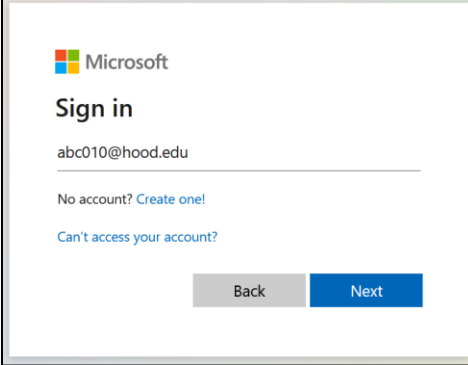


## New Hood College Account - Initial Setup Steps

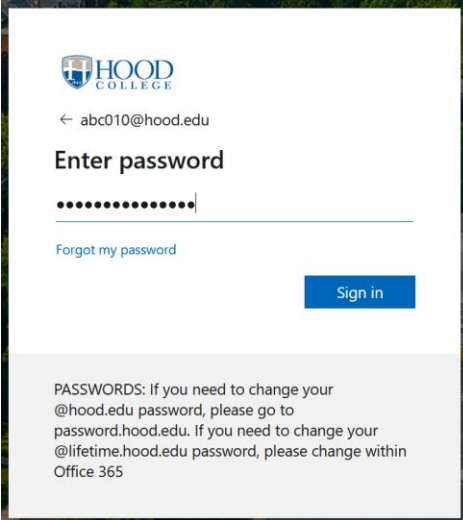
Your Hood College email account is used to login to most Hood College systems. Once you have received your login information from Admission, please follow these steps to complete the initial setup of your email account. If you have any questions about this process, please contact the IT helpdesk ([helpdesk@hood.edu](mailto:helpdesk@hood.edu) or 301-696-3622)

1. From any web browser, go to <https://portal.office.com>
2. Enter your Hood email address then click **NEXT**



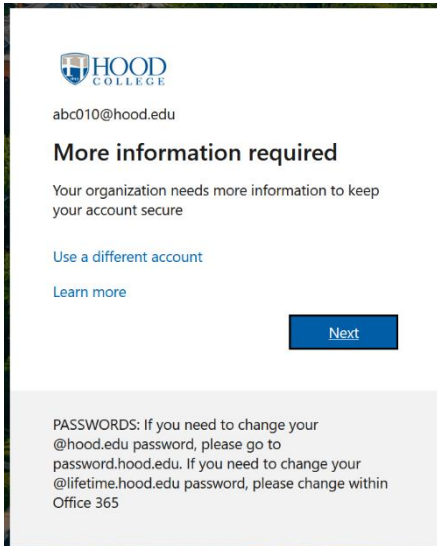
The screenshot shows the Microsoft sign-in page. At the top left is the Microsoft logo. Below it, the text "Sign in" is displayed. A text input field contains the email address "abc010@hood.edu". Below the input field are two links: "No account? Create one!" and "Can't access your account?". At the bottom, there are two buttons: a grey "Back" button and a blue "Next" button.

3. Enter your initial password then click **SIGN IN**



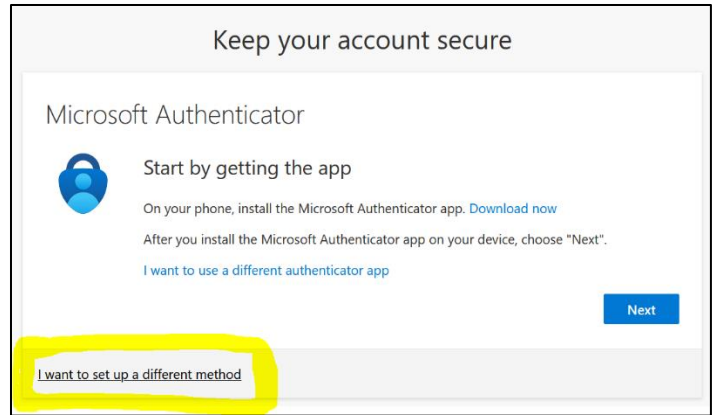
The screenshot shows the Hood College "Enter password" screen. At the top left is the Hood College logo. Below it, the text "Enter password" is displayed. A text input field contains a series of dots representing a password. Below the input field are two links: "Forgot my password" and "Sign in". At the bottom, there is a grey box with the following text: "PASSWORDS: If you need to change your @hood.edu password, please go to password.hood.edu. If you need to change your @lifetime.hood.edu password, please change within Office 365".

4. On The "More Information" screen, click **NEXT**

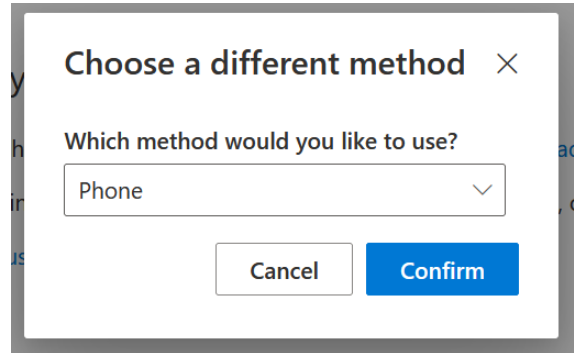


The screenshot shows the Hood College "More information required" screen. At the top left is the Hood College logo. Below it, the text "More information required" is displayed. A text input field contains the email address "abc010@hood.edu". Below the input field is the text "Your organization needs more information to keep your account secure". Below this text are two links: "Use a different account" and "Learn more". At the bottom, there is a blue "Next" button. At the bottom, there is a grey box with the following text: "PASSWORDS: If you need to change your @hood.edu password, please go to password.hood.edu. If you need to change your @lifetime.hood.edu password, please change within Office 365".

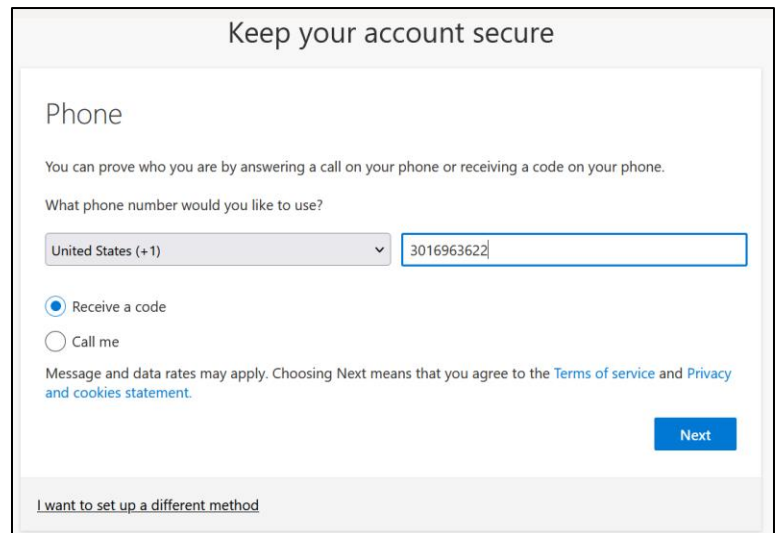
5. On the “Keep your account secure” screen, click **I WANT TO SET UP A DIFFERENT METHOD**



6. On the “Choose a different method” screen, select **PHONE** from the “Which method would you like to use?” drop down menu and then click **CONFIRM**



7. On the “Phone” screen, select your country code and enter your phone number. Then select “Receive a code” or “Call me” then click **NEXT**
- Receive a code: sends a code through SMS (Text) to verify
  - Call me: makes a voice call to verify



8. If you chose **CALL ME**, got to step 11. If you chose **RECEIVE A CODE**, go to step 9.

9. If you chose **RECEIVE A CODE**, enter the code you received and click **NEXT**

The screenshot shows a mobile app interface with the title "Keep your account secure". Below the title is the heading "Phone". A message states: "We just sent a 6 digit code to +1 3016963622. Enter the code below." A text input field contains the code "433826". Below the input field is a blue link that says "Resend code". At the bottom right, there are two buttons: "Back" and "Next". At the bottom left, there is a link that says "I want to set up a different method".

10. Your phone has been registered. Click **NEXT** and go to step 13

The screenshot shows the same "Keep your account secure" screen. The heading "Phone" is present. A green checkmark icon is followed by the text: "Verification complete. Your phone has been registered." At the bottom right, there is a blue button labeled "Next". At the bottom left, there is a link that says "I want to set up a different method".

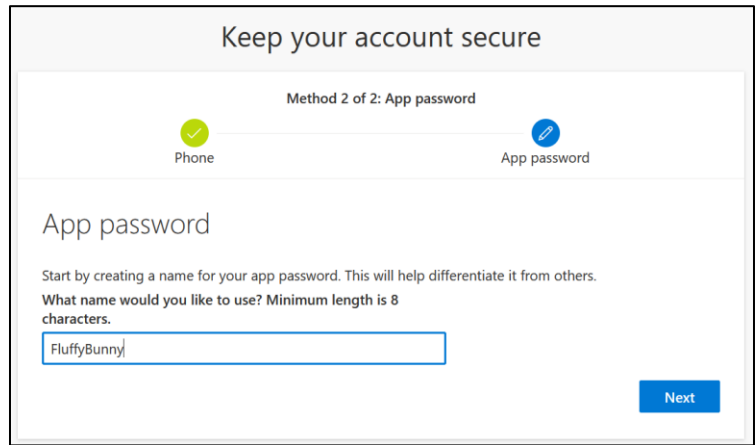
11. If you chose **Call ME**, answer the call and follow the instructions

The screenshot shows the "Keep your account secure" screen. The heading "Phone" is present. A message states: "We're calling +1 3016963622 now." Below the message is a horizontal line. At the bottom right, there is a button labeled "Back". At the bottom left, there is a link that says "I want to set up a different method".

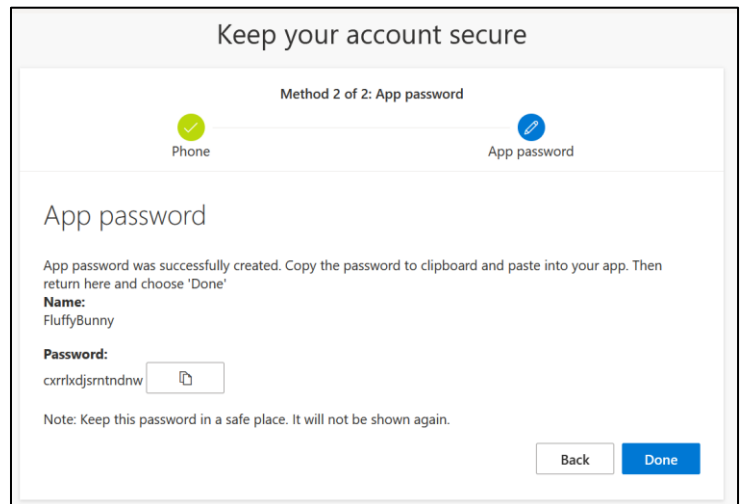
12. Your phone has been registered. Click **NEXT**

The screenshot shows the "Keep your account secure" screen. At the top, it says "Method 1 of 2: Phone". Below this is a progress indicator with two steps: "Phone" (with a blue checkmark icon) and "App password" (with a "2" above it). The heading "Phone" is present. A green checkmark icon is followed by the text: "Call answered. Your phone was registered successfully." At the bottom right, there is a blue button labeled "Next". At the bottom left, there is a link that says "I want to set up a different method".

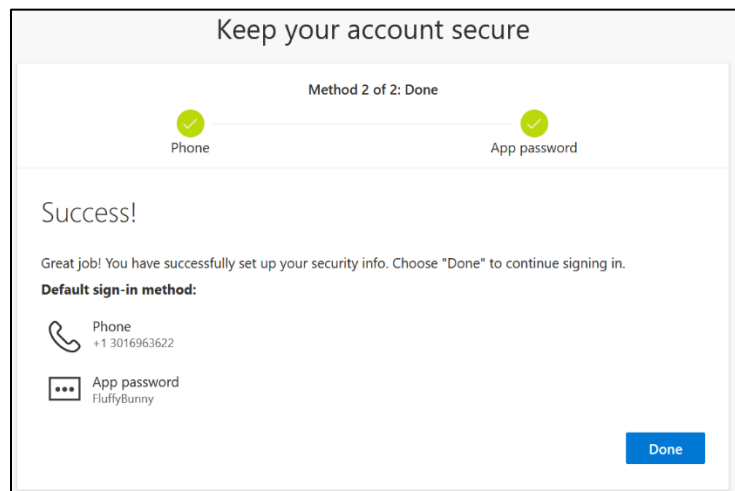
13. If you are asked to create an App password, type a name for the App password. The name needs to be at least 8 characters long. Then click **NEXT**



14. Click **DONE**. Note: If you use an app that does not support multi-factor authentication, save a copy of this password for later use. For example, an old version of an email app may need this password to connect to your Hood email; newer email apps do not require it to connect.

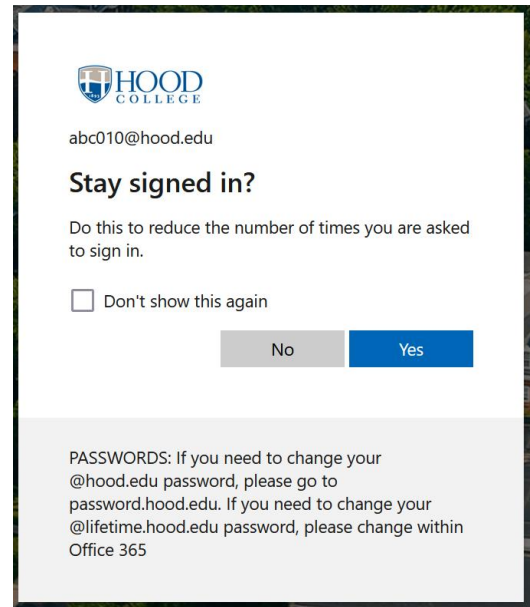


15. Success! Click **DONE**



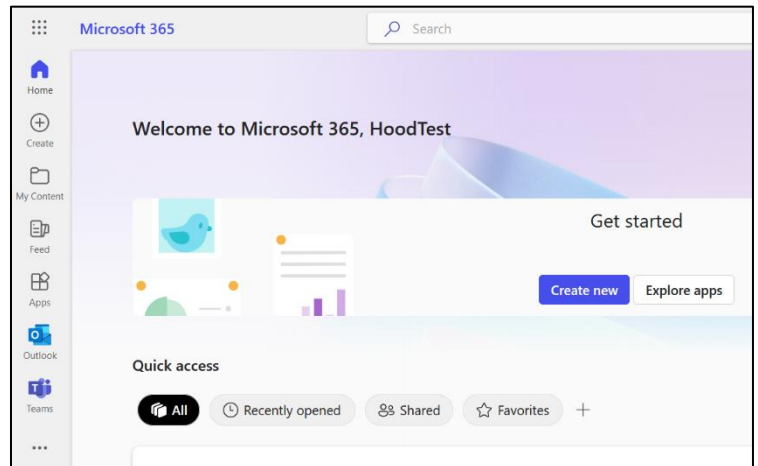
16. You are now asked if you want to stay signed in.

- a. When using public devices, click **NO**
- b. When using personal devices, click **YES**



17. You are now logged into the Microsoft 365 portal. From here you have access to many Microsoft applications. View the apps by selecting the checkerboard icon in the top left. Commonly used applications include:

- a. Outlook: to access your Hood email
- b. OneDrive: for saving your files
- c. Teams: for voice/video collaboration
- d. Word: for creating documents
- e. Excel: for creating spreadsheets
- f. PowerPoint: for creating presentations



18. Listed below are several other things you should do related to your new account. Instructions for these items are located on the Hood College website at this link: <https://it.hood.edu>

- a. Change your account password
- b. Install the Microsoft Authenticator App on your phone
- c. Setup your personal device for Printing (you must be on campus to do this step)
- d. Login to Power Campus Self Service to check your course schedule and billing information
- e. Login to Blackboard to check your course materials