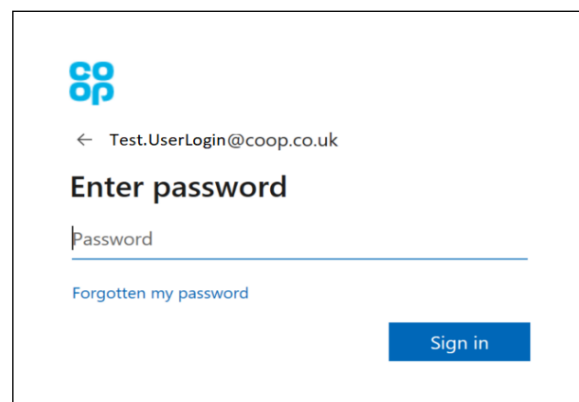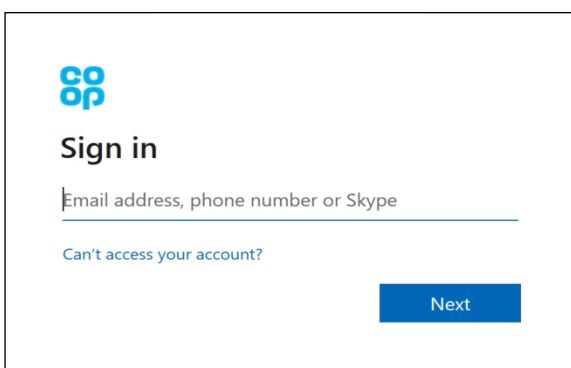# Working from home guide

Overview

This user guide explains i) how to login and access virtual resources such as VDE, Citrix Desktop or Depot Desktop and ii) how to check and update your registered MFA details e.g. update mobile number or email address.

To verify who you are, you must have a registered Co-op Microsoft account that has two methods of authenticating who you are, if you haven't registered, don't worry - you will be asked to do so when you attempt to connect to the network. You can choose to use a personal email address, a mobile phone and/or the Microsoft authenticator application which you would save as an app on your mobile phone.

If you have already registered your account and need to change anything i.e. change of mobile number or personal email address etc., please refer to section 2.

If you are logging in for the first time and do not know your username and password, please speak to your line manager who will provide this information.

1. In a browser navigate to https://myapplications.microsoft.com & enter your Co-op email address & password

2. Once your username and password have been entered, will need to authenticate who you are. If you haven't registered your Microsoft account, the following page will appear. Please select 'Next'. If you have registered your account, please go to step 7
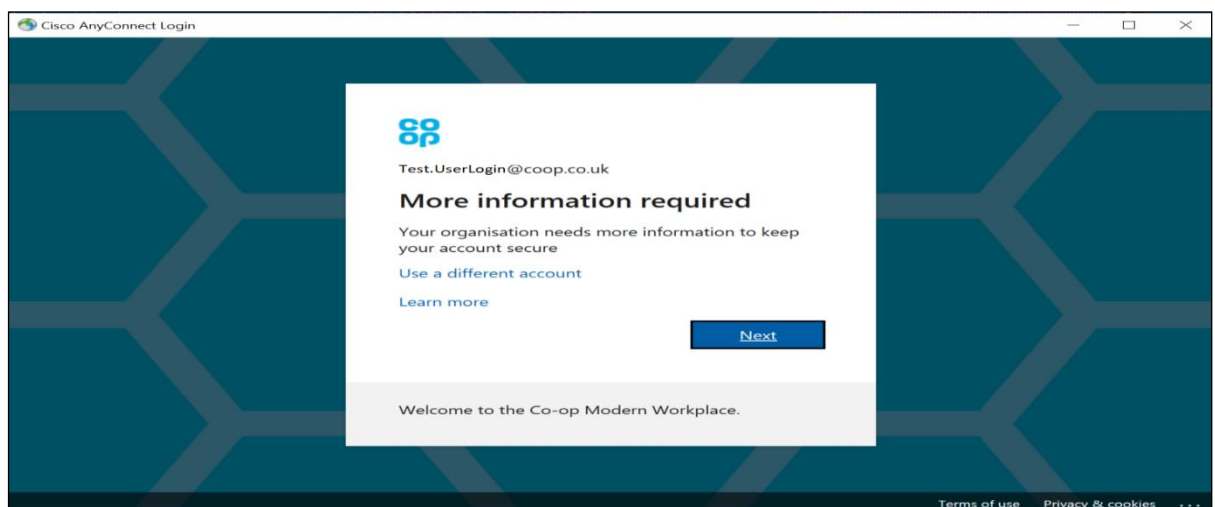
3. You will now need to register your Microsoft account. This will lead to a page asking for 'Additional security verification'. You can select which contact method you prefer to use (This will allow you to reset your password online and receive a code to sign in), this can be an email, a phone call, a text message or by an app on your phone. Enter your contact detail of the preferred contact method and select 'Next'.

4. A code will then be sent to you via the delivery mechanism you selected. This message will be sent from 'Microsoft' and include a one-time code. Please enter the code into the box when prompted. Once entered, select 'Next'.

5. You will then need to register a second method and will repeat steps 3 and 4, selecting another method, receiving, and entering the code. Your account will then be successfully registered.
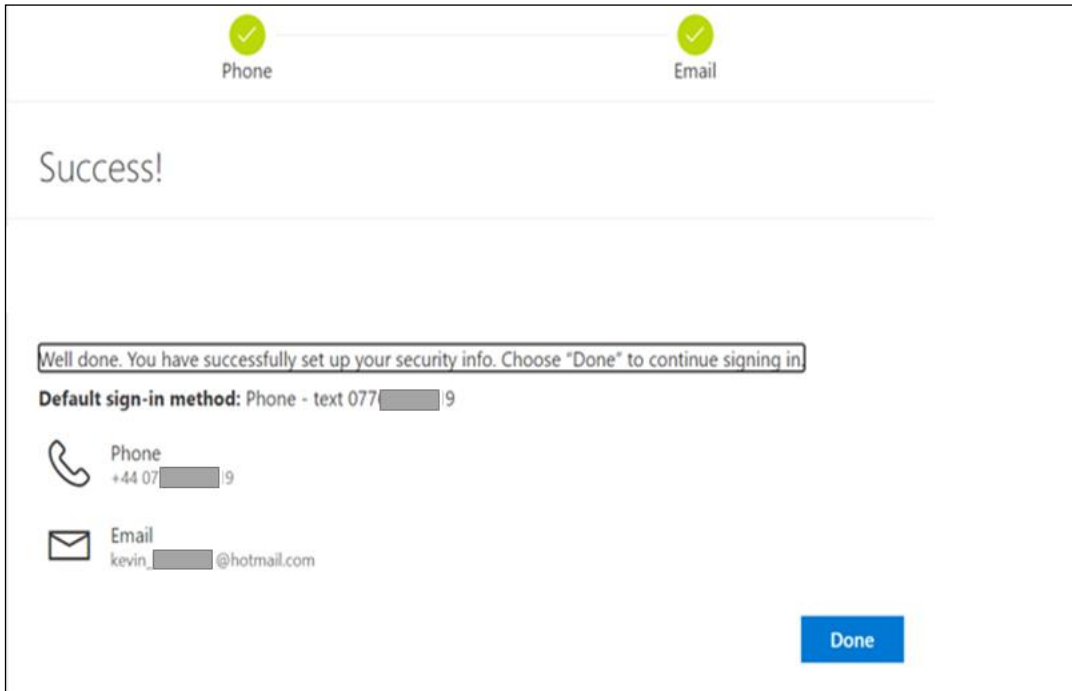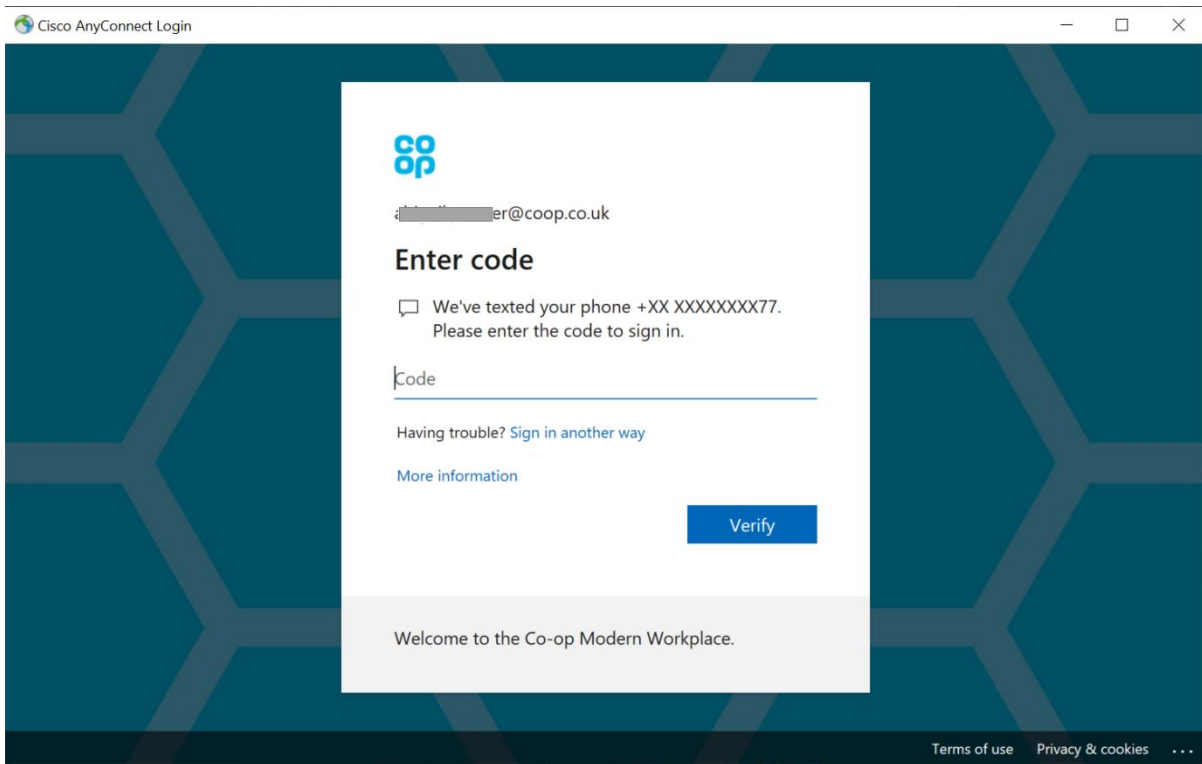
6. Once you have finished registering your details, you will then be asked whether you would like to stay signed in. You can choose either 'Yes' or 'No' as the duration of the connection is 24hours unless it is terminated before then you yourself.
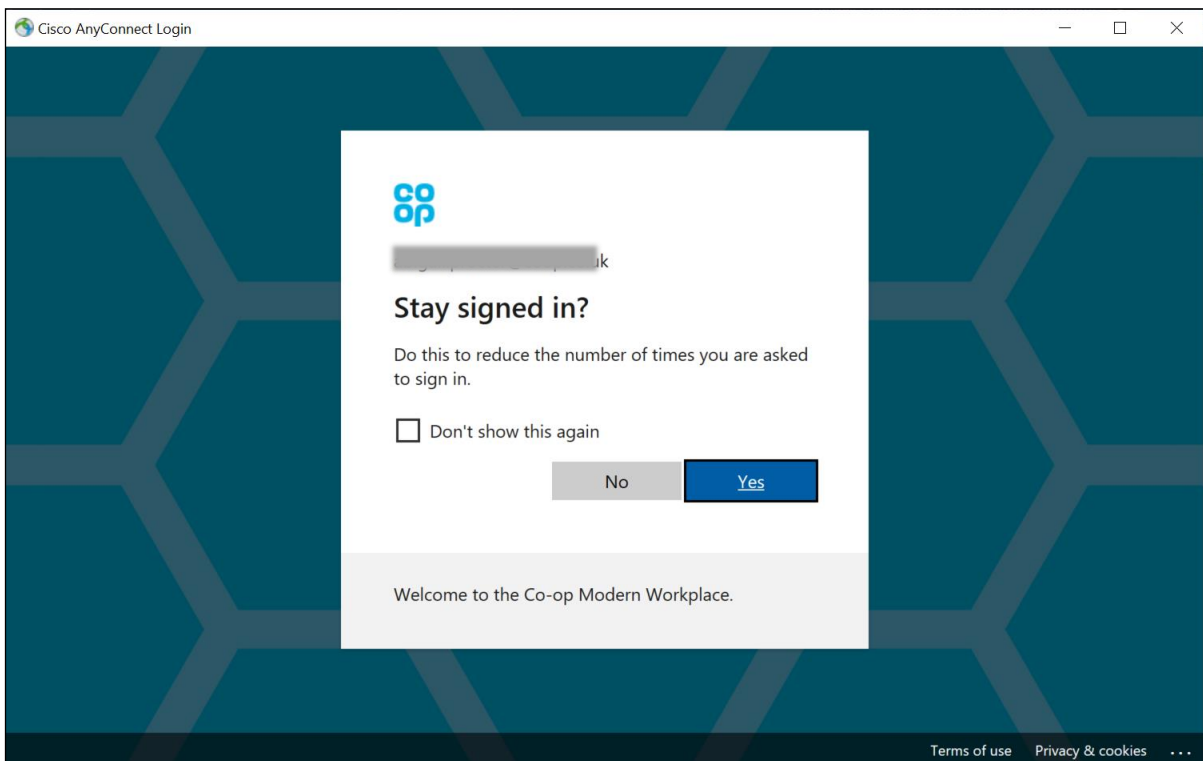

7. If you have already registered your Microsoft account, after entering your username and password you will be sent a one-time code to your default sign-in method. You must enter the code and click "Verify".

8. You will then be asked whether you would like to stay signed in, you can choose either 'yes' or 'no' to the question as the connection will stay live for a 24-hour period.

9. Below screen will appear, select "My Virtual Resource".
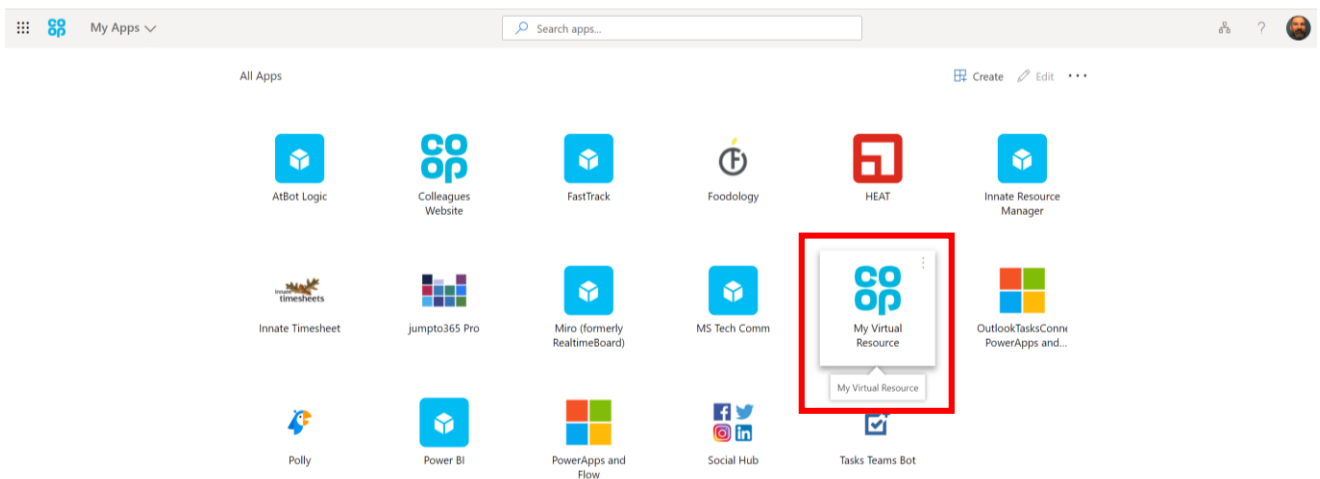
10. You're now connected and will see the virtual resources you have access to, after clicking on the virtual resource tile that you need, you will be prompted to enter your network username (liveID) and password.

Co-operative Group authorised users may enter a
username and password
This computer system is provided for authorised use only. Unauthorised access is strictly
prohibited and may constitute an offence under the Computer Misuse Act 1990. Access
to, and usage of, this system will be monitored for lawful purposes. In accessing this
system, you confirm that you have read the Co-op Acceptable Use of Technology Policy.
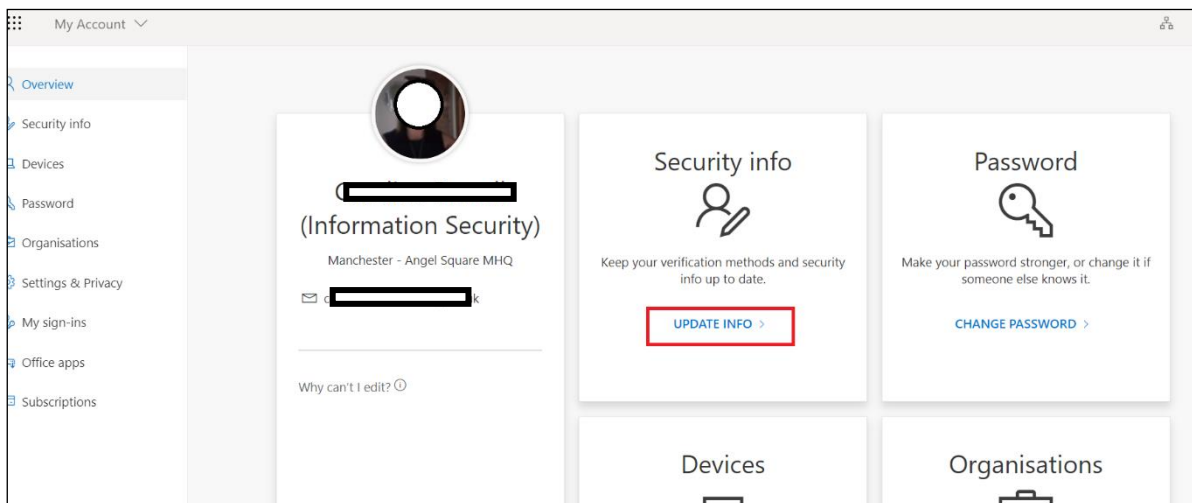
OK

ii) How to check/update your account MFA authentication details

To check which details, you have registered:

1. go to https://myapplications.microsoft.com

2. Click on your initials or profile picture and then 'View Account'
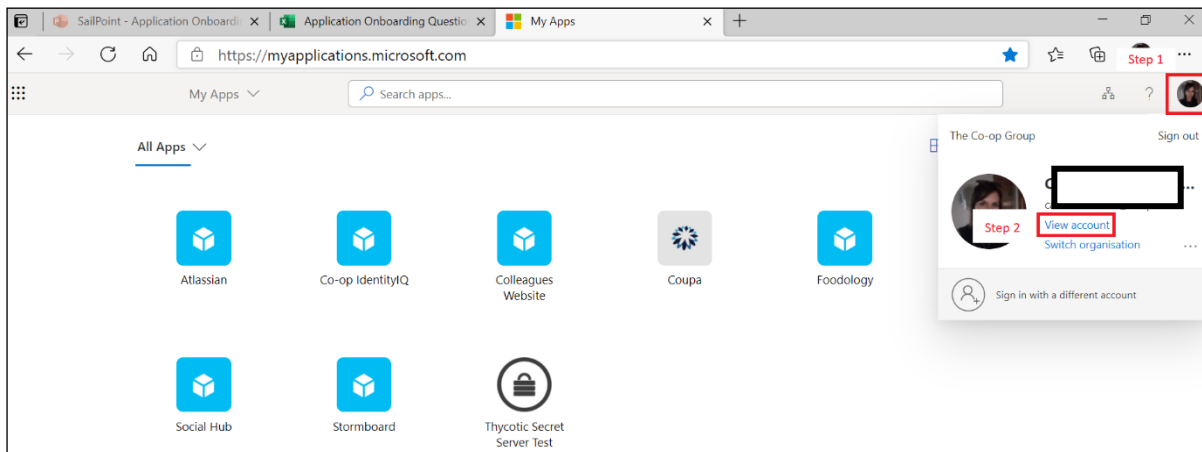
3. Click on 'Update Info', if you haven't signed into your account for a while, you will be sent a code which you must enter to verify your account.

4. You can now view your details, add a new method and/or change an existing one.