



# Registration procedure Microsoft Teams Windows version

STEP BY STEP MANUAL FOR INSTALLING THE MICROSOFT  
APPLICATION "TEAMS"

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## Inhoudsopgave

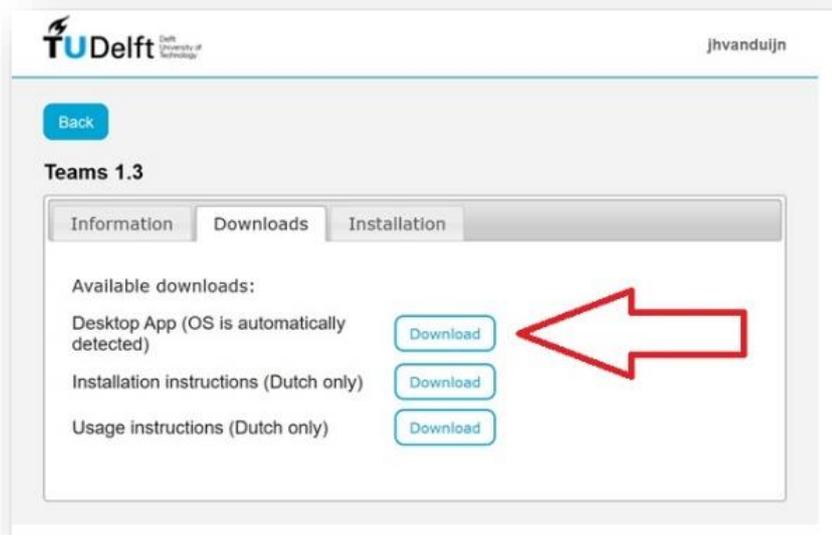
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## Installatie Teams voor Windows

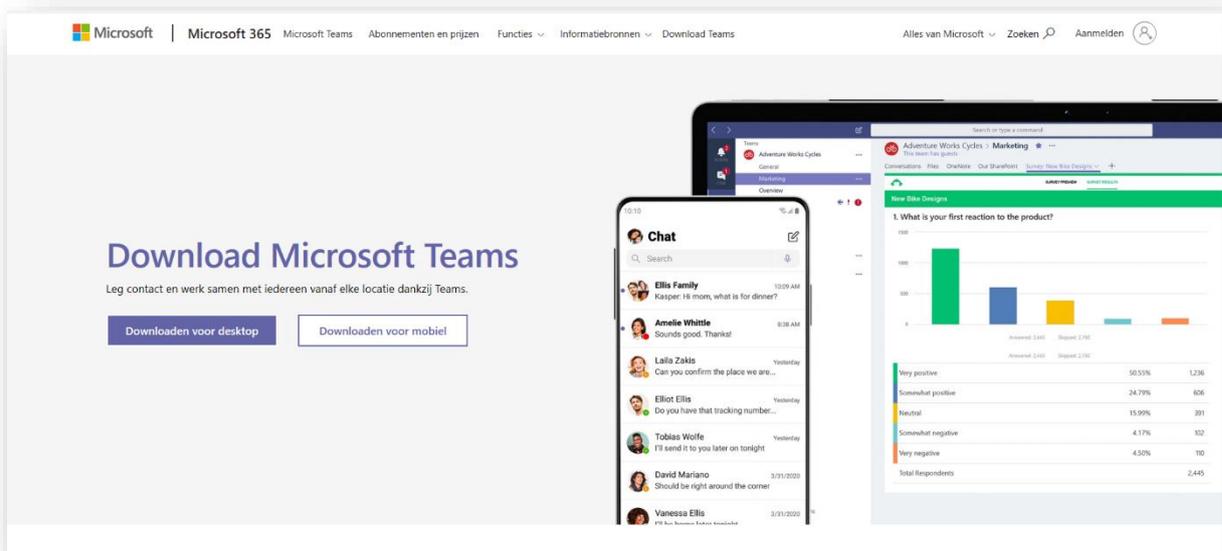
1. Go to software.tudelft.nl
2. Select the option “Teams” for the desired operating system. In this example I assume the Windows installation

Skype for Business	2016	✓	✓	
SPSS	24-25-26	✓	✓	✓
Teams	1.3	✓	✓	✓
Webdrive	19	✓	✓	
Wimba Create	2.6.1	✓		

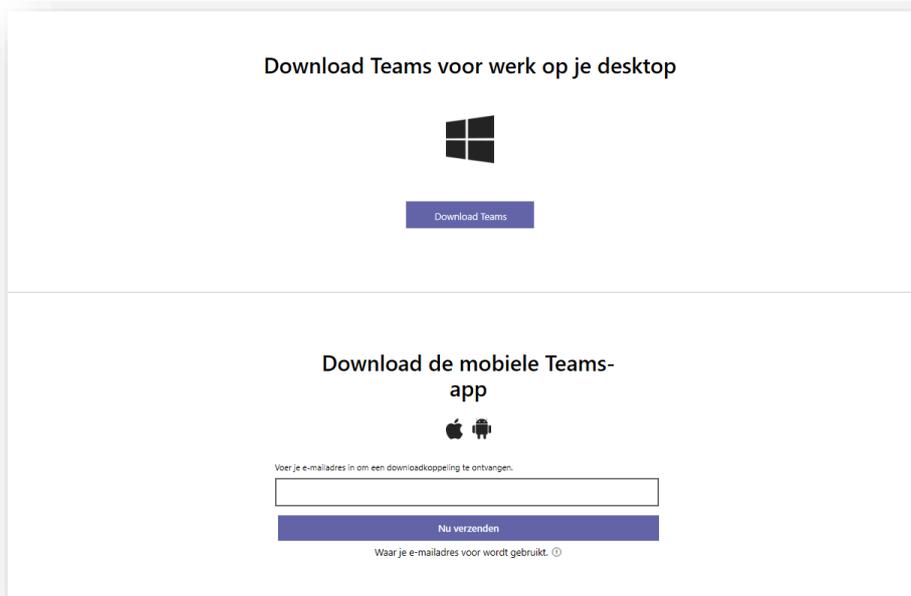
3. Then choose the option “Desktop App”



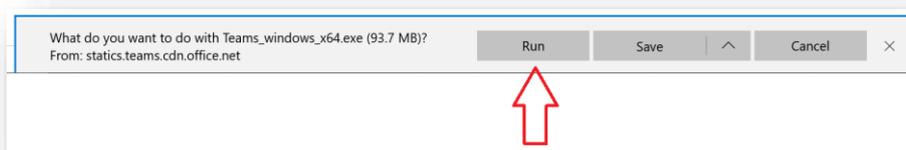
4. You will be referred to a Microsoft environment. There you see the page below. In this manual we assume the option “Download for Desktop”.



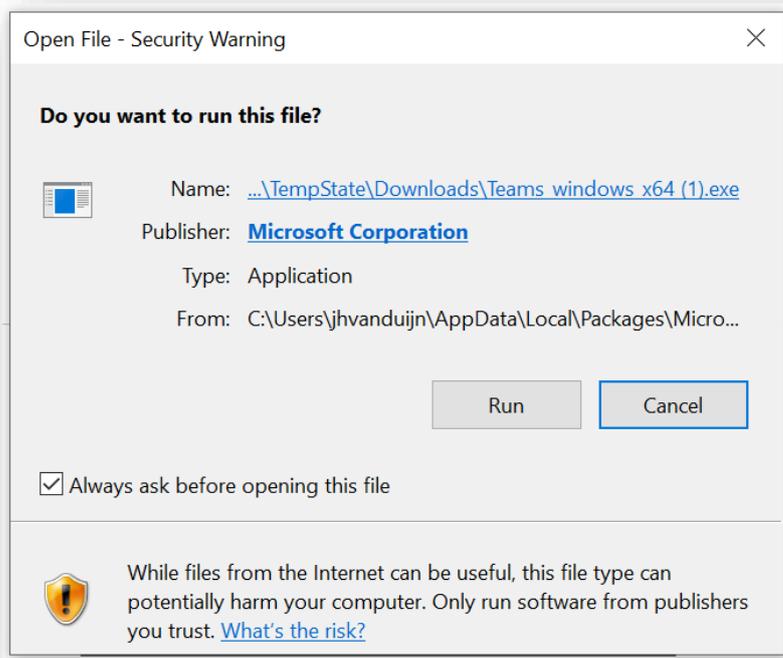
5. Then choose “Download Teams for work on your desktop”



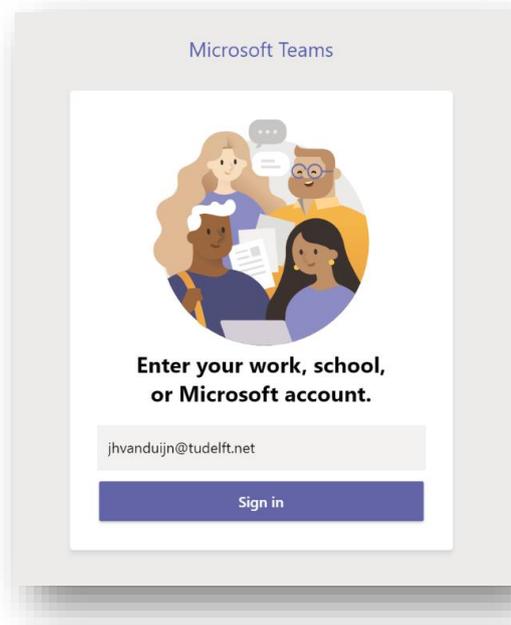
6. And then click on the option “Run”



7. Confirm again with “Run”

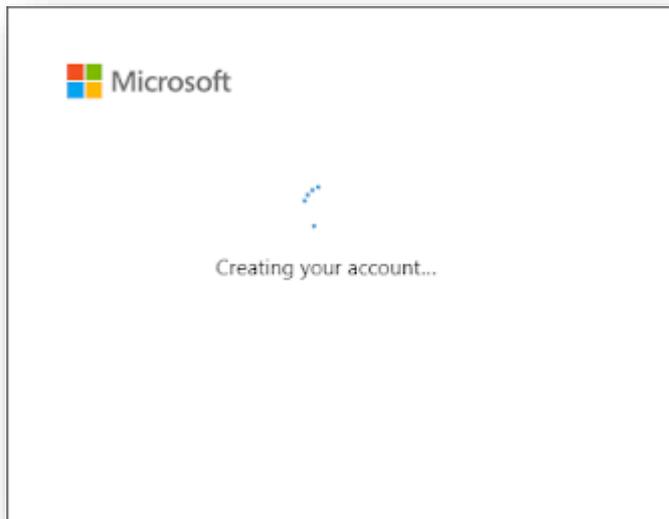


8. Enter your netid supplemented with “@ TUDelft.net”.

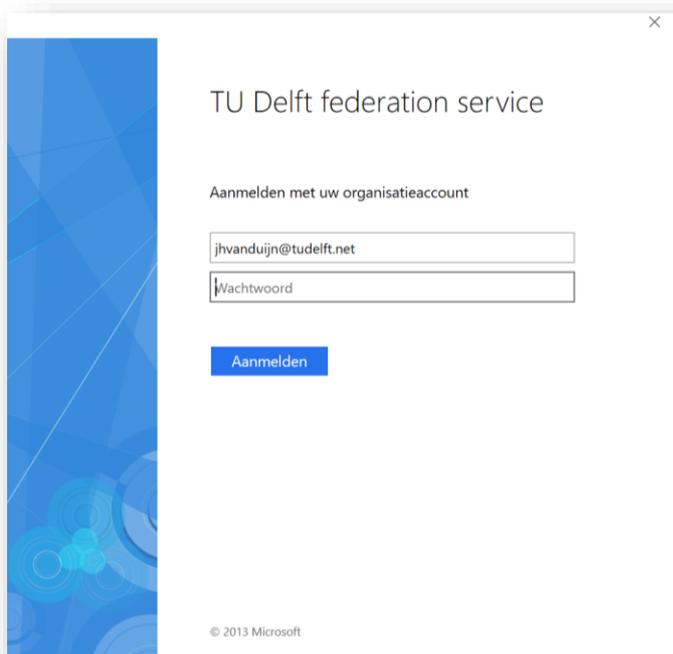


9. Click on “Sign in”
10. Enter your netid password and click Next

Then wait while Microsoft creates your Teams account so you can use it. (This process can take up to a minute. Two loading screens are displayed.)



11. Log in with your netid and netid password. Use your netid supplemented with @ tudelft.net.



12. Click on "Register"

## Multi Factor authenticatie

To ensure that your data cannot be accessed by unauthorized persons, it was decided to use Multi Factor Authentication, or MFA for the use of Teams (and the other Microsoft 365 components offered). This means that in addition to the <netid> @ tudelft.net and your regular password, additional information is requested to log in.

We recommend the following options in order of user-friendliness;

Het Using a mobile app (Microsoft Authenticator)

1. After activation and installation of the app (see instruction below) you will receive a notification on your mobile that you press to confirm.
2. Using a one-time code (SMS variant)  
After activating this option (see instruction below) you will receive a code that can be used only once and that you have to type when you log in.

### De Microsoft Authenticator-app

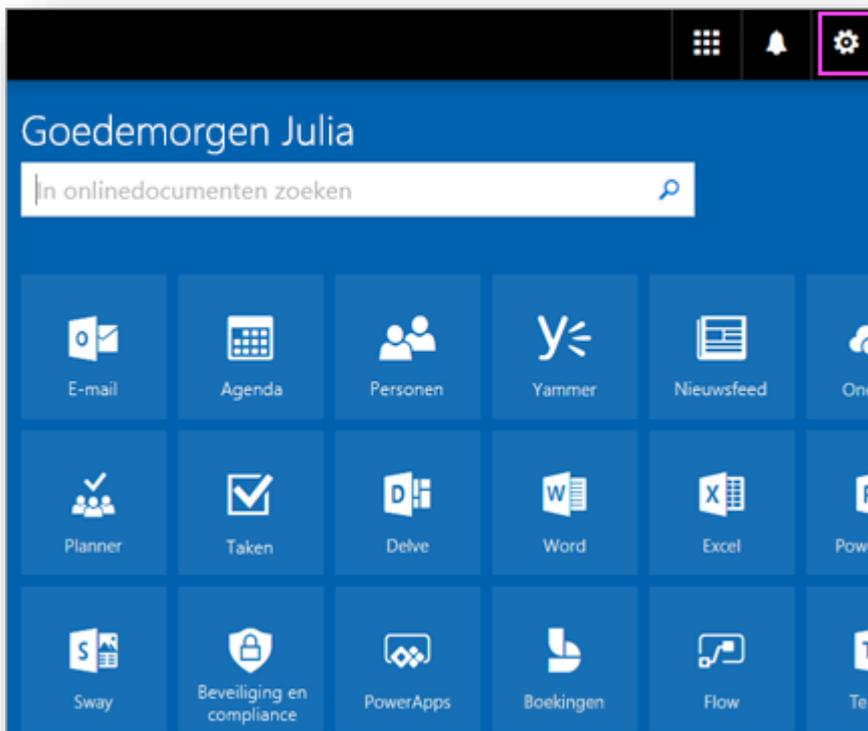
Open a browser on your computer and go to [portal.office.com](https://portal.office.com). Sign in with your Office 365 for business account.

If you see this screen, follow these steps:



1. Click set now
2. Choose **Mobile app** from the drop-down list
3. Make sure "Receive notifications for verifications" is selected. Click on Set..

Follow these steps if you see this screen:



4. Click here.
5. From the drop-down list under What is your preferred option? the option Warn via app.Schakel de selectievakjes voor de **verificator-app of het token** in en klik op **verificator-app instellen**.

### The SMS variant

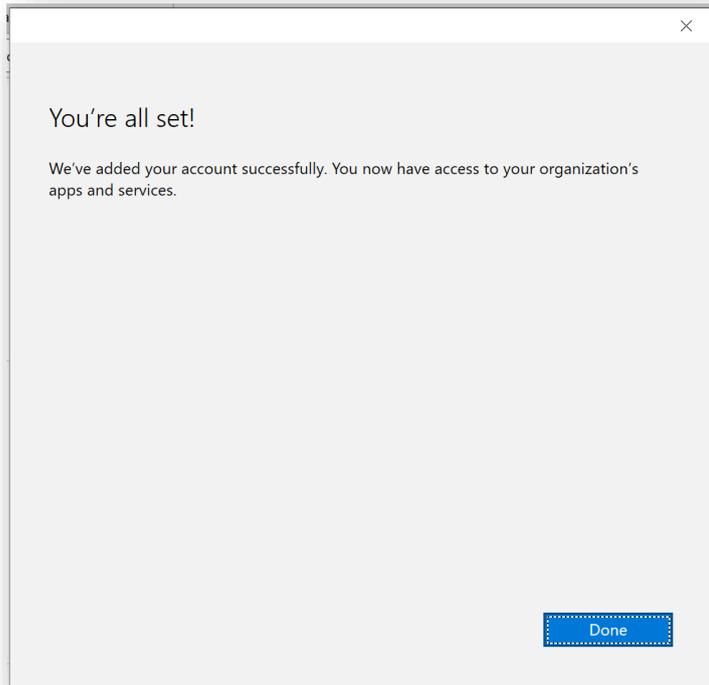
Multi-factor authentication (MFA) is an addition to your username and password to further increase the security of your TU Delft account. When you sign up via MFA, you enter your username and password as usual, as well as a one-time code that is only available to you. This protects the data in your Microsoft account.

The first time you sign in to Microsoft Teams, you'll see a window where you can set up the MFA. Click on What is Two-Factor Verification? if you want to read more about MFA.

You cannot proceed until you have set up at least one verification method. Below you will find the available methods for TU Delft. You can specify three different methods for MFA: receive calls, send text messages or use the app. In this example we assume the option “Send code by SMS”.

1. Enter your (business) 06 telephone number. You will then receive a 6 digit login code for verification.

2. Finally, you will be asked to download the Teams desktop app or use the Teams web app.



Congratulations your installation of Microsoft Teams has been completed and Teams has started.

## Appendix

### Fix common problems with multi-factor authentication

#### I lost my mobile phone and now I can't sign in

Contact your administrator (usually the person who gave you the Microsoft 365 account) to see if there is a different verification method you can use, such as your office phone or a smart card, until you replace your mobile phone.

I'm having problems with the office phone verification method

To use this verification method, your office phone must be entered in your account settings. Click [here](#) and verify or enter the correct number.

Your phone number must have the country or region code prefixed in the following format: +NNNN NNNNNNNNNN. For example: +1 4445554444 (United States), +86 4445554444 (China), +299 4445554444 (Greenland), and +31 27 12345 (The Netherlands).

If the correct values are not displayed, you cannot continue. Contact your admin to provide this information.

I'm not getting the verification code sent to my mobile phone

Check the notification settings on your mobile phone and enable them so that your phone calls, messaging app, or your authentication app, such as Microsoft Authenticator, sends alerts. Push notifications aren't required, but they help you complete the verification method in a timely way.

I'm not getting prompted to sign in with a second verification

There are several reasons why this might happen.

#### You don't have the correct software on your device

To enable a second verification, you need the following software installed on your device:

- [March 2015 Office Update Release](#)
- [System requirements for Office](#)

Check to see if Windows Update is running and that you have installed the latest updates. If you are protected by a firewall in your organization, then you might need to contact your administrator to obtain the required software.

#### Your device is not enabled

To use a multi-factor authentication (MFA) and a second verification method, your administrator not only needs to set up Microsoft 365, but also your desktop or laptop by updating the system registry. There are several ways for your administrator to automatically update your device for you, but it's possible that something got in the way.

First, close and restart all Office applications, or restart your device. Then, sign in to Microsoft 365 using your work or school account. Next, examine the bottom of the sign in dialog box:

- Your device is enabled correctly, if it looks like this:



Organizational accounts that work here can be used anywhere you see this icon. © 2014 Microsoft [Legal](#) [Privacy](#) [Feedback](#)

- Your device is not enabled correctly, if it looks like this:

© 2012 Microsoft Corporation  
[Privacy](#) | [Legal](#)

If your device is not enabled correctly, contact your administrator.

### [Your administrator did not enable you to use MFA](#)

It's possible your administrator has enabled some users but not others, including you, to use MFA. Contact your administrator if you want to use MFA.

### [I'm having problems signing in on my mobile phone when traveling](#)

You may find it more difficult using a mobile phone to use MFA when you are in flight or you are in an international location. Using the mobile phone may incur roaming charges or may not even be available.

If your administrator has enabled it, consider using the Microsoft Authenticator app. If you are in flight, you can use Microsoft Authenticator in airplane mode with Wi-Fi enabled and Wi-Fi is accessible on the flight. You can also use Microsoft Authenticator in an international location where you can make a Wi-Fi connection.

### [I cannot turn MFA on or off](#)

If you sign in with a work or school account, your admin may control your two-step verification settings. Learn more about how to [set up MFA for Microsoft 365](#).

## The benefits of Microsoft Teams

- Better collaboration between place and device independently
- All relevant information within one app
- Communicate more effectively
- All your data within the secure environment of Office 365
- Adapt your working environment to your working method