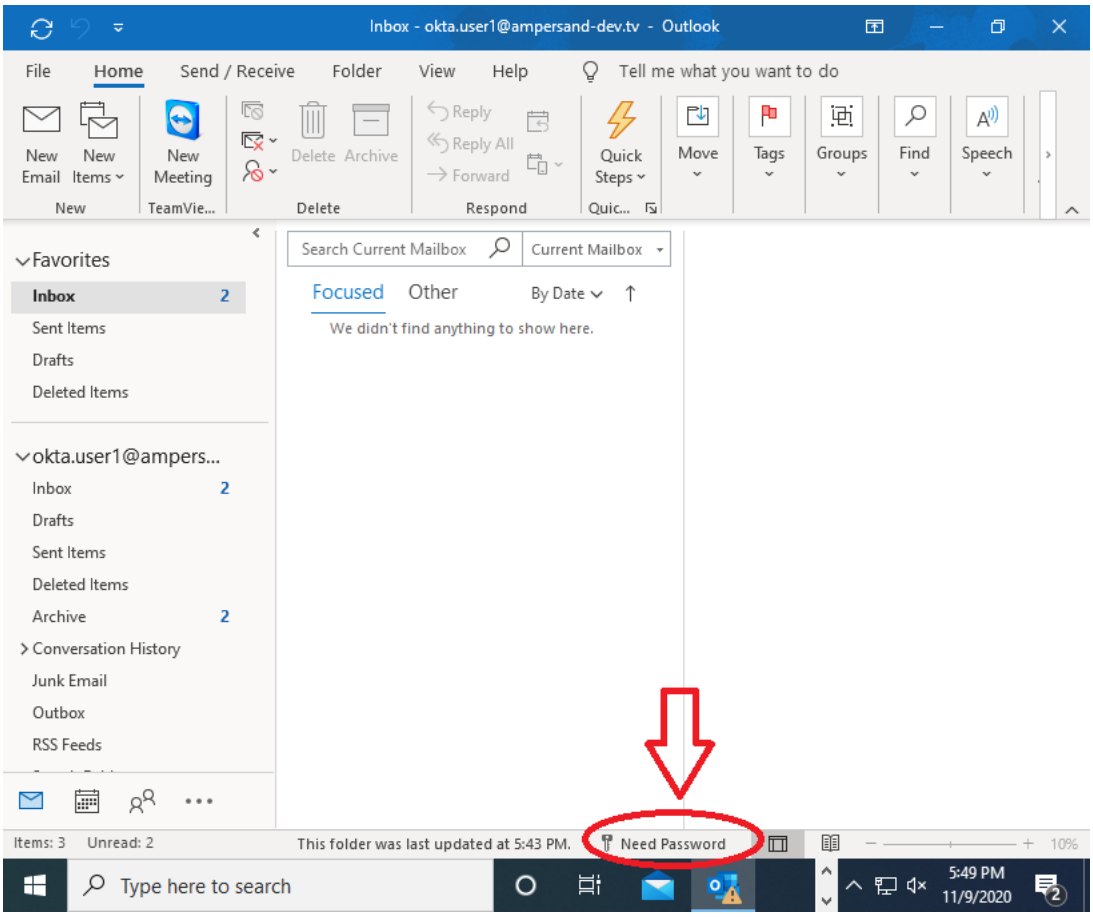
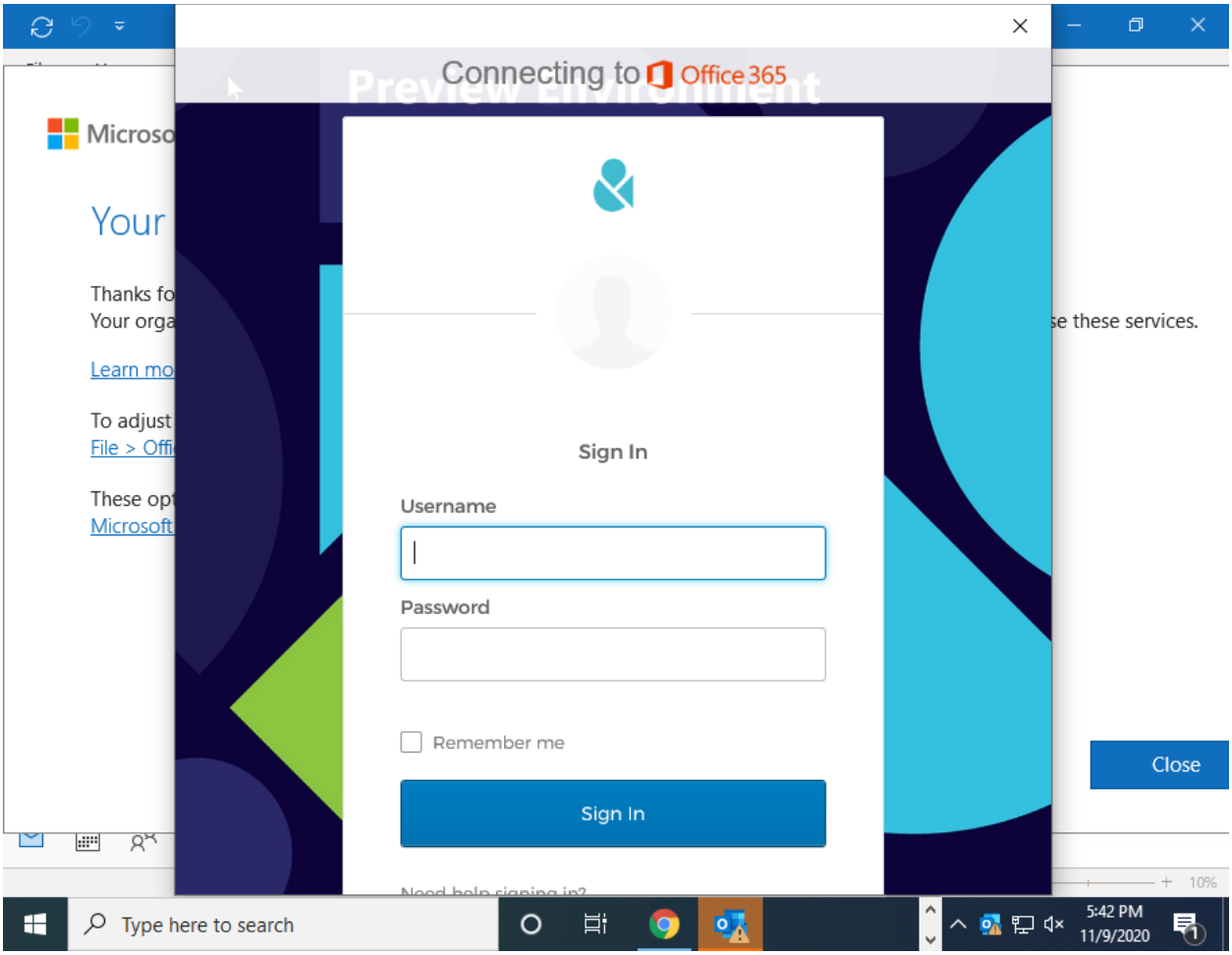
Every 90 days, Office 365 requires all users to re-authenticate their credentials. This is a quick and simple process that varies only slightly depending on how you are accessing O365.

Outlook

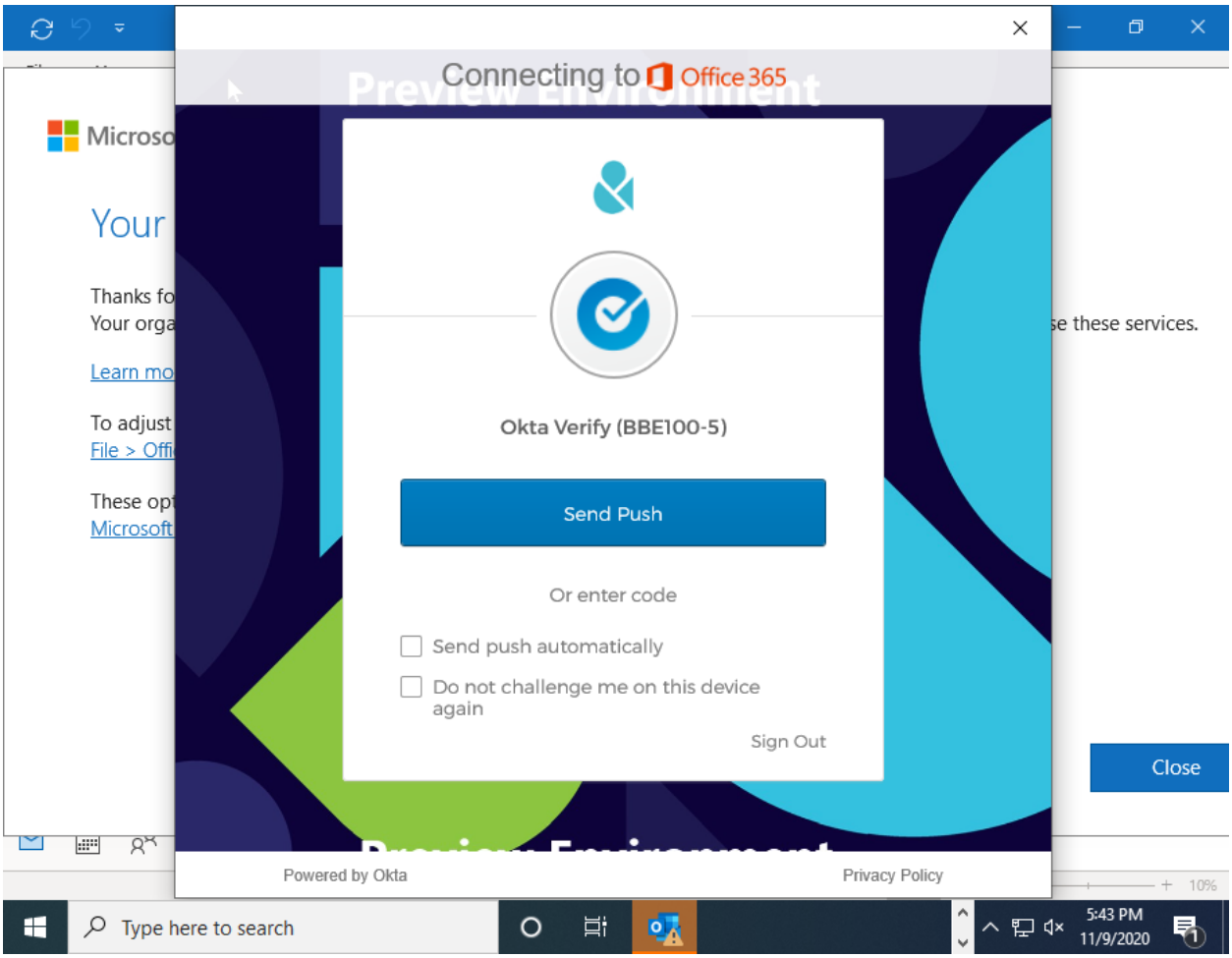
When your authentication expires, you will notice that your Inbox and other folders will stop updating. To re-authenticate, first click on Need Password at the bottom of your screen.



Doing so will cause the following pop-up to appear, prompting you to enter your Ampersand email address (firstname.lastname@ampersand.tv) and password.



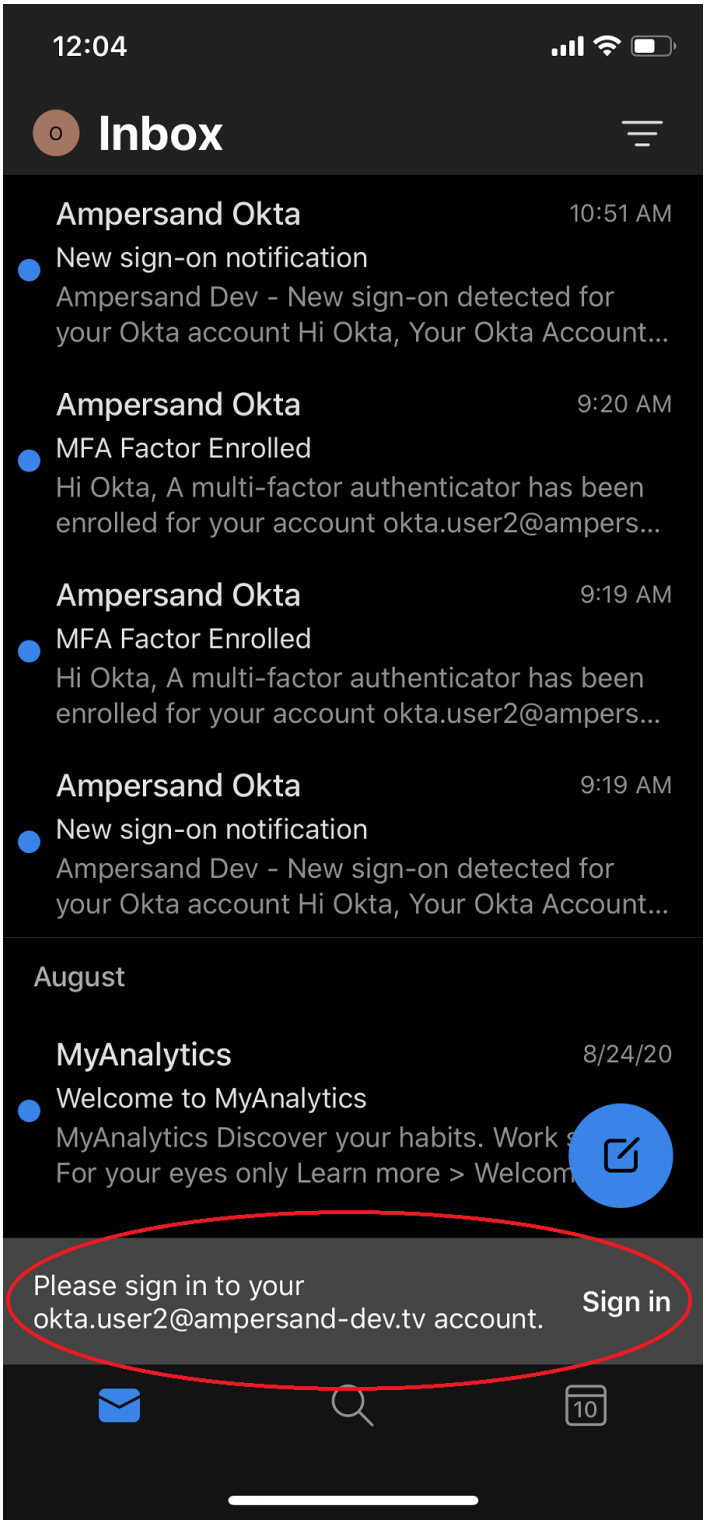
Once your credentials have been validated, you will be prompted to send a push notification to your phone or other device that you have set up with Okta Verify.



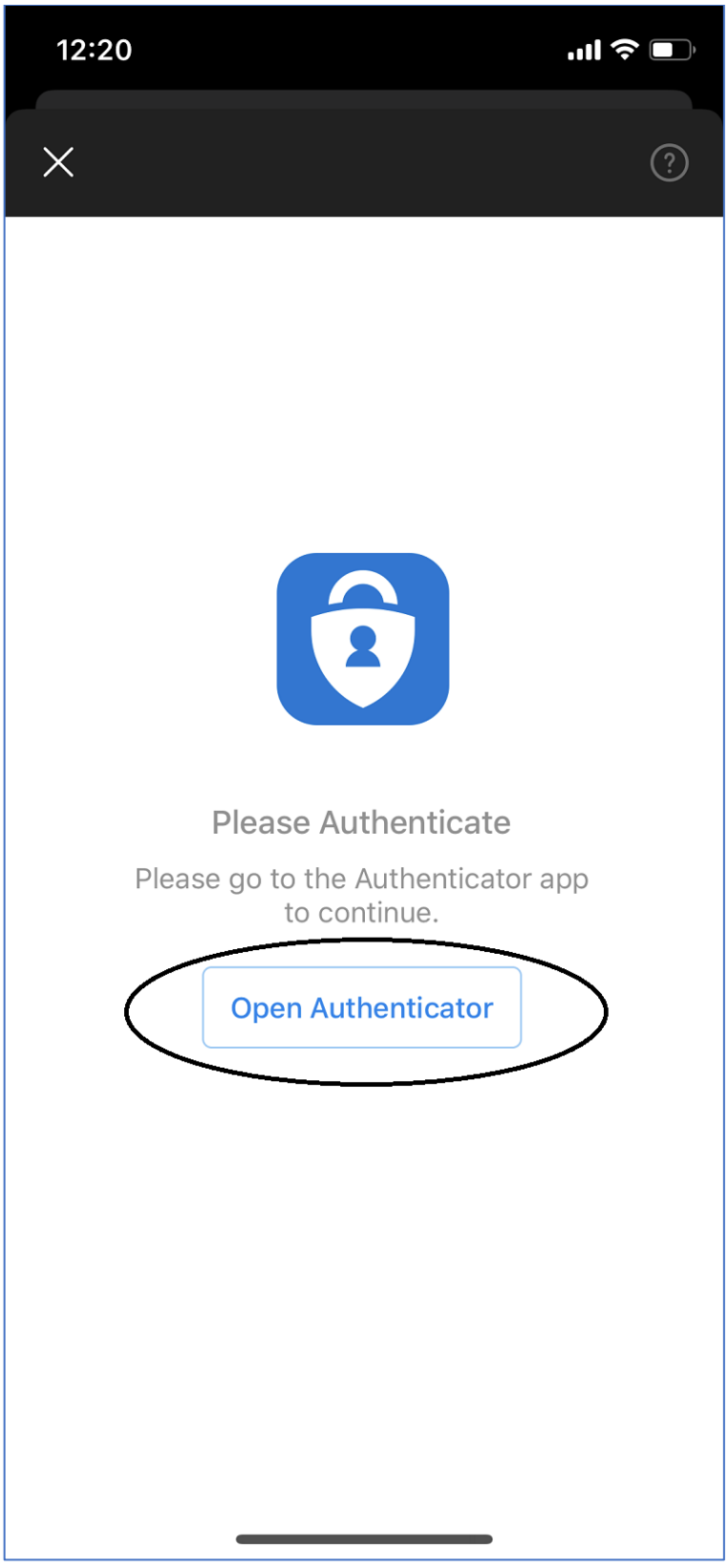
Click on the phone verification or enter the code and the process will be complete.

iPhone

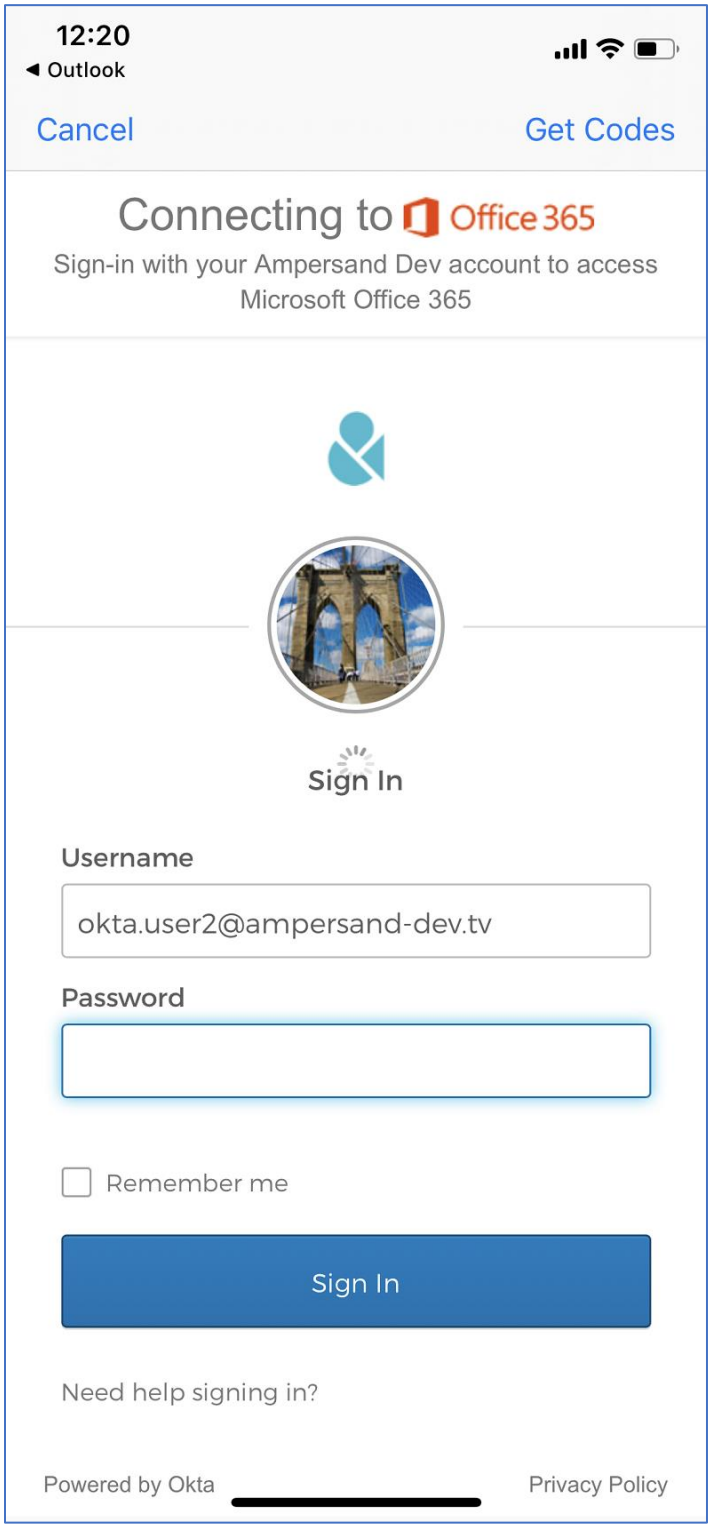
When your authentication expires, you will receive a notification at the bottom of your Inbox requesting that you sign in to your ampersand.tv account. Click Sign in.



Doing so will cause the following pop-up to appear. Click Open Authenticator.



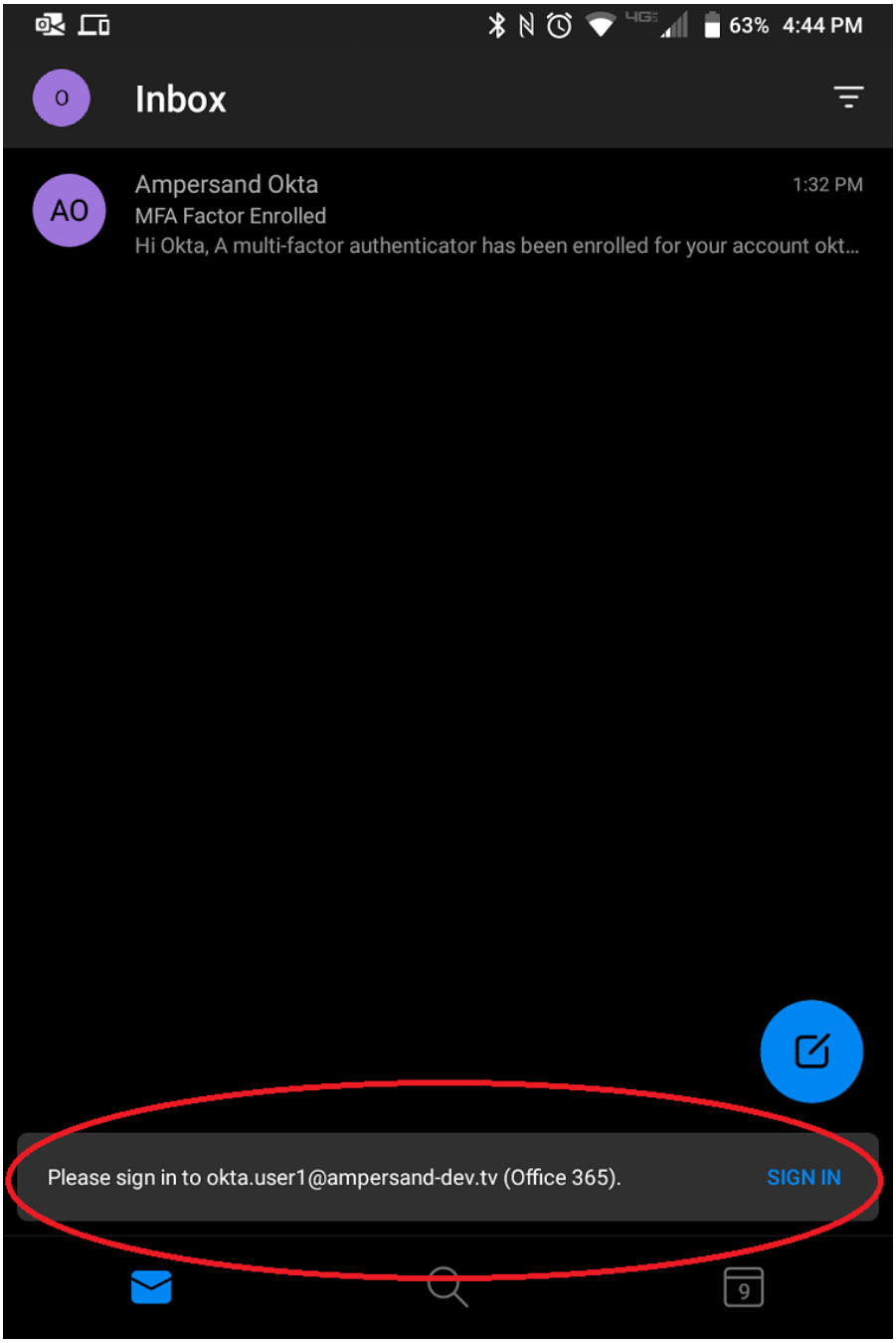
Enter your Ampersand email address (firstname.lastname@ampersand.tv) and password.



Depending on your location and configuration, you may be prompted to send a push notification, as shown in the Outlook section, or the process may finish without this step.

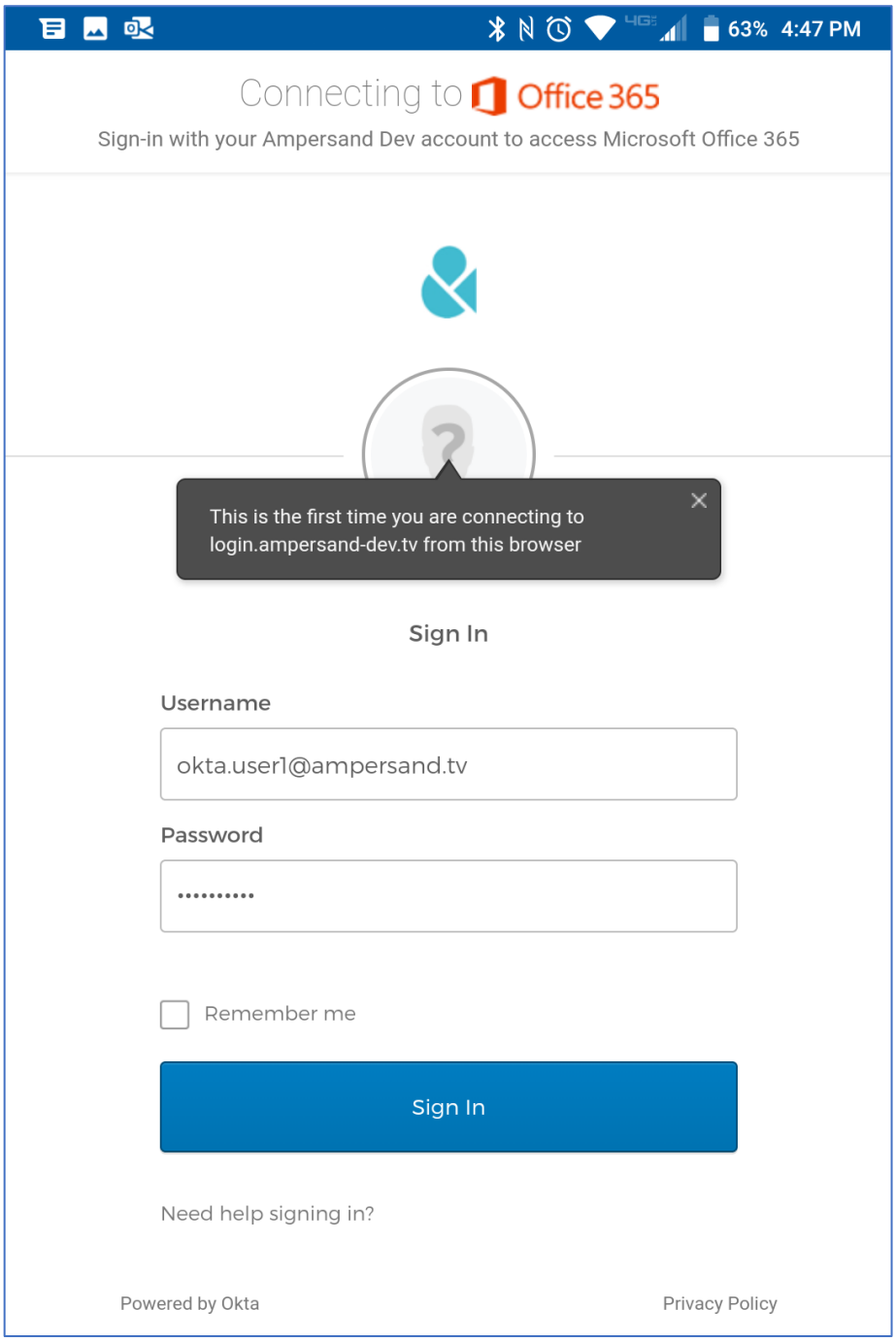
Android

When your authentication expires, you will receive a notification at the bottom of your Inbox requesting that you sign in to your ampersand.tv account. Click Sign in.

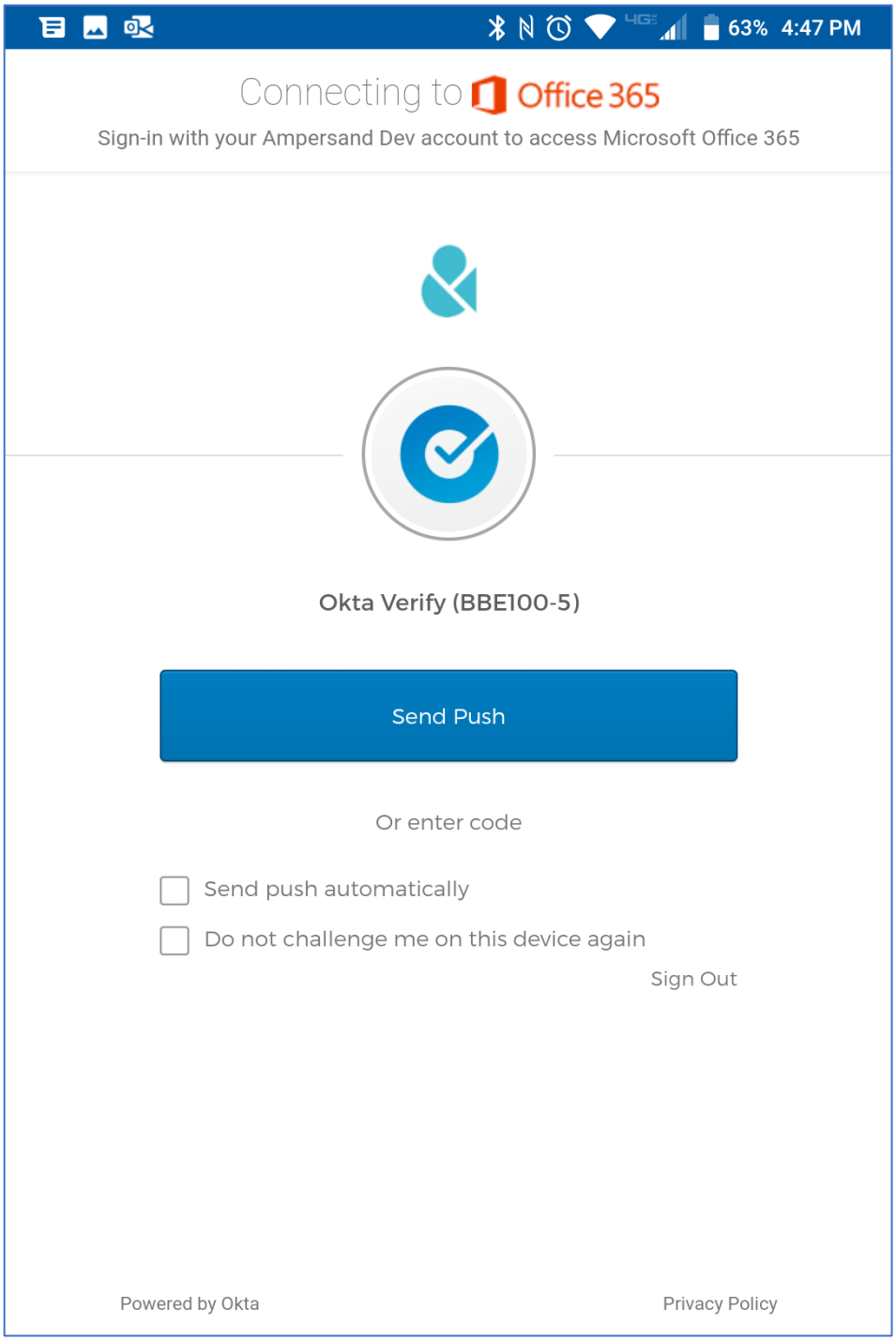


Doing so will cause the following pop-up to appear, prompting you to enter your Ampersand email address (firstname.lastname@ampersand.tv) and password.

ampersand


63% 4:47 PM
Connecting to Office 365
Sign-in with your Ampersand Dev account to access Microsoft Office 365
This is the first time you are connecting to login.ampersand-dev.tv from this browser
Sign In
Username
okta.user1@ampersand.tv
Password
Remember me
Sign In
Need help signing in?
Powered by Okta
Privacy Policy

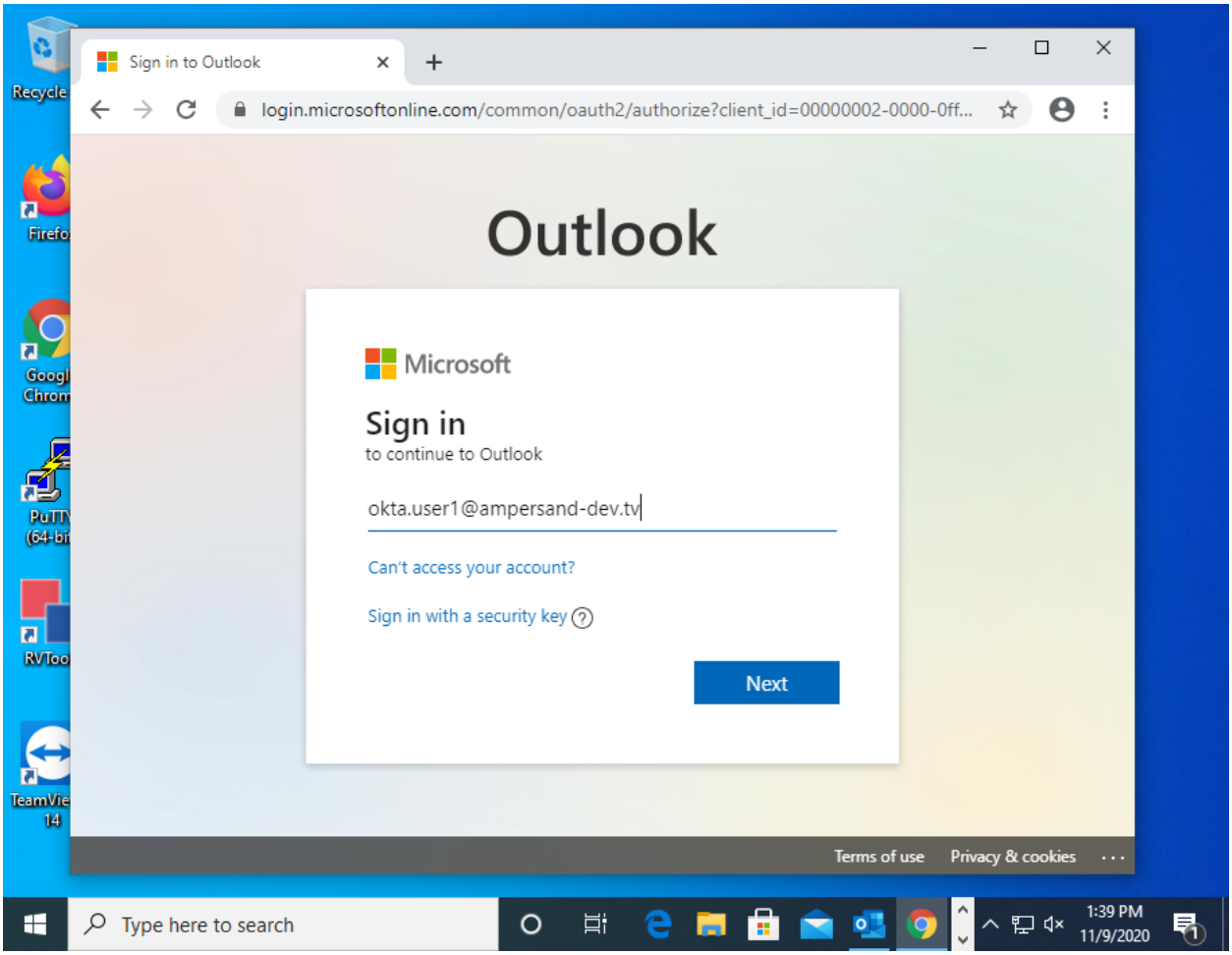
Once your credentials have been validated, you will be prompted to send a push notification to your phone or other device that you have set up with Okta Verify.



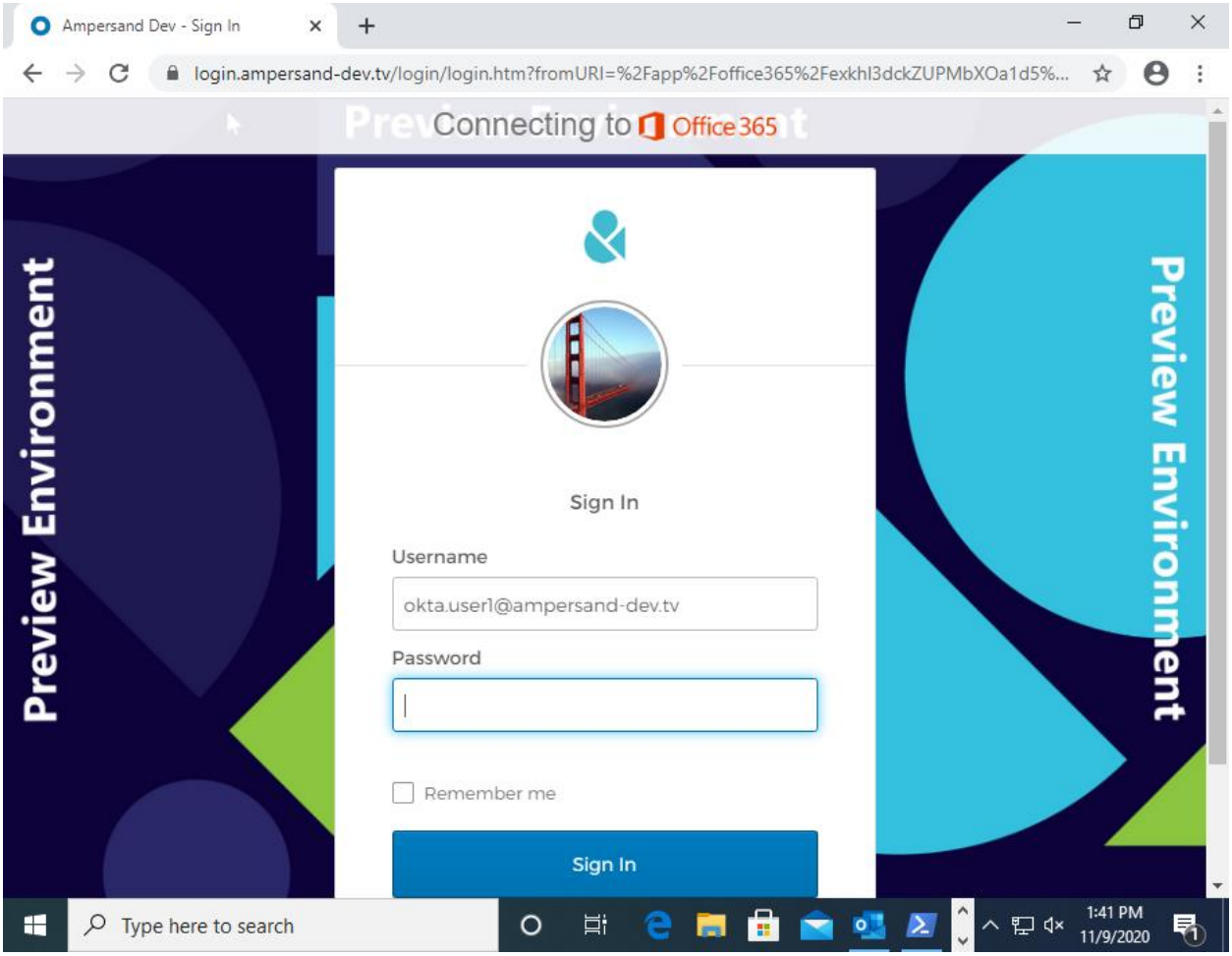
Click on the phone verification or enter the code and the process will be complete.

Outlook Web Access (OWA)

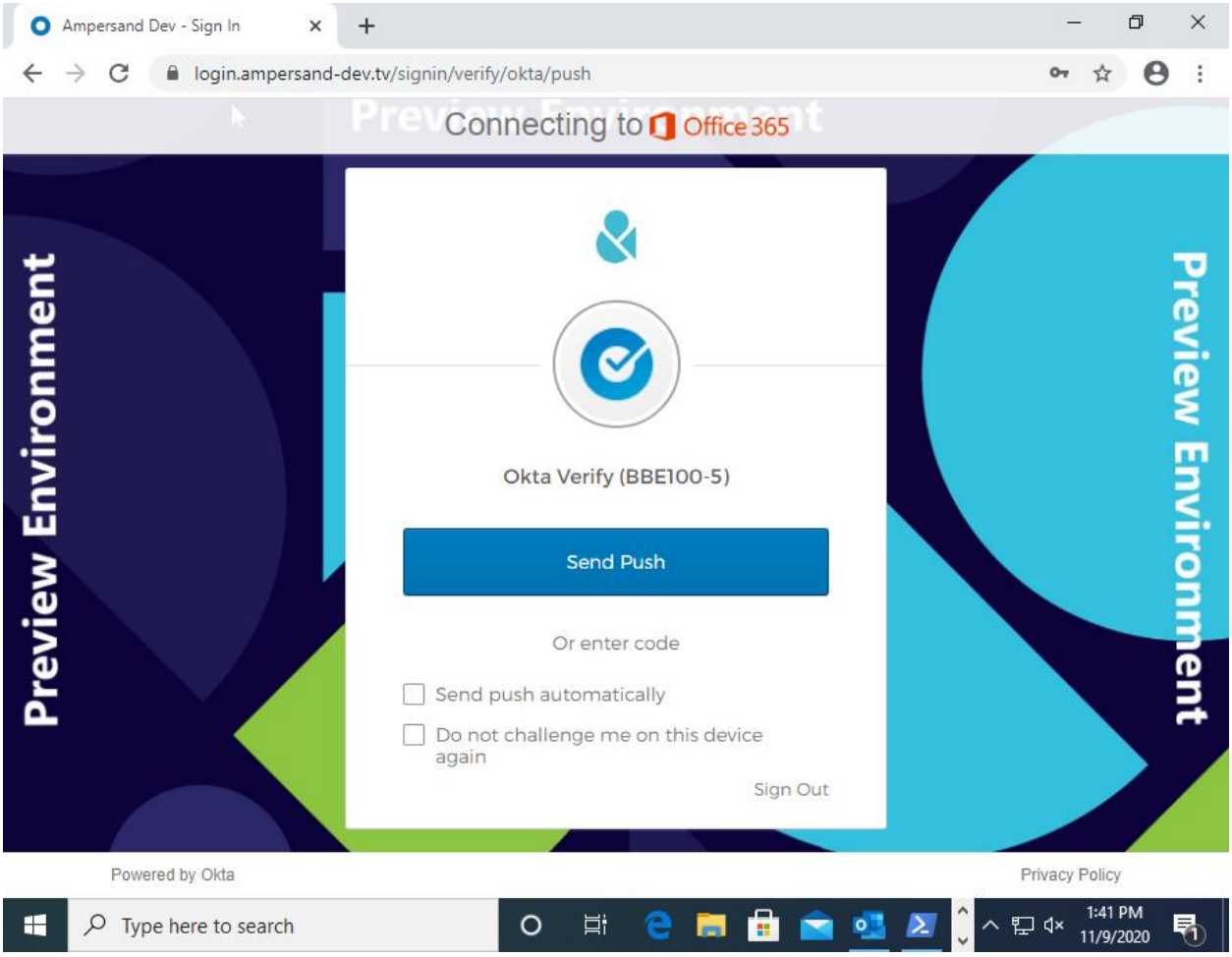
When you first log in to OWA after your authentication has expired, you will be prompted to enter your ampersand.tv email address.



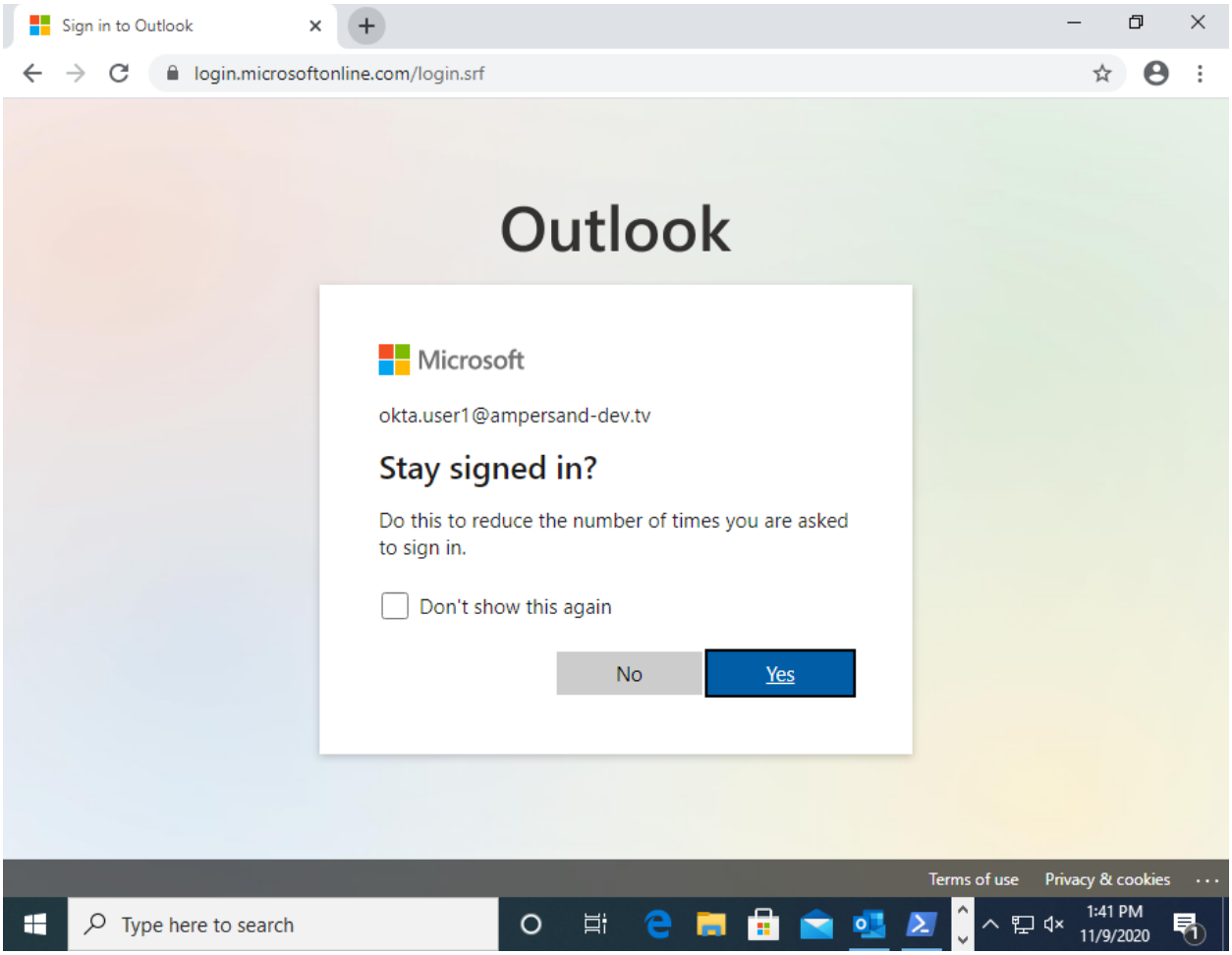
Doing so will cause the following pop-up to appear, prompting you to enter your Ampersand email address (firstname.lastname@ampersand.tv) and password.



Once your credentials have been validated, you will be prompted to send a push notification to your phone or other device that you have set up with Okta Verify.



When that is complete, click on Yes to stay signed in on the device/browser you are using.



You will then be redirected to your Inbox and the process will be complete.