Microsoft Teams at ESDC: Quick Guide on Singing in the first time

This quick reference guide is designed for first-time users who need to sign in.

Step one: open Teams

1. On the web: go to https://www.office.com/. Select "Sign In"; or

2. On your computer (personal or work), if it's not already installed, go to https://teams.microsoft.com/downloads, follow the instructions, and open the app.

3. On your mobile device, head to the App Store (Apple) or Google Play Store (Android), search for "Microsoft Teams," and select "Install" or "Download."

Step two: log-in to Teams

1. When you reach the sign-in page, enter your username and password.

   a. Your username is your full ESDC email address.

   b. Enter the temporary password provided by your supervisor. Don't have one? Ask your supervisor.

2. Update your temporary password. Visit the iService page on Passwords for guidance.

3. Choose a verification method in case you forget your password (i.e. a number or email that you can access)

Step three: use Teams responsibly

ESDC use of Microsoft Teams and the Microsoft 365 Portal is for unclassified communication and documents only. Under no circumstances can you upload or share sensitive information using these tools. Visit the iService Information Management page to learn more.

Need help? Before calling NSD, consider your options below

If you are already signed into Teams, contact the ESDC Teams Agent Network to get help setting up your team environment, learn the basics, and resolve other **non-technical issues**:

1. Contact the **ESDC Teams Agent Mailbox**. A Teams Agent will contact you; or

2. Post your request in Teams using the ESDC Support Team assigned to your branch (consult the ESDC Teams Guide to learn more). An Agent will contact you.

If you are having trouble logging in or other **technical issues**:

1. If you are already signed in, post your request in Teams using the ESDC Support Team assigned to your branch (consult the ESDC Teams Guide to learn more). Technical support will contact you.

2. Contact the National Service Desk at 1-800-268-0408 (for users who are disconnected from the ESDC network) or by submitting a ticket (for users who are connected to the ESDC network). Click here to go to the National Service Desk iService page.