The Commonwealth of Kentucky

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kynect Appointments Module

Quick Reference Guide for E&T Provider Microsoft Teams Onboarding

This Quick Reference Guide is designed to help Kentucky Employment and Training (E&T) Providers complete Microsoft Teams Onboarding Verification in kynect ability.

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Completing Microsoft Teams Onboarding

The Commonwealth Office of Technology (COT) requires E&T Provider's kynect ability users to complete a <u>one-time</u> guest account verification via Microsoft Teams if they are not Commonwealth of Kentucky employees. This is a mandatory step for E&T Providers to meet virtually with E&T Participants. Microsoft Teams Onboarding is initiated by sending an email with the E&T Provider's name and email address to the E&T Team's SNAP E&T inbox (SNAPET@ky.gov).

Microsoft Teams Onboarding is a separate process from Kentucky Online Gateway (KOG) Onboarding.

Please Note: The same email address used to access kynect ability (i.e., KOG account) must also be used for Microsoft Teams Onboarding.

Follow the steps below to complete E&T Microsoft Teams Onboarding.

Steps to Complete the Microsoft Teams Onboarding

1. Log into your designated email account and view the system-generated email invitation for E&T Providers. This is sent to complete Microsoft Teams Onboarding.
2. SNAP E&T Providers must click **Accept Invitation**.

Please only act on this email if you trust the individual and organization represented below. In rare cases, individuals may receive fraudulent invitations from bad actors posing as legitimate companies. **If you were not expecting this invitation, proceed with caution.**

Sender: Gonzaloj Zurita1 (gonzaloj.zurita@dslab.ky.gov)
Organization: Commonwealth Office of Technology
Domain: KYDSLAB.onmicrosoft.com

If you accept this invitation, you'll be sent to https://account.activedirectory.windowsazure.com/?tenantid=676fce01-4d62-42bd-afac-64d643b9e2db&login_hint=vakulkarni@deloitte.com.

② Accept invitation

Block future invitations from this organization.

This invitation email is from Commonwealth Office of Technology (KYDSLAB.onmicrosoft.com) and may include advertising content. **Commonwealth Office of Technology has not provided a link to their privacy statement for you to review.** Microsoft Corporation facilitated sending this email but did not validate the sender or the message.

Microsoft respects your privacy. To learn more, please read the Microsoft Privacy Statement.
Microsoft Corporation, One Microsoft Way, Redmond, WA 98052

3. A Multi-factor Authentication process for user authentication is initiated after **Accept Invitation** is clicked. A new web browser pop-up displays on the screen.

> **Please Note**: If E&T Providers and E&T Supervisors are prompted to log in then please refer to the next section that covers the steps to take if Microsoft Teams Onboarding was previously completed

4. Click **I want to set up a different method** at the bottom of the **Microsoft Authenticator** screen.
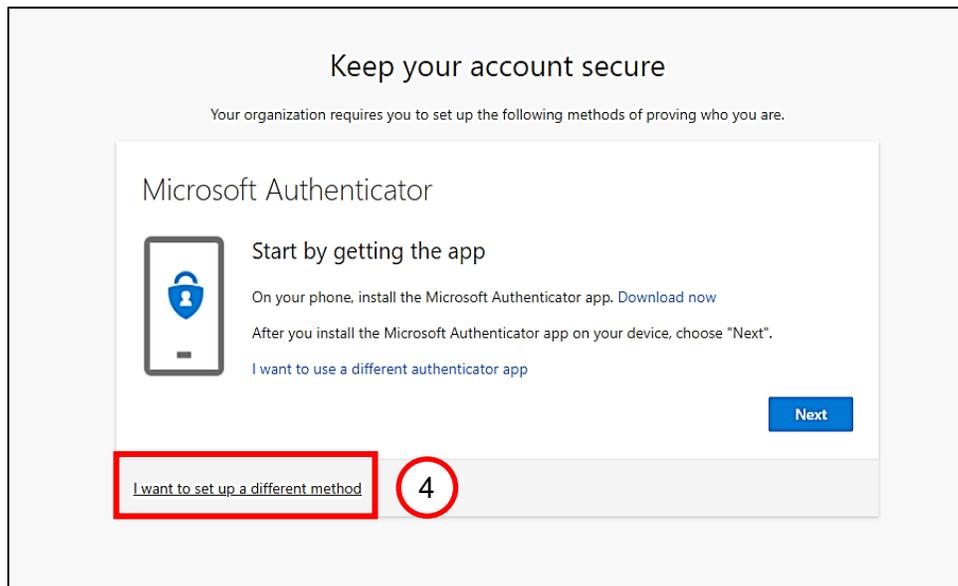
5. The **Choose a different method** pop-up box displays after the **I want to set up a different method** link is clicked. Select **Phone** as the preferred option from the drop-down list.

6. Click **Confirm**.

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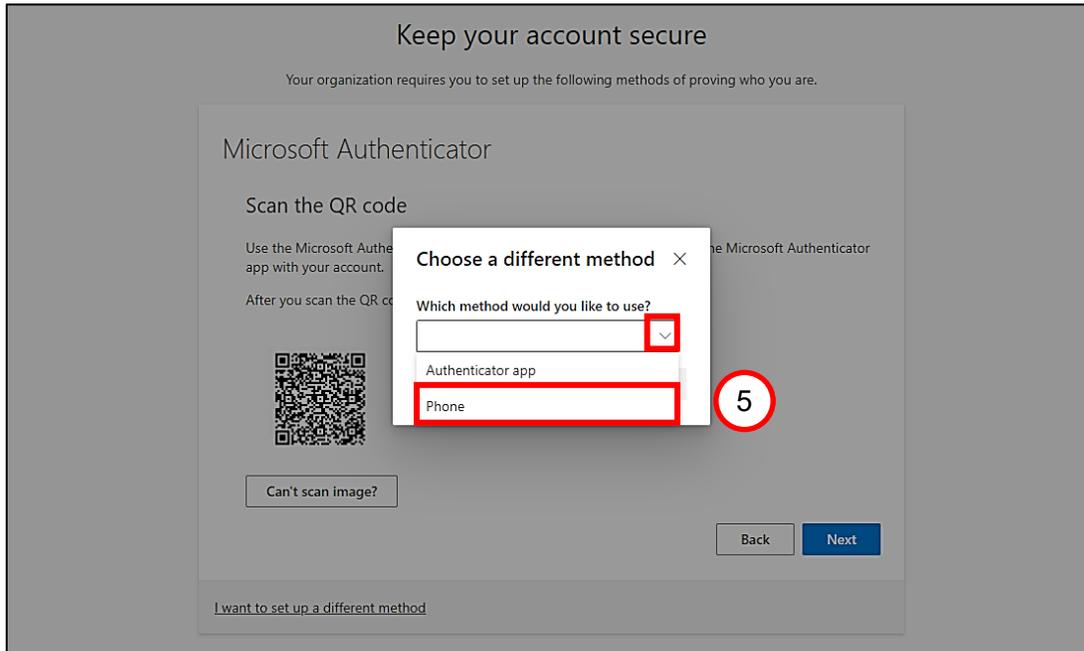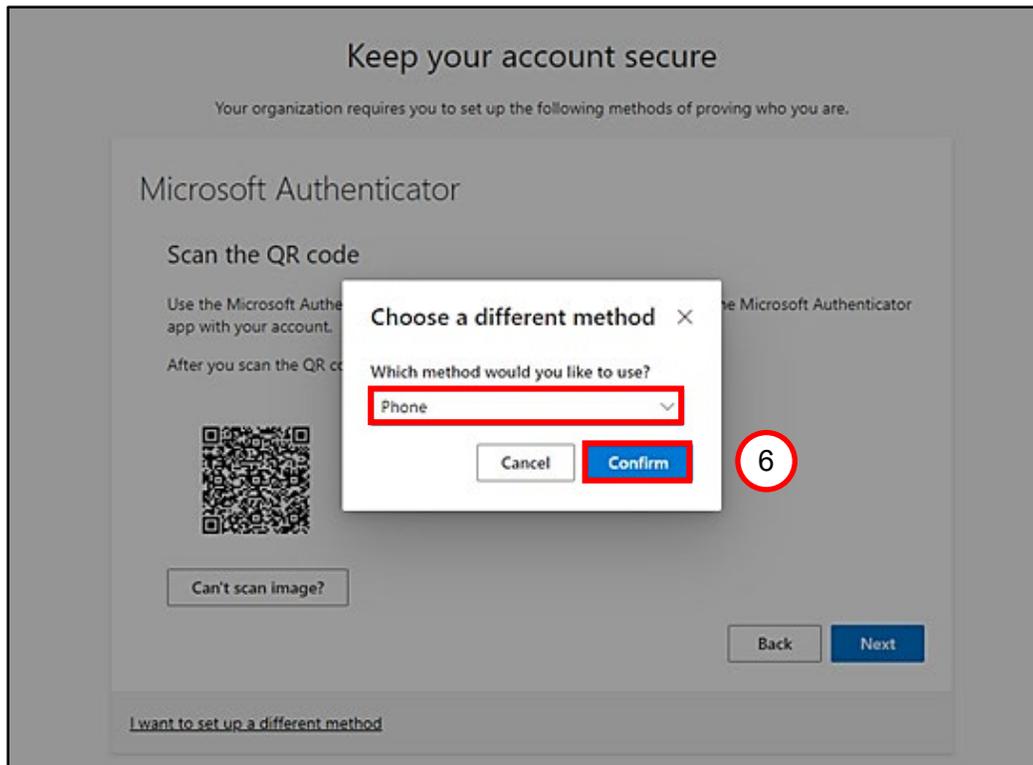
7. Enter the phone number in the **Enter phone number** field.
8. Select **Text me a code**.
9. Click **Next**.
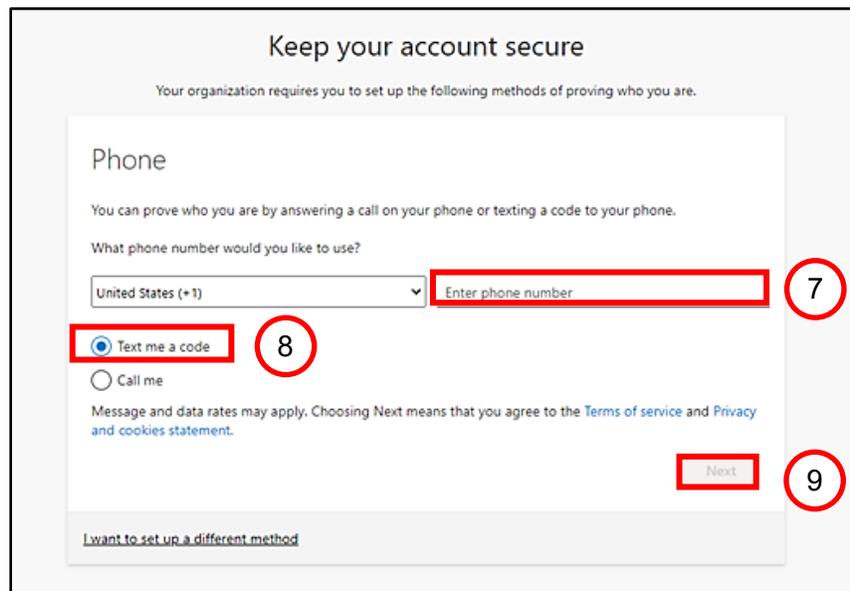
Please Note: Message and data rates may apply.

10. E&T Providers receive a code via text message on their specified phone number.
11. Enter the code in the **Enter code** field.
12. Click **Next**.

13. Once the code is verified, the confirmation message, "**SMS verified. Your phone was registered successfully**" displays.
14. Click **Next**.

15. The final screen indicates that the account has been successfully confirmed! Click **Done**.

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Keep your account secure

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

Success!

Great job! You have successfully set up your security info. Choose "Done" to continue signing in.

Default sign-in method:

📞 Phone
+1 469

(15) [Done]
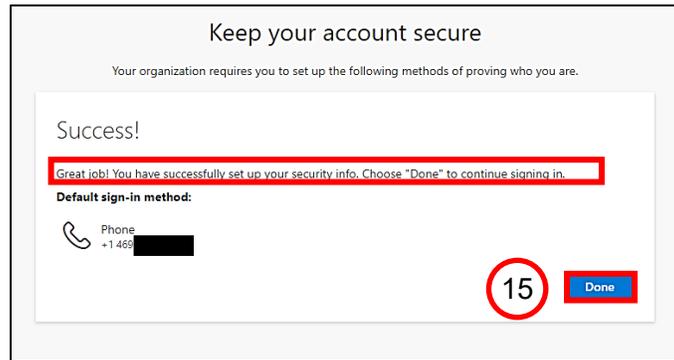
16. Navigate to the new MS Teams Guest Access account and click on the **Initials** displayed on the top right-hand of the screen. E&T Providers can see their login under the Commonwealth Office of Technology title.

My Apps ⌄   🔍 Search apps   ⬡ ? (KV)

Apps ⌄ ⊕   ✏ Edit ≡ List view •••

(16)

There are no apps to show. Hide this collection
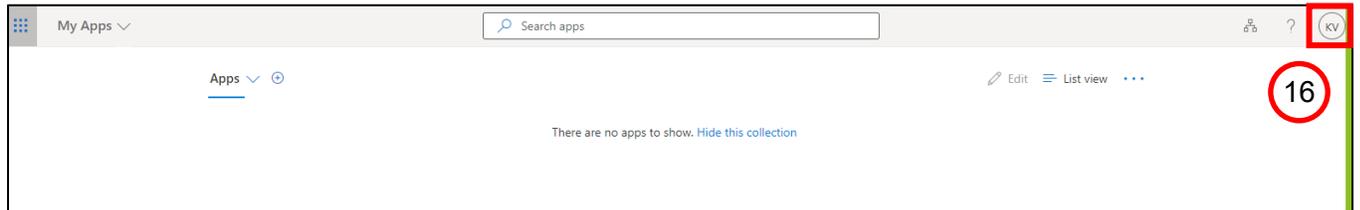
17. E&T Providers can now be automatically logged into the COT KY Microsoft Teams domain and may schedule meetings in kynect ability after completing the onboarding process.

💡 **Please Note**: Appointments created in kynect ability may only be joined through kynect ability.

Please Note: When starting an appointment, MS Teams may prompt the E&T Provider to complete MFA to verify their identity. The E&T Provider must enter their <u>work email address</u> when prompted and a verification code is texted to the phone number on file. This can happen if an E&T Provider clears their browser cache or launches an appointment in a different browser.

Please Note: If the E&T Provider has already completed their Microsoft Teams Onboarding and have already clicked the Accept Invitation link from the system-generated email, please navigate to the **What to do if prior Microsoft Teams Onboarding was Completed** section of this Quick Reference Guide.

Steps if Microsoft Teams Onboarding was Previously Completed

Certain E&T Providers and Supervisors who are not Commonwealth of Kentucky employees may have previously completed the Commonwealth Office of Technology (COT)'s Microsoft Teams Onboarding process. Those E&T Providers and Supervisors who have are prompted to instead log in when they click the **Accept Invitation** hyperlink in Steps 2 and 3 of the Onboarding Process. E&T Providers and Supervisors should follow the steps below if they have previously completed onboarding.

1. Enter the E&T Providers or Supervisor's COT password on the **Microsoft log-in** screen.

2. Click **Sign In**.
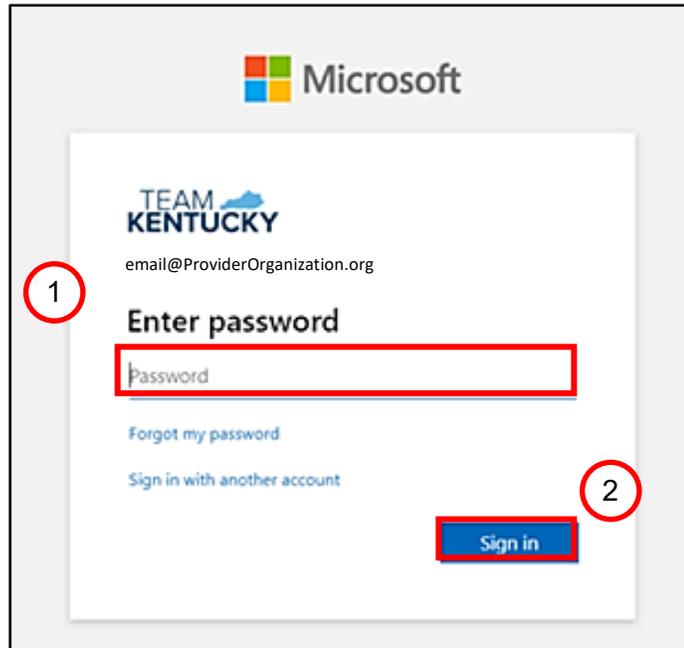
Please Note: If an E&T Provider has the Microsoft Teams app, they must switch organizations when logging in to their **Commonwealth of Kentucky account**. Failure to switch accounts may cause E&T Providers to wait in the lobby of the Microsoft Teams conference upon joining. Switching organizations upon logging in allows E&T Providers to admit E&T Participants into the Microsoft Teams meeting.

3. [Optional] If E&T Providers are unable to log in using their COT credentials, click the **Forgot my password** link to reset their password.
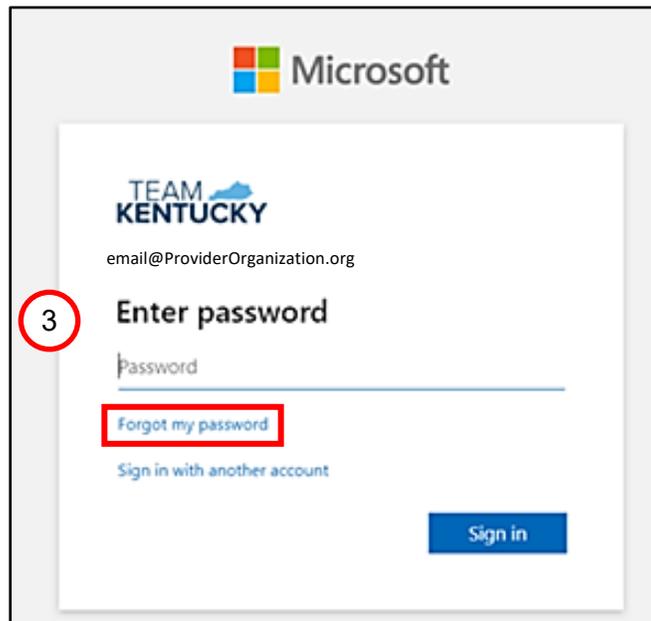
Please Note: Upon clicking the Forgot my Password link and resetting their password, E&T Providers are prompted to also set-up their Multi-Factor Authorization (MFA) to proceed to logging in.

4. E&T Providers or Supervisors who instead receive the **Microsoft My Apps** screen should click on the **Profile Picture** or the **Initials** in the upper right-hand corner and switch to the COT organization to complete the MFA process.