

USER GUIDE

Guest in DSB's Teams

November 2022



1 HOW TO BECOME A GUEST USER IN DSBS TEAMS-ENVIRONMENT?

This is a brief introduction on practical tasks to be done in order to secure a smooth and secure introduction to the guest user role.

Why do we need a guest user?

Microsoft Teams can be used to interact across organizations, and guest users is essential to establish this interaction. In order to secure this to work in a safe way, there are a few extra steps that must be taken during the initial phase. When you are invited as a guest, you must register with two-factor authentication, as described below.

If problems arise on this matter, we recommend checking the section for problem solving at the bottom of this guide.

The following will be described in further details:

- Initial invitation and registration
- Access to DSB's Teams team - get started
- Problem solving – if something unexpected happens

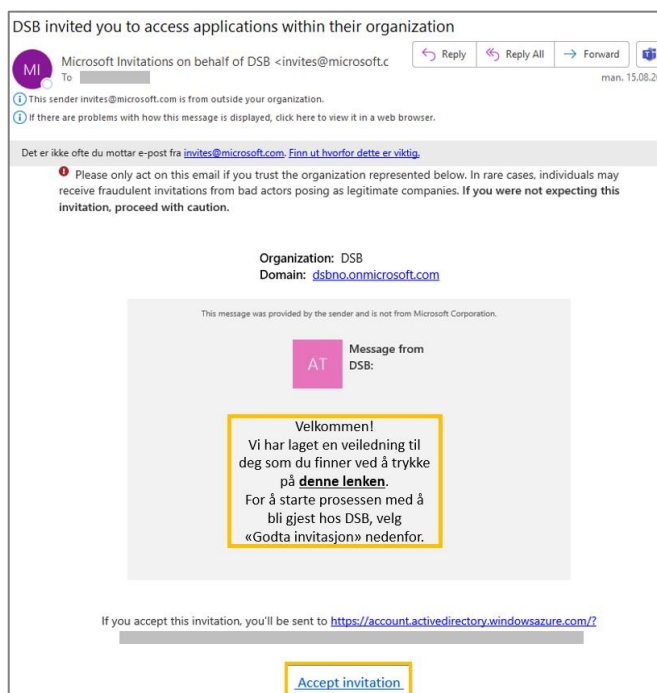
1.1 STEP 1 – INVITATION AFTER REQUEST

Your contact person at DSB will request the registration of a guest user. Once the request is processed, you will receive an invitation in an email, using the email address provided in the request.

In the invitation, you will find a link to this guide, as well as to a form for a confidentiality declaration. The email will also contain an "Accept Invitation"-link that must be clicked. Then the registration process starts.

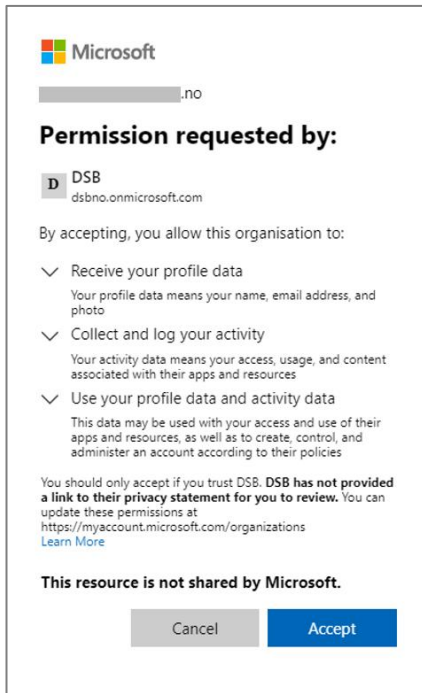
1.2 STEP 2 – INITIAL REGISTRATION

You should have received the following email from Microsoft on behalf of DSB:

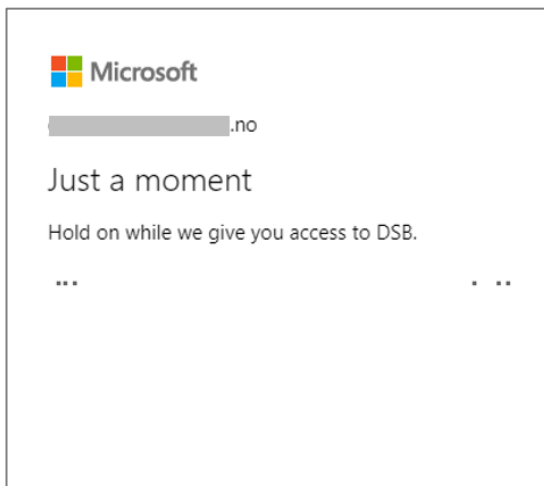


1. Click on "**Accept invitation**" in the email. A new window opens on your device containing the initial steps in the registration process.

First, you must accept that DSB is given access to some personal information in your profile.

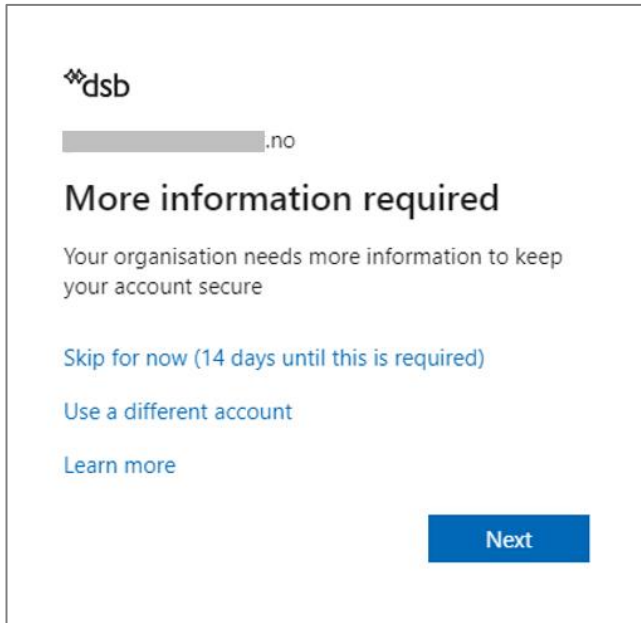


2. Click on "**Accept**" to continue the registration process.



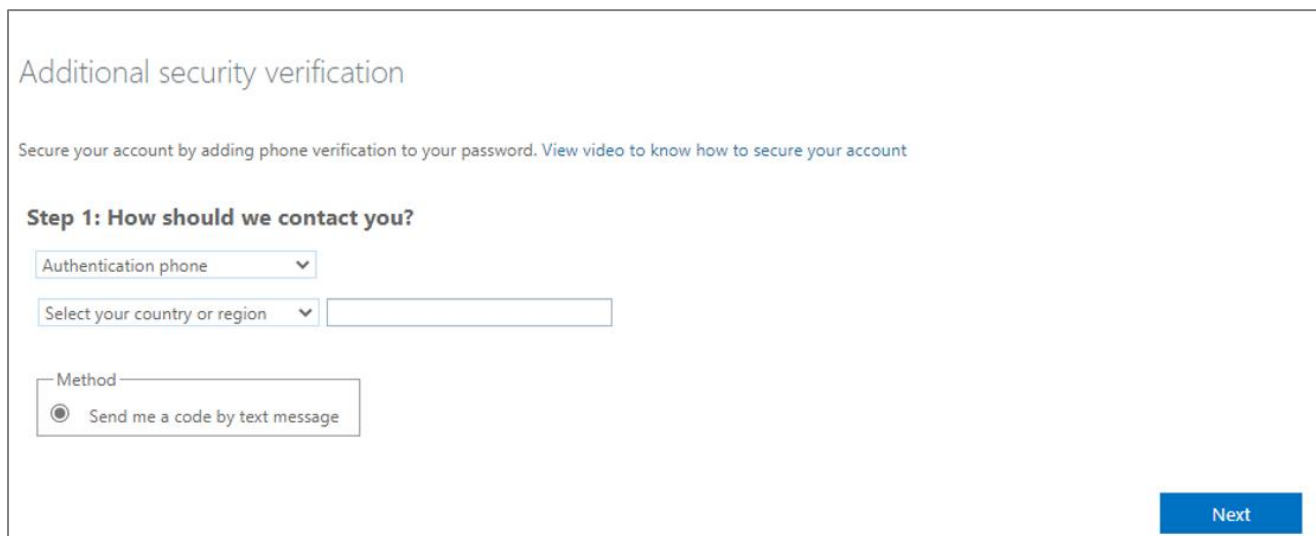
DSB requires two-factor authentication, either via text message or Microsoft Authenticator, for guest users. You will now receive instructions in your browser to set this up.

3. Two-factor authentication for guest user



The screenshot shows a registration page for DSB. At the top left is the DSB logo. Below it is a greyed-out email address ending in ".no". The main heading is "More information required". Below the heading is the text "Your organisation needs more information to keep your account secure". There are three links: "Skip for now (14 days until this is required)", "Use a different account", and "Learn more". At the bottom right is a blue button labeled "Next".

Select "**Next**" to proceed with the registration. You will now be asked for additional security confirmation.



The screenshot shows a security verification page. The heading is "Additional security verification". Below it is the text "Secure your account by adding phone verification to your password. View video to know how to secure your account". The main heading is "Step 1: How should we contact you?". There are three input fields: "Authentication phone" (a dropdown menu), "Select your country or region" (a dropdown menu with an adjacent empty text box), and "Method" (a dropdown menu). Under "Method", the option "Send me a code by text message" is selected with a radio button. At the bottom right is a blue button labeled "Next".

Select either "**Mobile app**" to use Microsoft Authenticator, or "**Authentication phone**" to use text message when logging in.

Select "**Next**".

Step 1 – If "**Mobile App**" was selected:

Select "Receive notifications for verification" and select "**Set up**" / "**Configure**".

Follow the on-screen instructions as shown below:

You must now ensure that you have the **Microsoft Authenticator app** installed on your mobile phone.


Open the app and select + / add **Work/school account**. You should now be able to scan the QR code in the app.

GUEST IN DSB'S TEAMS

Configure mobile app

Complete the following steps to configure your mobile app.

1. Install the Microsoft authenticator app for Windows Phone, Android or iOS.
2. In the app, add an account and choose "Work or school account".
3. Scan the image below.



If you are unable to scan the image, enter the following information in your app.

Code:

URL: <https://mobileappcommunicator.auth.microsoft.com/>

If the app displays a six-digit code, choose "Next".

The app will now respond to the code and add "DSB" associated with your email address to the list. Select "**Next**" or "**Done**" in the dialog.

Step 1 – If **Authorization phone** was selected:

Enter your phone number and after that the confirmation code received in a text message:

Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

Step 2: We've sent a text message to your phone at +47

When you receive the verification code, enter it here

Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

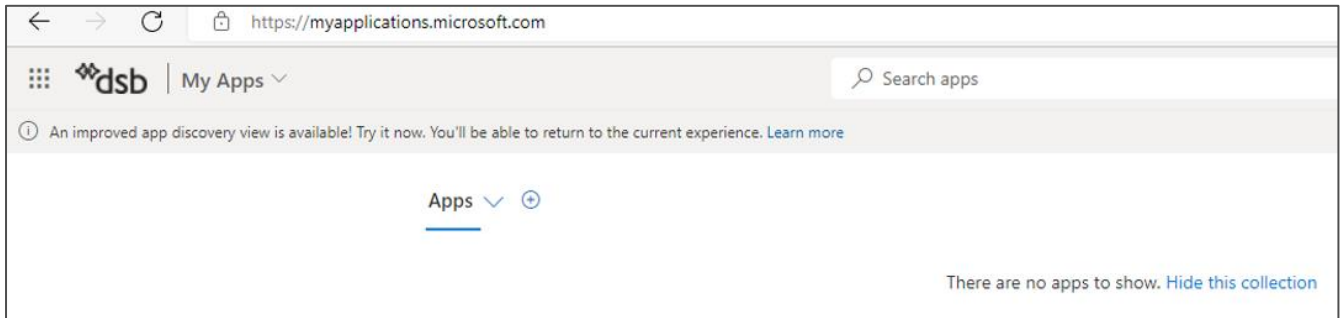
Step 2: We've sent a text message to your phone at +47

Verification successful!

Select "**Finished**".

4. Registration completed.

A new window will now appear in your browser:

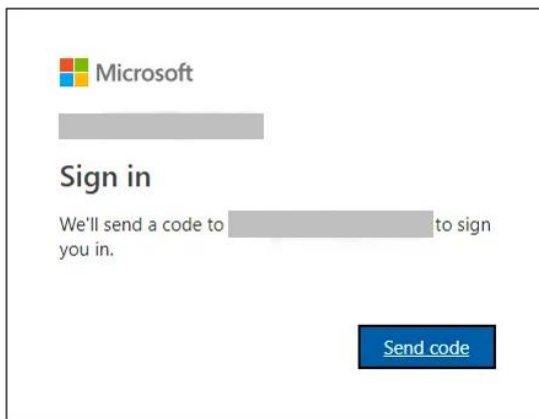


When you see the "My Apps" view in your browser as shown above, the registration process is complete. The DSB logo is visible in the upper left corner.

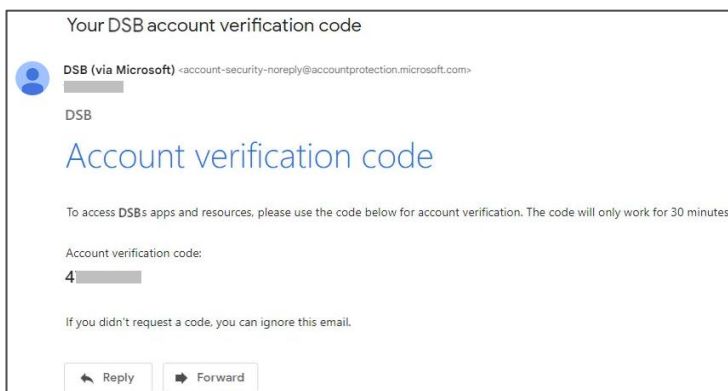
If you use the "Teams desktop" application on your device, you can now close the browser window. See next chapter on how to select DSB as a guest in the Teams interface.

Exceptions for guest users with non-Microsoft accounts

If you do not have your e-mail address, work account or personal account with Microsoft, you need to add some more information in step 2:



You will then have 30 minutes to enter the code received in an e-mail. Check your mailbox (and possibly your spam folder) for this message:



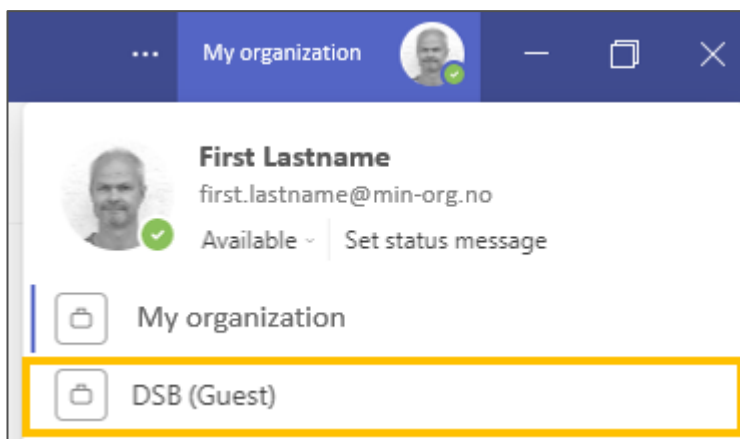
Note that this only applies to guest users who do not have a Microsoft-based email account.

1.3 STEP 3 – ACCESS TO TEAMS-TEAM WITHIN DSB, GETTING STARTED

Your contact person in DSB will add you to the relevant Teams team as a guest with your email address, and you can then start to interact with the rest of the team.

Start Teams your preferred way. If you normally don't use the Teams application, you can reach Teams via the address <https://teams.microsoft.com> in your browser.

In the Teams application, you will be able to switch between the guest user and your regular user in the top right corner.



If you do not find "DSB (Guest)" as an option in the profile view, try closing the Teams application completely (right-click and "Close" from the taskbar), and restart Teams.

If you choose "DSB (Guest)", but no team is visible, your contact person in DSB has probably not added you as a guest team member yet.

2 CONFIDENTIALITY DECLARATION

If you are asked to fill in the confidentiality declaration, it must be sent directly to your contact person at DSB.

3 PROBLEM SOLVING

3.1 NOT RECEIVED AN EMAIL WITH THE INVITATION

If you have not received the invitation email within a reasonable time; check the spam folder in your email.

Delayed processing of the internal request can also be the reason why you do not receive an e-mail. Your contact person at DSB can check this out.

If you experience other problems in the process, please consult your own IT-support. You can also report to your contact person at DSB.

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