

## HOW TO ACCEPT YOUR INVITATION TO THE NEW INTERRAI REPOSITORY

Beginning February 2017, interRAI's new SharePoint Repository is hosted at Microsoft. In this new O365 environment, interRAI is no longer creating the usernames and passwords for your access to the Repository. Instead, an interRAI Administrator will send you an invitation by email, and when you accept the invitation and sign in to the site with your own work, school, or personal account with Microsoft, you'll have the same access to the same kind of interRAI content you had on the old interRAI Site.

The benefits for you are that you may be able to use a Microsoft account you already have, or, if you create a new account, you will control your own username and your own password, and help is available from Microsoft if you need lost password or account recovery assistance.

Understanding what kind of Microsoft account(s) you may already have, and which one to use can be very confusing, so we have tried to clarify here in this document the simplest paths to get your access set up in interRAI's new Repository. Troubleshooting tips are at the end of the document. Once you've gotten through the initial "onboarding" your subsequent visits to the site should be as easy as it was to access the old site.

### INTERRAI REPOSITORY IS SUPPORTED BY TWO KINDS OF ACCOUNTS AT MICROSOFT



**1) "Organizational" O365 account through Work or School:** If you have an O365 account through your work or school (a Microsoft "Organizational" account), you can accept the invitation using that account.



**2) "Microsoft account" a personal account (aka "Live ID"), *three options to accept Invitation:***

**a) Use existing personal account:** If you have a Microsoft personal account that you have already registered with Microsoft for other purposes, such as Windows PC, tablet, or OneDrive, you can accept the invitation using one of those accounts.

**b) Register new personal account:** You can use a simple form to create a quick and easy registration with Microsoft using a non-work or non-school address such as Gmail or Yahoo.

**Note: you can not register your business or school email address in this option.**

**c) Create new email account @Outlook.com, and use that as your account:** If none of the above options are available, you can easily create a new personal email account at Outlook.com when accepting the invitation.

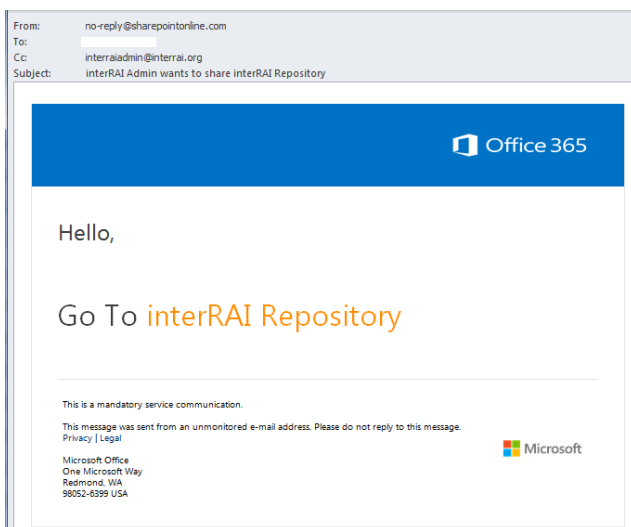


Details about each of these methods provided below.

*In any case, if you get stuck, close out of the browser, go back to the Invitation Email, and start again.* Microsoft offers multiple paths through this process, but we've found it cleanest to start from the top.

## THE INVITATION EMAIL

You will receive an email from [no-reply@sharepointonline.com](mailto:no-reply@sharepointonline.com), with an invitation which looks like this




**If it does not arrive in your inbox, check your junk mail folder.**

When you click on the link, the invitation will open your default Internet browser and take to you this screen below, with three options of how to accept the invitation for access to interRAI's Repository using a Microsoft ID (Personal, Organizational, or create new Personal).

### Welcome to SharePoint Online

To accept your invitation, sign in with a Microsoft account or an account assigned to you by your organization.

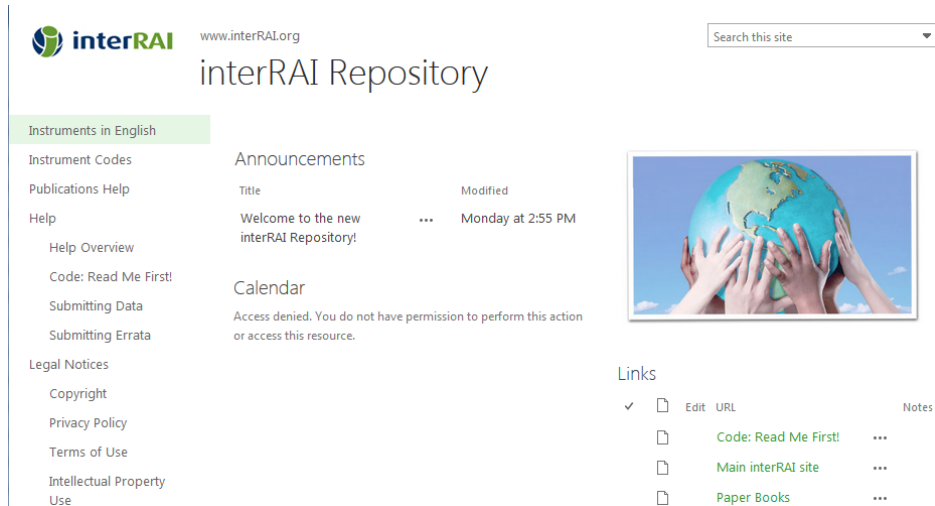
 **Microsoft account**  
Sign in with the account you use for OneDrive, Xbox LIVE, Outlook.com, or other Microsoft services.

 **Organizational account**  
Sign in with the account provided by your work or school to use with Office 365 or other Microsoft services.

Don't have either account? [Create a Microsoft account](#), it's quick and easy!

[Legal](#) | [Privacy](#)

After successful acceptance of the Invitation using any of the three methods (shown in details in this document), you will be signed in to new interRAI Repository:

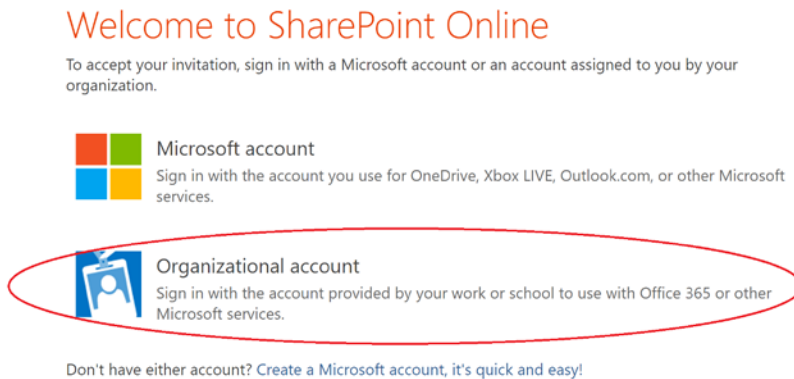


## 1) ACCEPT WITH ORGANIZATIONAL ACCOUNT

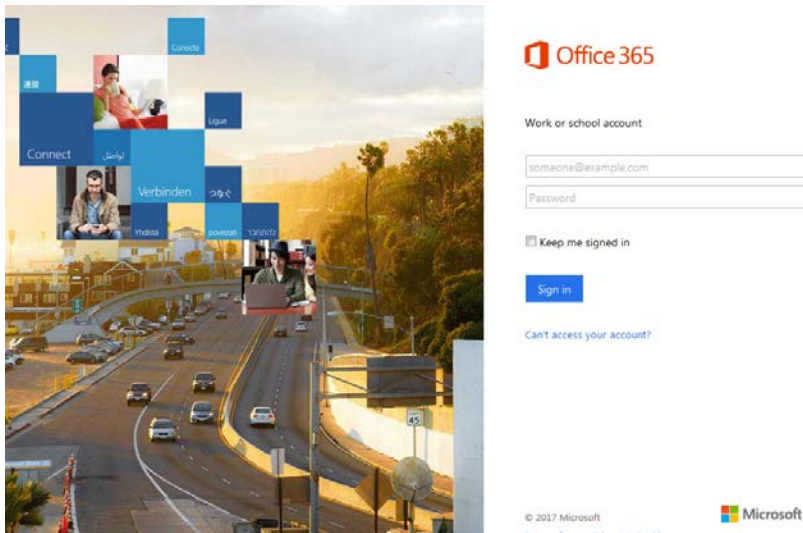
If you already have a work or school account that you use to sign in to Microsoft services (Office 365) at addresses such as <https://portal.office.com> or <https://login.microsoftonline.com>, you can accept the invitation using that account.

If you don't know whether or not you have an Organizational account – contact your organization's IT department. They are the people who would administer your Microsoft account and can help you with forgotten username, or direct you to links that will help with your specific organization's account.

From the Email Invitation, click “Go to interRAI Repository” and your browser will open this screen with three options.



Clicking on the circled link will take you to an O365 login screen (login.microsoftonline.com) that looks like this:



Simply enter your work or school Office 365 account information, and you will be signed in to new interRAI Repository.

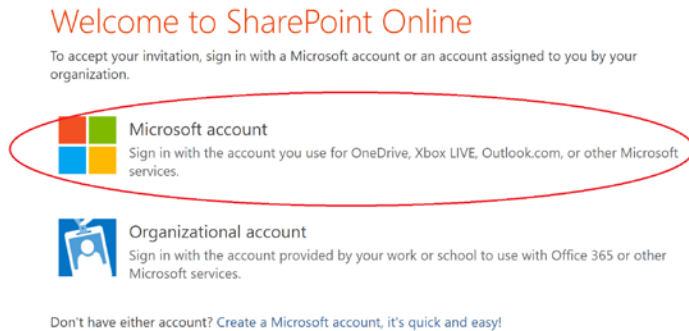
You must use the link from the Email Invitation to accept and sign in the first time. Remember to use the same account next time you visit the interRAI Repository (interRAI.sharepoint.com).

If your work or school Office 365 credentials are not accepted, please see "**TROUBLESHOOTING: Work or school (Organizational) account**" tips at the end of this document.

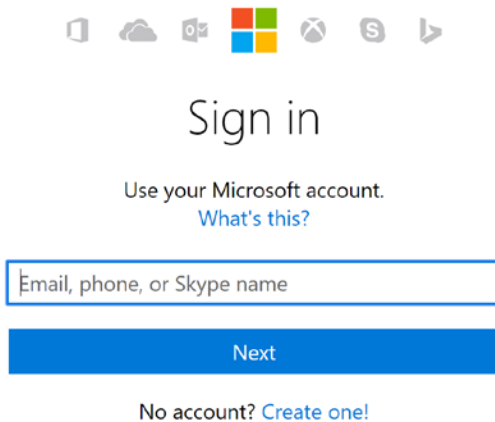
## 2a) ACCEPT WITH EXISTING PERSONAL ACCOUNT

If you don't have a work or school account with Microsoft services, but you do have a personal Microsoft account (such as a personal Windows PC, tablet, or OneDrive) you can accept the invitation using that account. *(Note: we don't recommend using your Skype account in this case.)*

From the Email Invitation, click "Go to interRAI Repository" and your browser will show three options.



Clicking on the circled link will take you to an Microsoft login screen (login.live.com) that looks like this:



On this personal account sign-in screen, the ID "email" is not likely to be your work email. It would be a personal email address at Microsoft (example: name@outlook.com), or a personal email address you registered at Microsoft (example: name@gmail.com). Simply enter your Microsoft personal account ID and then password.

After signing in with your personal Microsoft ID you will be signed in to new interRAI the Repository.

You must use the link from the Email Invitation to accept and sign in the first time. Remember to use the same account next time you visit the interRAI Repository (interRAI.sharepoint.com).

If your Microsoft personal account credentials are not accepted, please see "**TROUBLESHOOTING: Microsoft personal account**" tips at the end of this document.

## 2b) ACCEPT BY REGISTERING A NEW PERSONAL ACCOUNT

If you don't have an Organizational account with Microsoft, you can optionally register to create a new personal account with Microsoft and you can accept the invitation using that account.

*Note: As of September 2016, on MS live, you can't create a new account with most work or school email addresses, and instead will need to use a non-work or non-school address, such as Gmail, Yahoo or other.*

From the Email Invitation, click "Go to interRAI Repository" and your browser will open with three options.

### Welcome to SharePoint Online

To accept your invitation, sign in with a Microsoft account or an account assigned to you by your organization.



Microsoft account

Sign in with the account you use for OneDrive, Xbox LIVE, Outlook.com, or other Microsoft services.



Organizational account

Sign in with the account provided by your work or school to use with Office 365 or other Microsoft services.

Don't have either account? [Create a Microsoft account, it's quick and easy!](#)

Click on the circled link and you will see this short registration form:



### Create account

Microsoft account opens a world of benefits.

Send me promotional emails from Microsoft

[Use a phone number instead](#)

[Get a new email address](#)

Choosing **Next** means that you agree to the [Microsoft Services Agreement](#) and [privacy and cookies statement](#).

Next

You only need to enter a valid non-work, non-school email address (which is not already registered) and create a new password. You can optionally unclick "Send me promotional emails from Microsoft"

You can try to create a new account with your organization email address, but it's likely you won't be allowed to create an account using that address.

After successfully completing the registration for a new Microsoft personal account, you will be signed in to new interRAI the Repository.

You must use the link from the Email Invitation to accept and sign in the first time. Remember to use the same account next time you visit the interRAI Repository (interRAI.sharepoint.com).

If you were unable to create a new Microsoft personal account, please see "**TROUBLESHOOTING: Creating new Microsoft personal account**" tips at the end of this document.

## 2c) ACCEPT BY CREATING A NEW PERSONAL ACCOUNT @OUTLOOK.COM

If you don't have an Organizational account with Microsoft, and if you don't have a non-work or non-school address you want to use, you can very easily create a new one @Outlook.com, which gives you an ID to accept the invitation to the interRAI Repository. Follow the same steps as above (2b Accept by Registering a New Personal Account) but on the "Create Account" screen, click on "Get a new email address"



### Create account

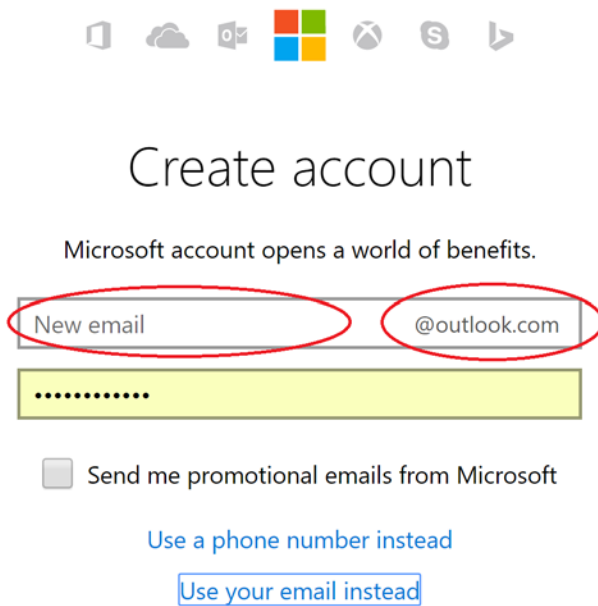
Microsoft account opens a world of benefits.

Send me promotional emails from Microsoft

[Use a phone number instead](#)

[Get a new email address](#)

The screen will change to the one below, and simply create new address at Outlook.com for you as part of the registration.



Microsoft account opens a world of benefits.

New email @outlook.com

.....

Send me promotional emails from Microsoft

[Use a phone number instead](#)

[Use your email instead](#)

After creating the new @outlook.com email address, and on the next screen entering a new password, you will be signed in to new interRAI the Repository.

You must use the link from the Email Invitation to accept and sign in the first time.

Remember to make a record of the ID you just created and use this same account next time you visit the interRAI Repository ([interRAI.sharepoint.com](http://interRAI.sharepoint.com)).

**TROUBLESHOOTING: Please try the troubleshooting tips on pages 9-12**

If you have any trouble accepting the invitation and signing in, please try the troubleshooting tips for common issues on pages 9-12.

If none of those help, please write to [Repository@interRAI.org](mailto:Repository@interRAI.org), and tell us your name, organization, phone number, and some times when we can call you to assist. Live support is available between the hours of 9 am and 5 pm, US Eastern time.



## AFTER SUCCESSFULLY SIGNING IN, HOW TO GET TO THE REPOSITORY AGAIN

You must use the link from the Email Invitation to accept and sign in the first time.

Remember to make a record of the ID you used, and use this same account next time you visit the interRAI Repository.

On subsequent visits, you can go directly to <https://interRAI.sharepoint.com>.

## TROUBLESHOOTING: Work or school (Organizational) account



If you attempt to log in using Organizational account and you get this message “We don’t recognize this user ID or password,” try once more in case you typed the password wrong.

If you are sure you have an O365 account, but aren’t sure if you have the right password, you can click on the link for “Forgot your password?” and Microsoft will help you recover the password.

If you are sure you have an O365 account and still can't get in, contact your IT department for help. Microsoft does not provide a "Forgot Username" so you'll need to contact your work or school IT system administrator to find your username and account status.



We don't recognize this user ID or password  
Be sure to type the password for your work or school account. [Forgot your password?](#)

Keep me signed in

[Sign in](#)

[Can't access your account?](#)

If you click on “Can’t access your account?” it will reveal two links (one for personal account, and one for work or school account) and both recovery paths can be very confusing.

[Can't access your account?](#)

What kind of account do you have?

[Personal account](#)

[Work or school account](#)

In the end will these paths will not yield account recovery if you did not have an account to begin with. For that reason, for a work or school account, we recommend instead you contact your IT department, to confirm your account ID.

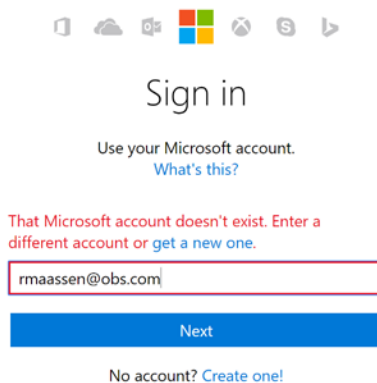
(If you are going to try logging in instead with a Personal account, we don't recommend starting from this account recovery area, and recommend instead that you go back to the Email Invitation, and start from there to log in with a Personal account.)

For more information on work or school accounts:

- <https://msdn.microsoft.com/en-us/subscriptions/dn531048.aspx>

## TROUBLESHOOTING: Microsoft Personal account

If you attempt to log in using a Microsoft personal account and you get this message “That Microsoft account doesn't exist,” try a different one if you have another.

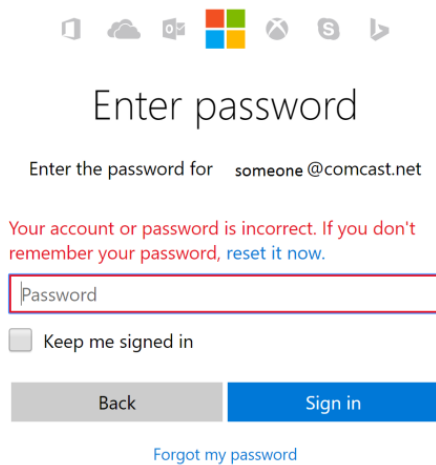


If you get the message again, it may be easier to create a new one. But we don't recommend clicking "Get a new one" or "Create one" from here, or you will get a long version of the registration screen. We recommend instead you go back to the Email invitation and start again, and click on "Create a Microsoft account, it's quick and easy!" which will give you a short form for registration (just two fields!).

**Forgot username:** Microsoft does not send forgotten account information, although they do provide an FAQ and email or chat support .

- <https://support.microsoft.com/en-us/help/13811/microsoft-account-doesnt-exist>

**Forgot password:** If you enter a Microsoft personal account ID and get the screen below, it's likely your account user ID is correct, but that you entered the wrong password. Try reentering the same password, in case you goofed the first time. You can also try a different password, if you think you entered the wrong one.



The screenshot shows the Microsoft sign-in interface. At the top, there are several small icons for different services. Below them, the text "Enter password" is displayed. Underneath, it says "Enter the password for someone@comcast.net". A red error message reads: "Your account or password is incorrect. If you don't remember your password, reset it now." Below the error message is a text input field labeled "Password" with a red border. Under the input field is a checkbox labeled "Keep me signed in". At the bottom, there are two buttons: "Back" (grey) and "Sign in" (blue). Below the buttons is a link that says "Forgot my password".

If that fails, you can reset it. This support article explains how reset password works:

- <https://support.microsoft.com/en-us/help/12429/microsoft-account-sign-in-cant>

For more information on Personal accounts:

- <https://support.microsoft.com/en-us/help/12429/microsoft-account-sign-in-cant>
- <https://account.microsoft.com/account/faq>

## TROUBLESHOOTING: Creating a New Microsoft Personal account



### Create account

Microsoft account opens a world of benefits.

It looks like there's already an account with `rmaassen@obs.com`. If it's you, go back and sign in. Otherwise, choose another username.

Send me promotional emails from Microsoft

[Use a phone number instead](#)

[Get a new email address](#)

This message can be misleading, because it says you already have an account with that username (when in fact you may not), but what the message in this case really means, is your domain is already registered with Microsoft as a business, organization, or school, and you can't create an account on MS Live using that address.

If you receive this message, use our browser's back arrow, and it will return you to the screen with three choices:

### Welcome to SharePoint Online

To accept your invitation, sign in with a Microsoft account or an account assigned to you by your organization.



Microsoft account

Sign in with the account you use for OneDrive, Xbox LIVE, Outlook.com, or other Microsoft services.



Organizational account

Sign in with the account provided by your work or school to use with Office 365 or other Microsoft services.

[Don't have either account? Create a Microsoft account, it's quick and easy!](#)

Click on the same link again "Create a Microsoft account...", but this time, use a non-work or non-school email address to create a Microsoft account.