

Logging into a company device + Setup Guides

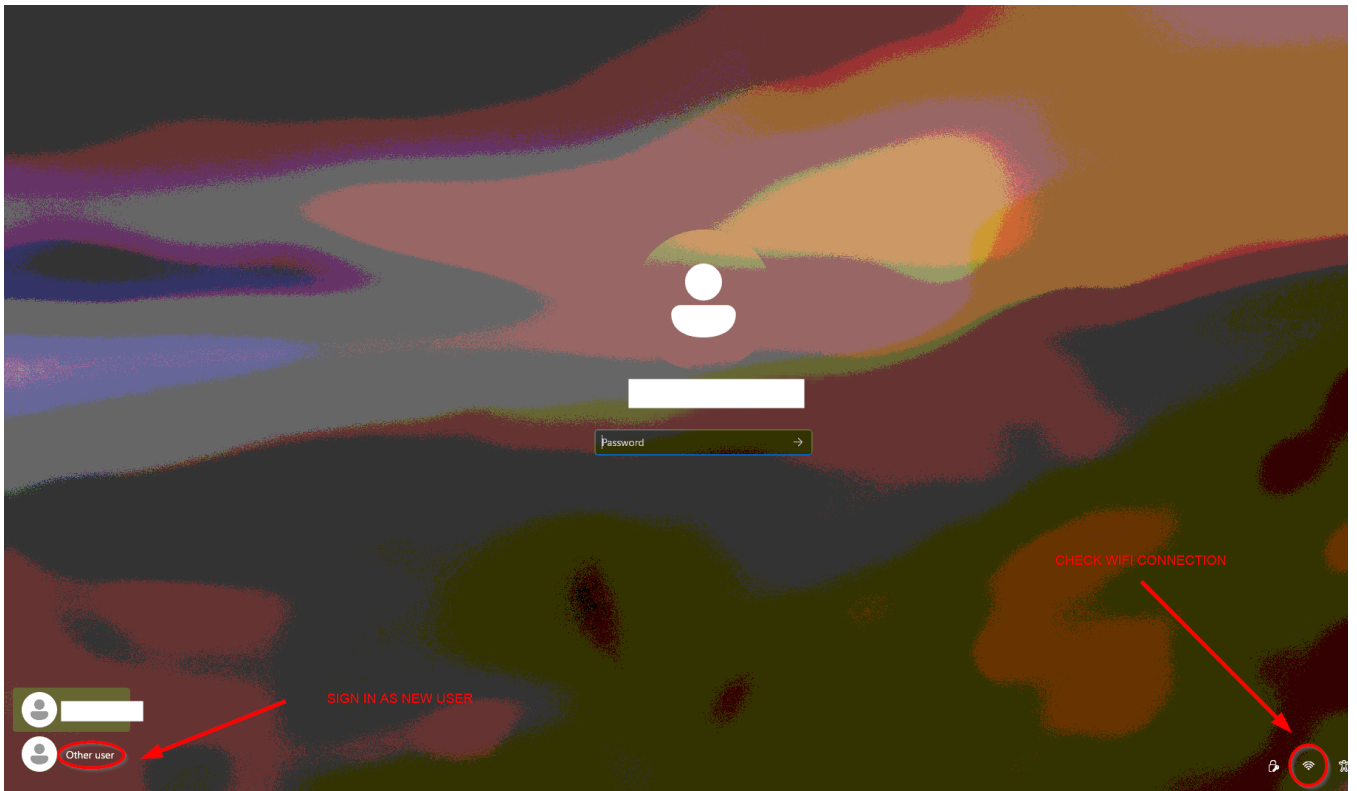
Logging in to Your Company Device

You need to know your company **Microsoft account, email** and **password**. This account is used to log in to both your **company laptop or desktop** and your **Office.com** account (for email, documents, Teams, etc.).

If you are not aware of this please contact **HR** or **raise a ticket to our helpdesk** ([how to contact us](#))

Logging in for the First Time

1. **Turn on the device.**
2. On the login screen, choose **“Other User”**.



3. Enter your **company email address** and **password**.
 - Example: firstname.lastname@prosperitychildrensservices.com and your **password**.
4. Once complete, you will arrive at your desktop and you are ready to go.

Issues?

Check you are connected to Wi-Fi or plugged into ethernet

see our [Wi-Fi connection guide](#)

Multi-Factor Authentication (MFA)?

Follow the on-screen steps or see our [MFA setup guide](#)

Do not see “Other User”, the device may not yet be registered.

Please **raise a ticket with IT** for assistance.

After Logging In

Here are some common next steps once you've signed in:

- **Access your OneDrive files** to view or sync documents stored in the cloud.
 - [Set up OneDrive](#)
 - **Open Office apps** such as Outlook, Word, or Teams using your company account.
 - [Sign in to Office apps](#)
 - **Access shared files or team folders** through SharePoint.
 - [Sync SharePoint sites](#)
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Need Help?

If you experience any issues signing in or accessing your files, please **raise a support ticket** with us.

Include as much detail as possible (device type, any error messages, and what you were trying to do).

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