

Canned Responses

Common responses to problems or processes that user frequently ask or need information on (ie sending credentials for new hires with E1 licenses to managers)

- [Sending New Hire Credentials - E1 Licenses \(Email/Online Only\)](#)

Sending New Hire Credentials - E1 Licenses (Email/Online Only)

Canned response to send out new hire login information and setting up MFA for new hires (typically small part-time or temporary intern roles) for users who are assigned a license to access email and O365 apps online only. Replace the italicized fill-ins with the appropriate information.

Subject: (new hire name) Account Setup

Copy below for email body:

Hey (manager),

We have an account set up for (new hire name) and ready for them to login in either via their phone or a computer. You can send the info below to for them to access the account.

Before they try to login, I would recommend downloading Microsoft Authenticator as when they go to log in, it will have some prompts to get multi-factor authentication set up.

<https://www.microsoft.com/en-us/security/mobile-authenticator-app>

Once Microsoft Authenticator is downloaded, they can go to login via this link:

<https://login.microsoftonline.com/> and input their credentials below:

Email:

Temporary Password:

It will prompt shortly after logging in to reset the password to one they would like to use. And for Authenticator they should be able to follow the prompts to get it set up easily. Please let us know if there are any hiccups or issues that come up but they should be ready to go after following the steps above.

Thanks,