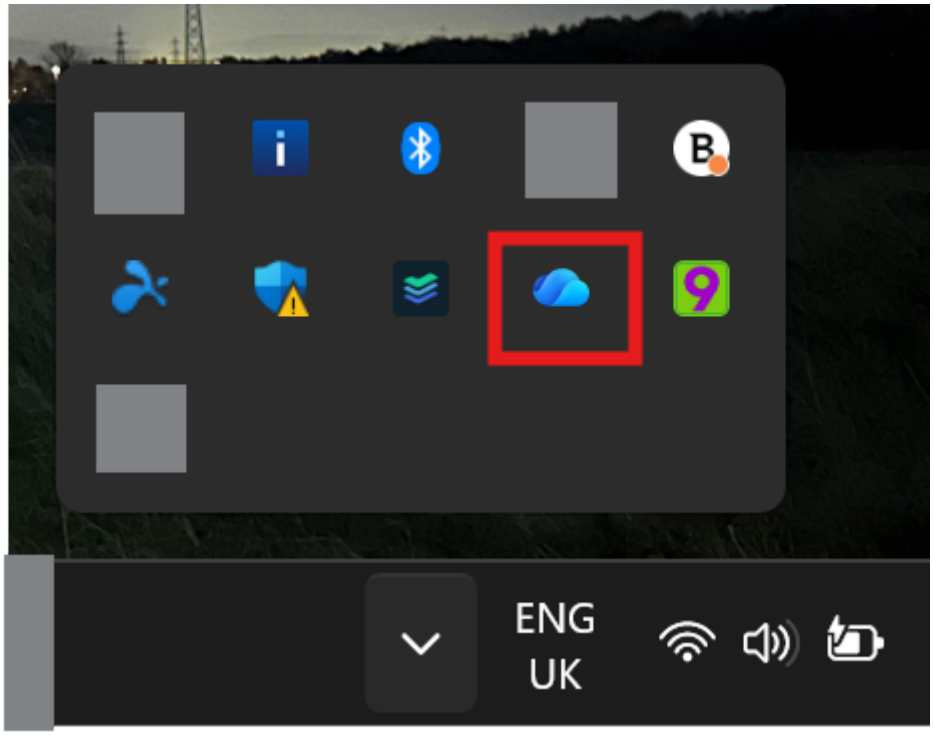
OneDrive: OneDrive Syncing problems

The Article demonstrates how to quit & Re-open OneDrive in-case of any syncing issues.

✔ This often clears stuck sync queues without restarting the whole PC.

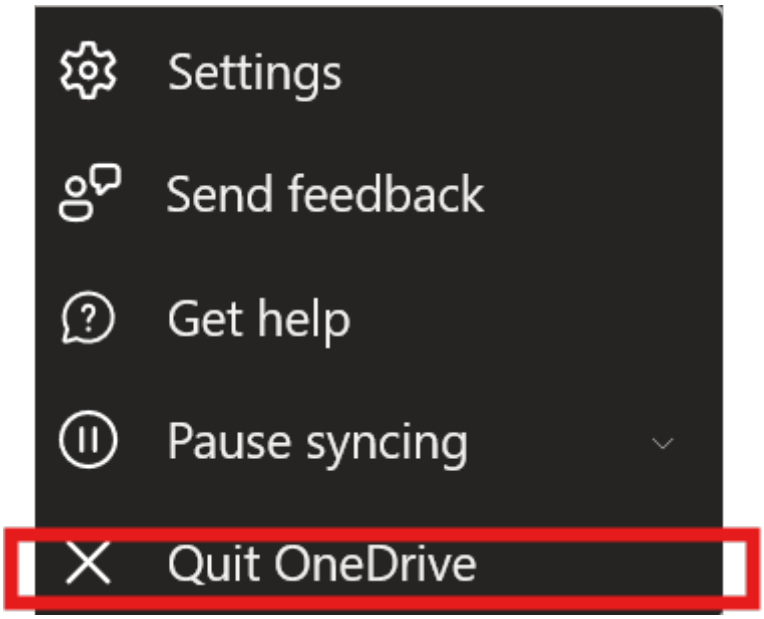
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1. Right-click the OneDrive cloud icon



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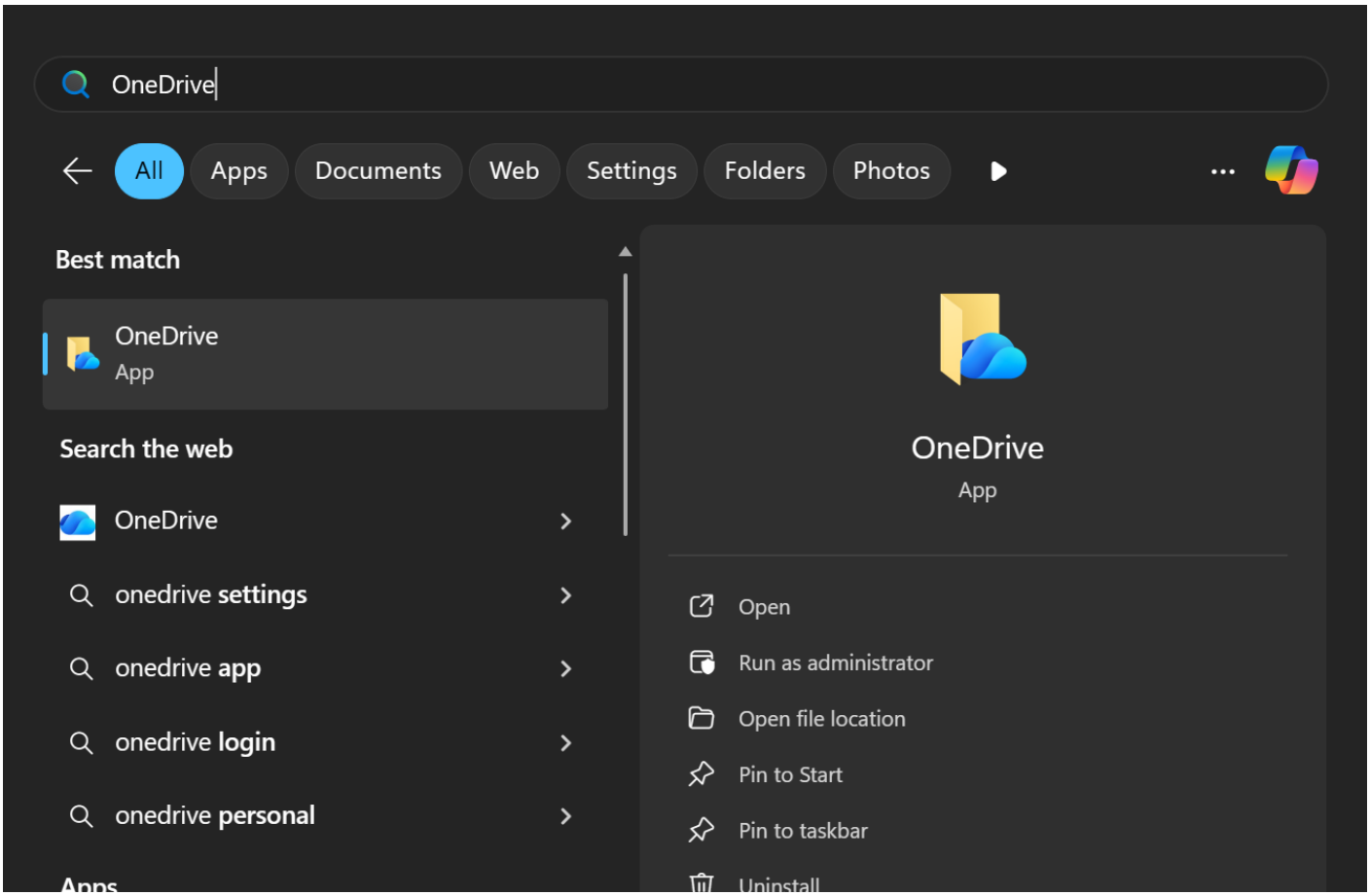
2. Click **Quit OneDrive**



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3. Start it again

- Press **Windows Key**
- Type **OneDrive**
- Open it


OneDrive
All
Apps
Documents
Web
Settings
Folders
Photos
Best match
OneDrive
App
Search the web
OneDrive
onedrive settings
onedrive app
onedrive login
onedrive personal
Apps
OneDrive
App
Open
Run as administrator
Open file location
Pin to Start
Pin to taskbar
Uninstall