

INTRODUCTION

The following steps describe how to install the Microsoft Teams apps on your computer.

INSTALLATION ACCESS RIGHTS REQUIREMENTS

In order to carry out the following steps it is necessary to have Local Administrator account access on the computer that the installation is being carried out on. This is the normal access right given to the owner of the computer. If you do not have the necessary access rights and RTW Hosting, Automate and/or Labtech is installed, then please contact Zenzero Support: page: 4.

To utilise the Microsoft Team apps, you will be required to enter your work Office 365 account details during the installation process.

Additionally, if your Office 365 has been configured to utilise multi-factor authentication, then you will require access to your mobile phone, or other multi-factor authentication validation tool, e.g. email account that you have configured as part of your multi-factor authentication setup.

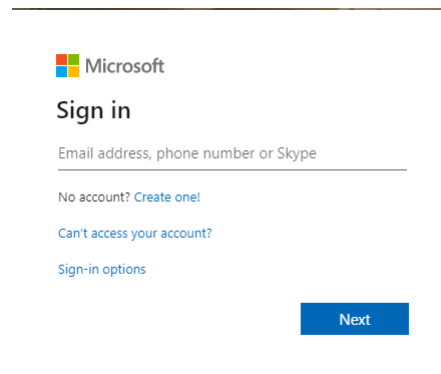
INSTALLATION STEPS

The following steps cover the installation of Microsoft Teams:

1. Open up a web browser on the computer that Microsoft Teams is to be installed on.
2. Enter the following web address in the browser.

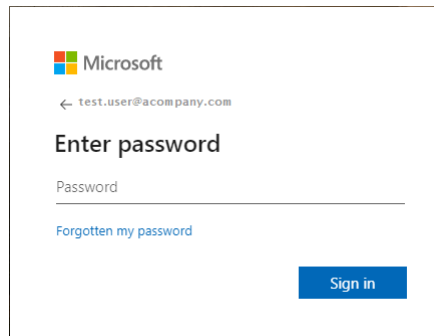
Teams.office.com

3. When the 'Sign in' dialog box is displayed, like that shown below, enter your works email account details, e.g. test.user@acompany.com.



4. Then select the **Next** button.

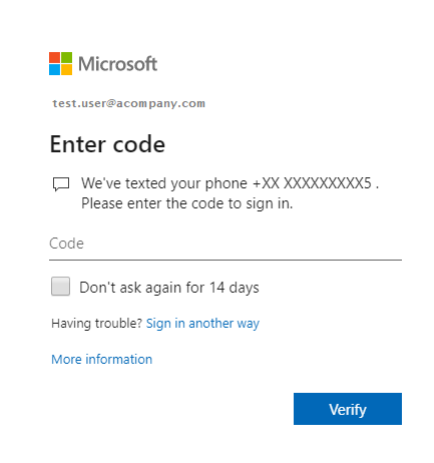
5. Enter the accounts password in the 'Enter password' dialog box that is displayed.



The screenshot shows a Microsoft login dialog box. At the top left is the Microsoft logo. Below it is the email address 'test.user@acompany.com' with a back arrow. The main heading is 'Enter password'. There is a text input field labeled 'Password'. Below the field is a link that says 'Forgotten my password'. At the bottom right is a blue button labeled 'Sign in'.

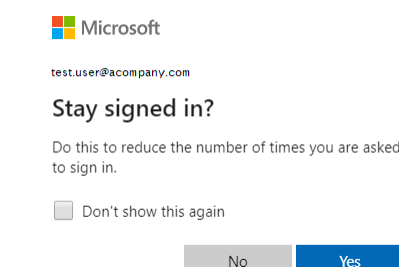
6. Then select the **Sign in** button.
7. If multi-factor authentication is enabled for your Office 365 account, then the following 'Enter code' dialog box will be displayed.

Note: If your Office 365 account does not have multi-factor authentication enabled, then continue from step 9, page 2.



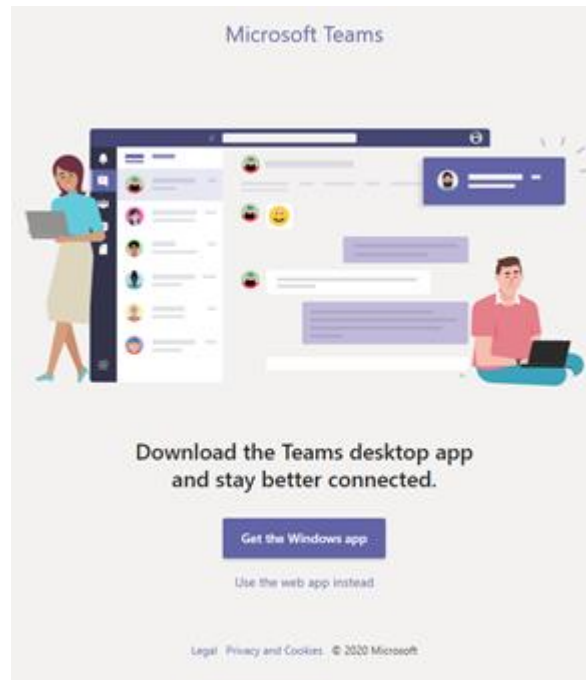
The screenshot shows a Microsoft multi-factor authentication dialog box. At the top left is the Microsoft logo. Below it is the email address 'test.user@acompany.com'. The main heading is 'Enter code'. There is a checkbox with the text 'We've texted your phone +XX XXXXXXXXXX5. Please enter the code to sign in.' Below this is a text input field labeled 'Code'. There is another checkbox with the text 'Don't ask again for 14 days'. Below that is a link 'Having trouble? Sign in another way' and another link 'More information'. At the bottom right is a blue button labeled 'Verify'.

8. Enter the requested code and then select the **Verify** button.
9. If the 'Stay signed in?' dialog box, shown below is displayed select the **Yes** button.



The screenshot shows a Microsoft dialog box asking to stay signed in. At the top left is the Microsoft logo. Below it is the email address 'test.user@acompany.com'. The main heading is 'Stay signed in?'. Below this is the text 'Do this to reduce the number of times you are asked to sign in.' There is a checkbox with the text 'Don't show this again'. At the bottom are two buttons: a grey button labeled 'No' and a blue button labeled 'Yes'.

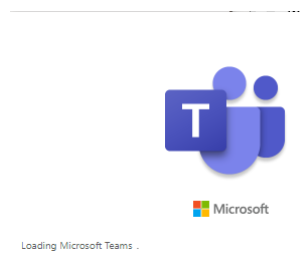
10. When the following screen is displayed select the **Get the Windows app** button.



11. Launch the Teams install process by selecting the tab displayed in the bottom left hand corner of the browser, or by selecting the **Run** button, depending on the browser being used, e.g.



12. The installation of Microsoft Team will then be instigated.
13. During the installation process the following screen may be displayed.



14. Once the Microsoft Teams installation is complete you will be given access to an active screen within Microsoft Teams.

This completed the Microsoft Teams installation

Note: As previously mentioned, whilst you are up and running Zenzero cannot guarantee the reliability and/ or stability of service, given your home device is not an officially supported by Zenzero.

ZENZERO SUPPORT

If you require any assistance to complete your Office 365 installation, then Zenzero Support can be reached on:

- Telephone: +44 203 130 9400
- Email: Support@Zenzero.co.uk

IMPORTANT INFORMATION

Zenzero will provide best endeavours support with respect to work applications that are installed on user's home computers. It should be noted that some home computers may not meet the operational requirements of certain applications. In which case Zenzero will provide guidance as to any software version upgrade, etc., that may be required.

If a user's home internet connection is identified as being slow, or unreliable, then guidance will be provided as to how to minimise the impact of this limitation, e.g. carrying downloads out-of-hours.

Given the current situation, Zenzero will do what it can to get you up and running. If the installation being carried out is on a home device Zenzero cannot promise the installation will work, due to factors outside our control to resolve and/or limited available support time. Even if the installation works, Zenzero cannot guarantee it will continue to work. Zenzero will try to provide support and recommendations, as far as is possible, to help you keep working.