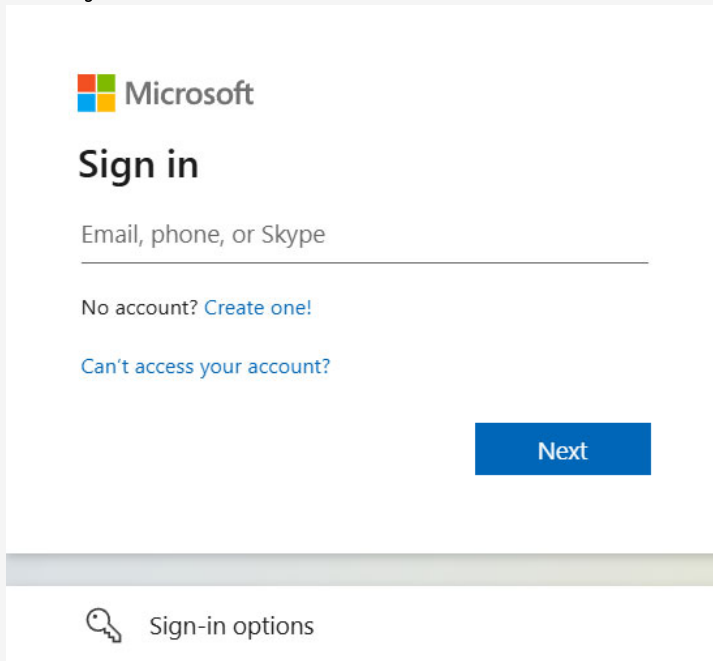# MICROSOFT OUTLOOK: ACCESS AND LOGGING IN

Follow the steps below to access your email using Outlook Web Access. Your email address is most likely in the format of **first initial+last name+'@infinityrehab.com'**. For example, if your name is John Smith, your email address would be jsmith@infinityrehab.com. If you don't know your email address or the one you are entering is not recognized, you can contact **Prime Care** at 855-424-3917 or the **IT Department** and have them look up your email and/or reset your password if necessary.

1. Go to → https://outlook.office.com.

2. Enter your email address and click **Next.**
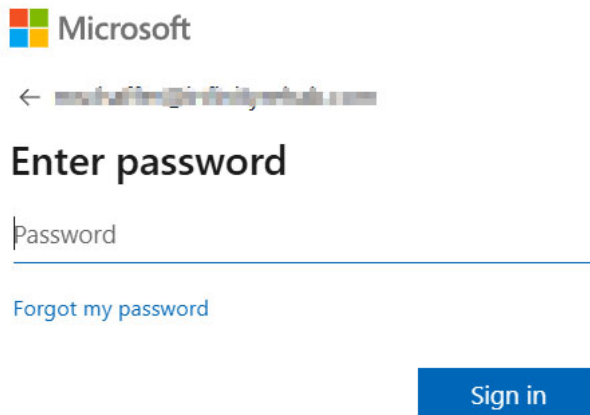
3. Enter your password and click **Sign In.**
   a. If you don't remember your password, click the "Forgot my password" link to reset your password.

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4. Approve the sign in request:
   a. If you have already set up Multifactor Authentication, then approve the sign in request using Microsoft Authenticator or enter the code sent to you by text message. As an alternative, you can click the "I can't use my Microsoft Authenticator app right now" link and choose another authentication method (if one is set up).
   b. If you haven't set up multifactor authentication, you will be stepped through the process to set it up. This will include downloading the **Microsoft Authenticator app** from either the Apple Store or Google Play.
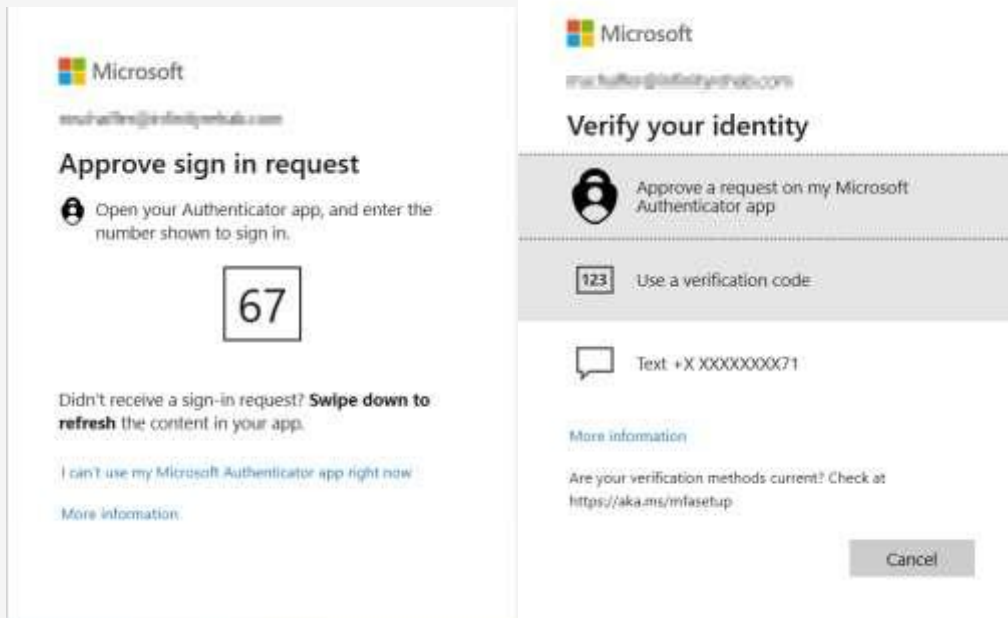
5. Once the sign in request is approved, click **Yes** when prompted to "Stay signed in?"

6. Congratulations, you have successfully signed in to your email account.

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