



How to access the Peer Support Teams site

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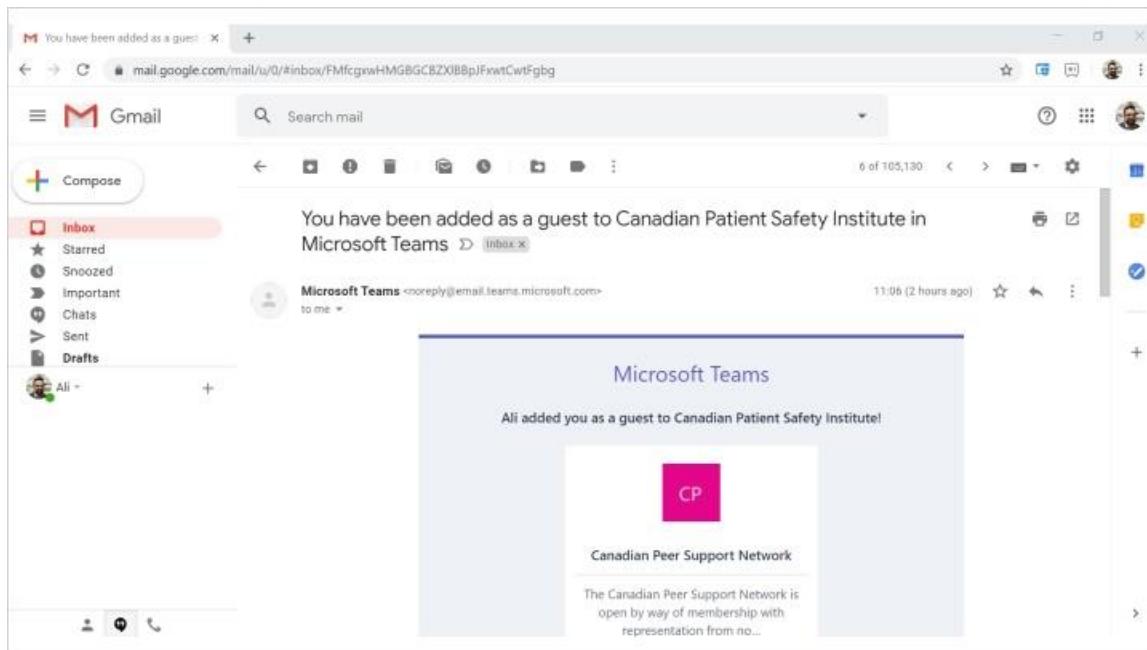
Peer Support Teams invitation

The Peer Support network is hosted on Microsoft Teams. Microsoft Teams allows participants to easily collaborate and share information, files and resources between participants.

How you log in to the Peer Support Teams site depends on whether your email address is associated with a Microsoft account or not. If Microsoft detects that your email address is associated with a Microsoft account, you will be prompted for your Microsoft password when you attempt to log in. If your email address is not associated with a Microsoft account, every time you attempt to log in, a one-time use verification code will be sent to your email address. You will be prompted to provide this passcode to complete your log in.

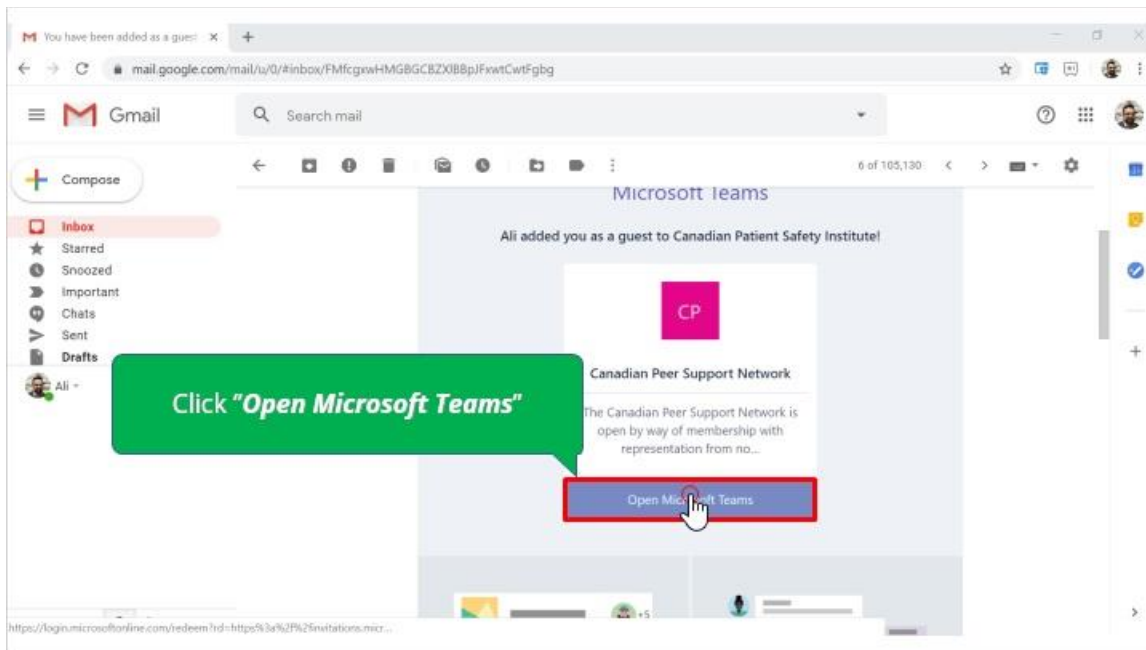
1. Check your email for your Peer Support Teams invite

You should have received your Peer Support Teams invite to your email address. If you do not see your invite in your inbox, check your spam or junk mail folder. If it is not there, please contact PeerSupport@cpsi-icsp.ca for support.



2. Click the “Open Microsoft Teams” button in the email

Scroll down to the “Open Microsoft Teams” button in the email and click it. This will start initiate the log in process.



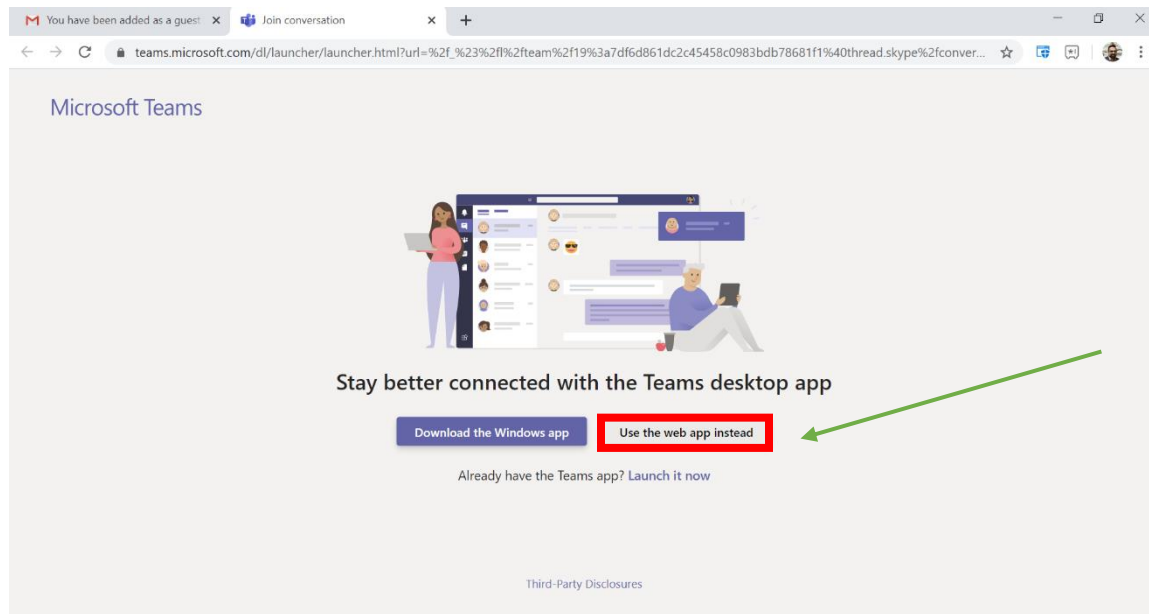
3. Click “Use the web app instead”

If you don't have the Microsoft Teams app installed on your computer, click the “Use the web app instead” button to launch Teams.

If you have the Microsoft Teams app installed on your computer, you can click the “Launch it now” link.

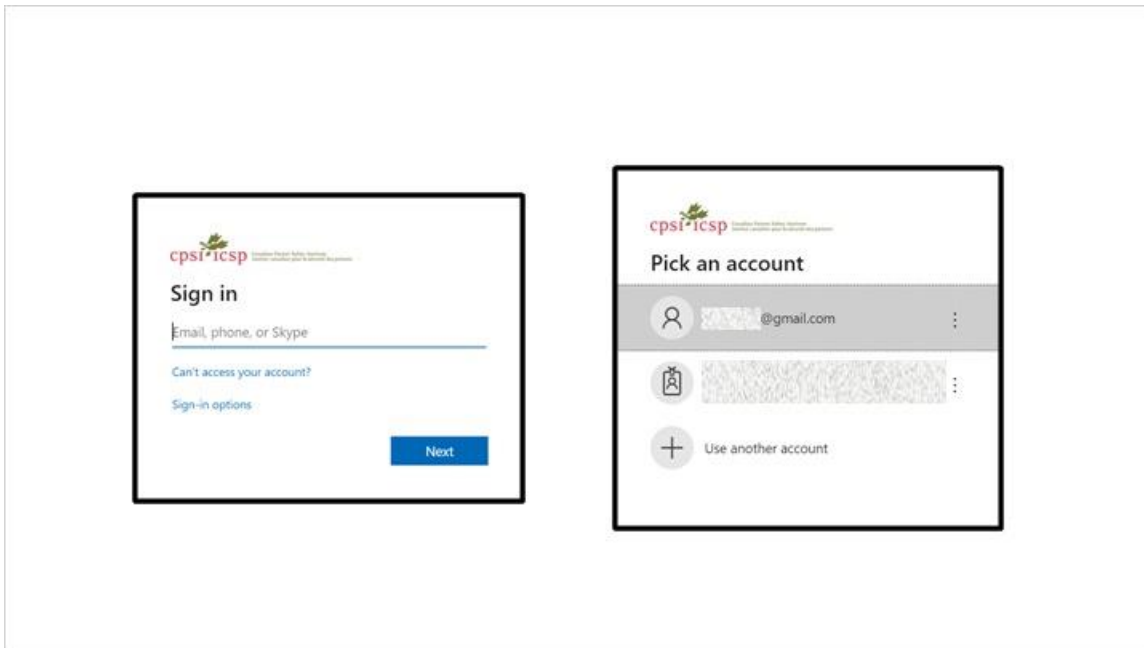
If you would like to download and install the Microsoft Teams app on your computer, you can click on the “Download the Windows app” button.

For these instructions we will click on the “Use the web app instead” button to launch Teams.



4. You will be prompted for your email address

You may see one of two different prompts to provide your email address. It will either be a request to enter your email address, or you may be requested to select your email address from a pick list. If the email address that was invited to the Peer Support Team is not available on the pick list, please click "Use another account".



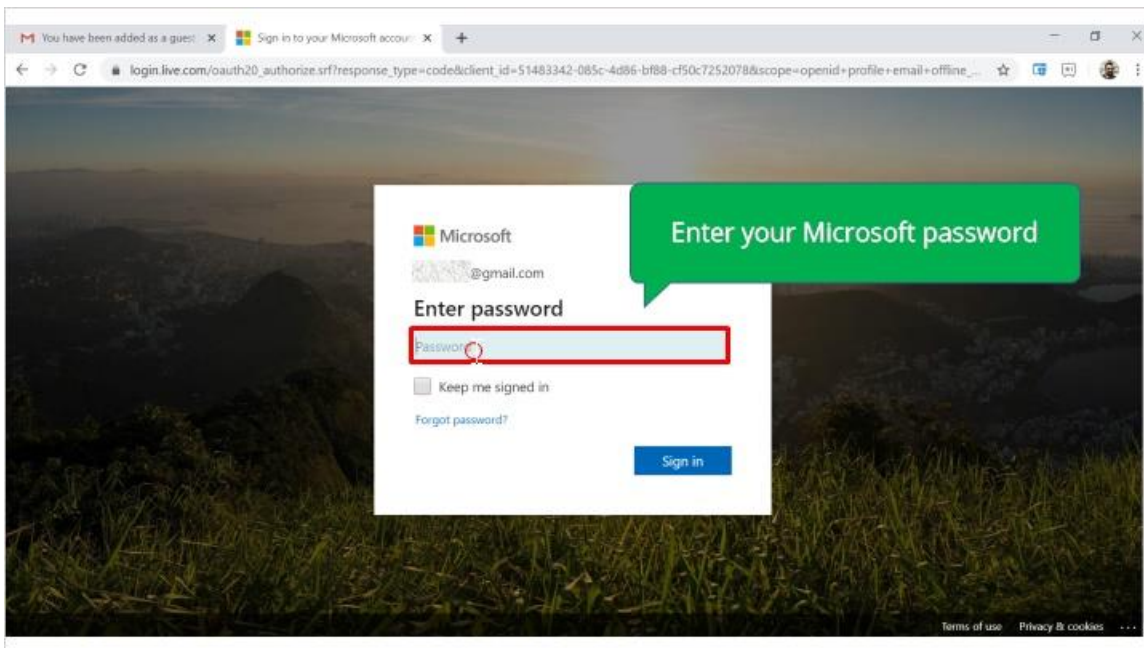
How to access if your email address is associated with a Microsoft account.

As was mentioned earlier, how you log in to the Peer Support Teams site depends on whether your email address is associated with a Microsoft account or not. If Microsoft detects that your email address is associated with a Microsoft account, you will be prompted for your Microsoft password when you attempt to log in.

The following steps will demonstrate how you log in if Microsoft detects that your email address is associated with a Microsoft account.

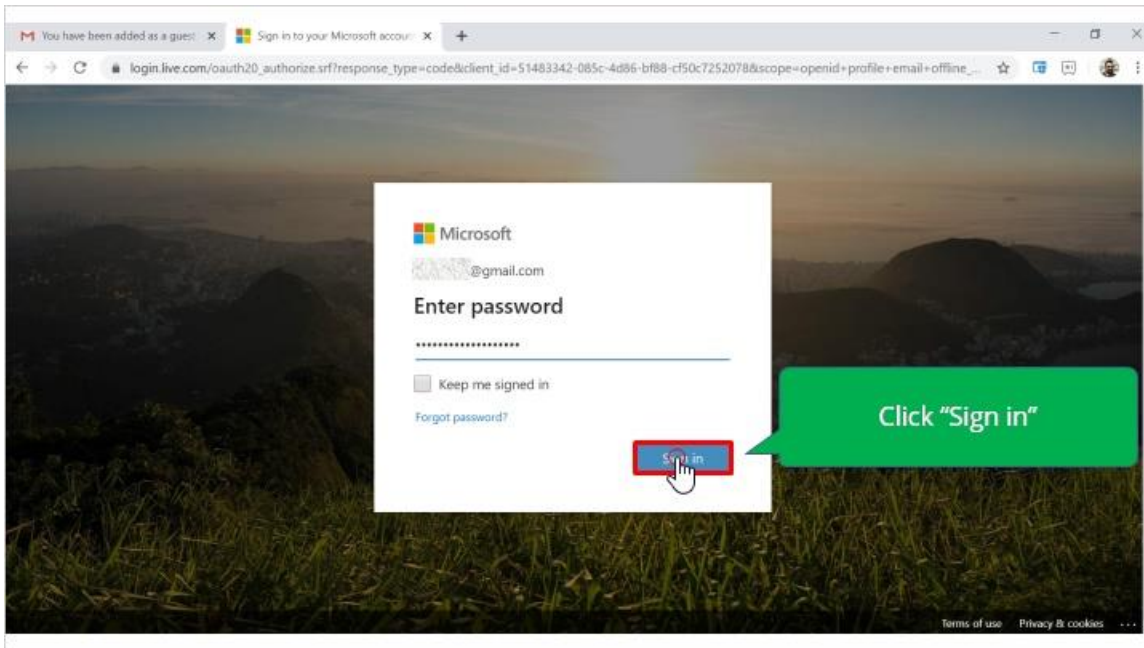
5. Enter your Microsoft password

If your email address is associated with a Microsoft account, you will be prompted to provide your Microsoft password. Enter your Microsoft password. If you cannot remember your password, you can click the “Forgot password?” link. If your Microsoft account is managed by your employer, you may need to contact your IT help desk to reset your Microsoft password. If you are unsure as to how to proceed please contact PeerSupport@cpsi-icsp.ca for support.



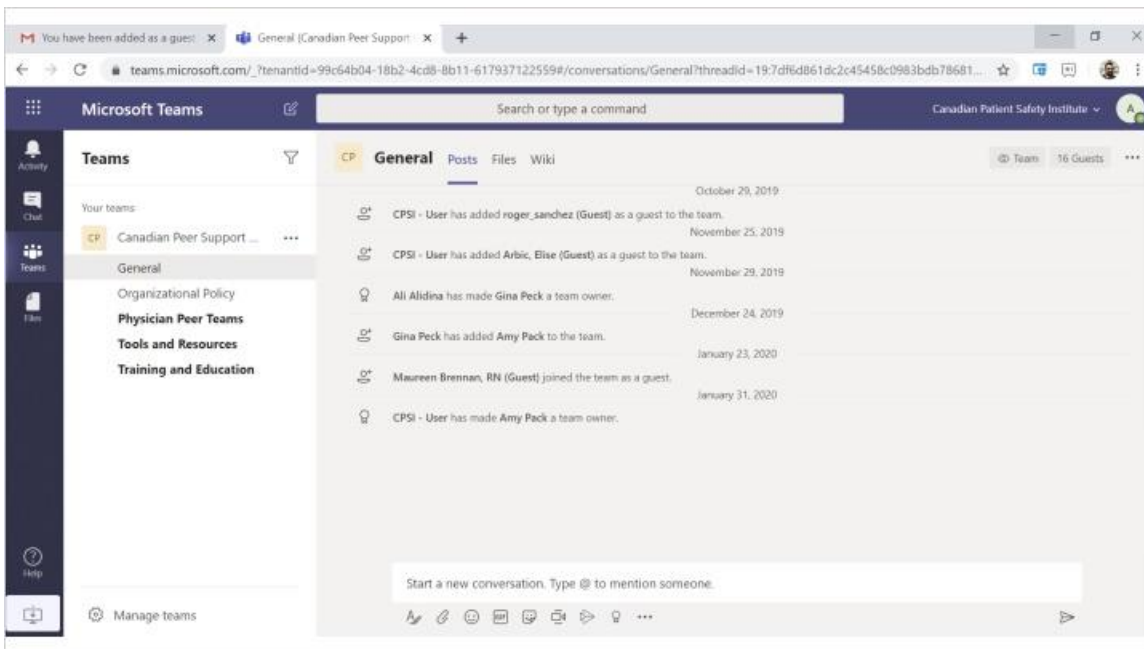
6. Click the “Sign in” button

Once you have entered your Microsoft password. Click the “Sign in” button.



7. The Peer Support Teams site should be displayed

If you see an error or the Peer Support Teams site does not display, please contact PeerSupport@cpsi-icsp.ca.

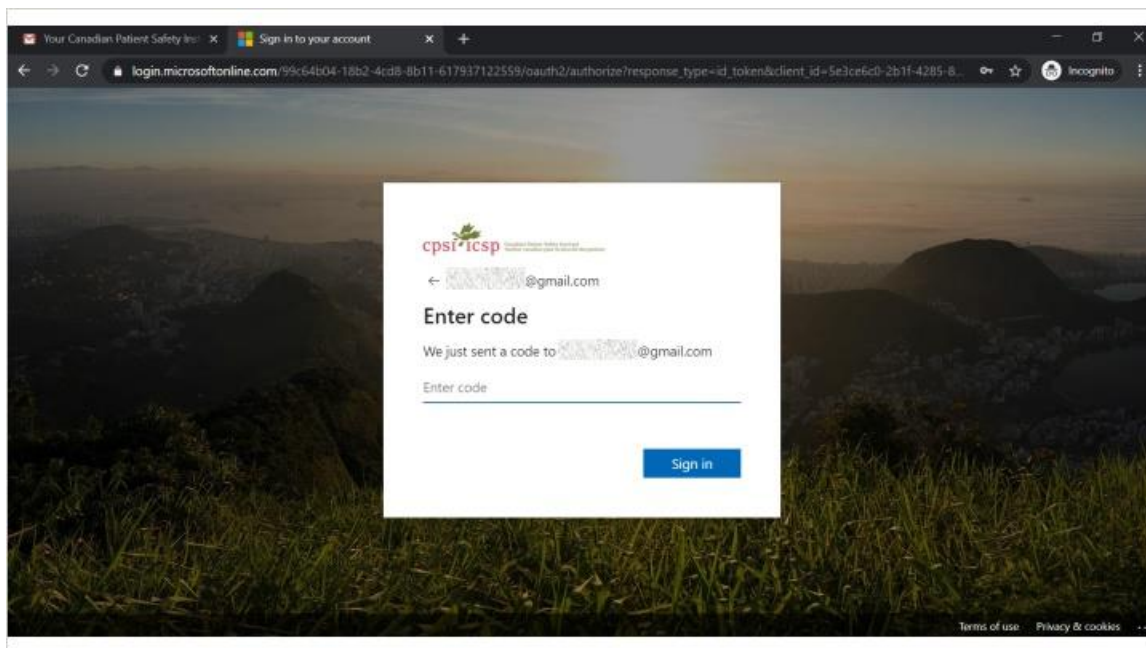


How to access if your email address is not associated with a Microsoft account.

The following steps will demonstrate how you log in if your email address is not associated with a Microsoft account.

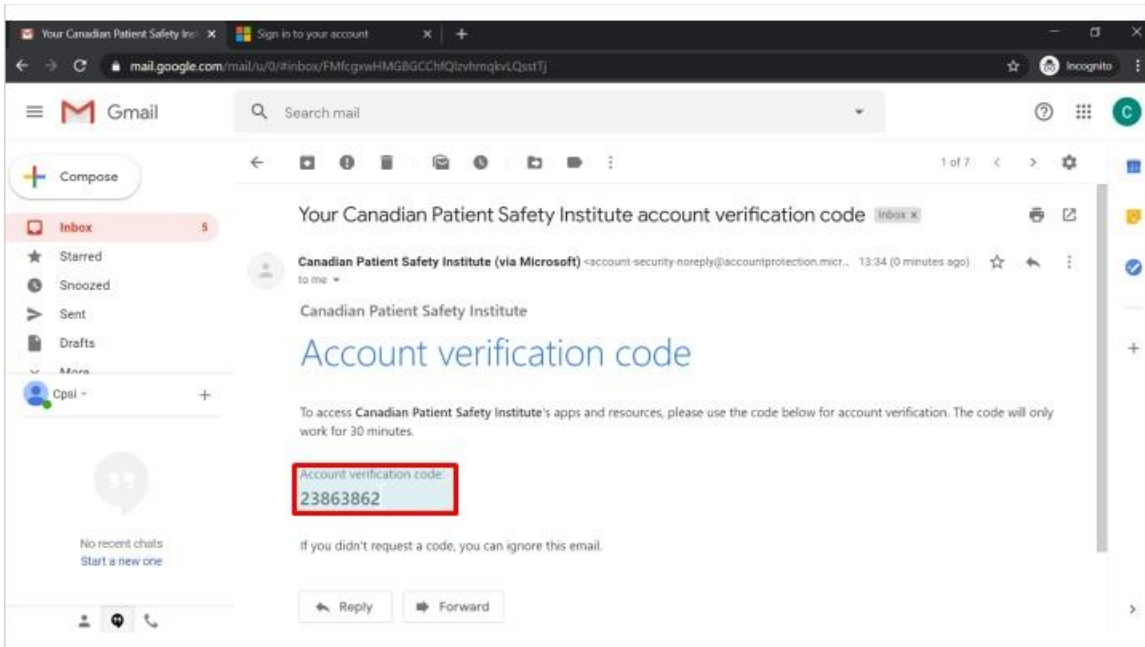
8. Prompted for a verification code

After confirming your email address in [Step 4: You will be prompted for your email address](#), if your email address is not associated with a Microsoft account then you will be prompted for a one-time verification code. The verification code will be sent to your email address.

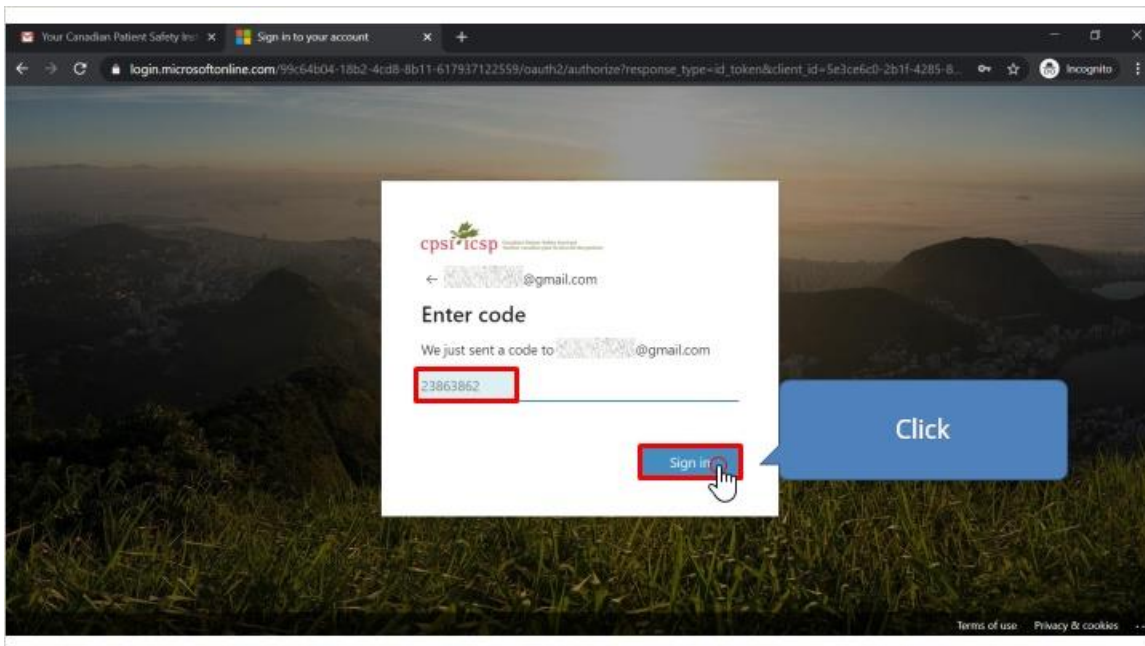


9. Check your email for the verification code.

Check your email for the verification code. If you don't see the email in your inbox, please check your spam or junk mail folder. If you still don't see the verification email, please contact PeerSupport@cpsi-icsp.ca.

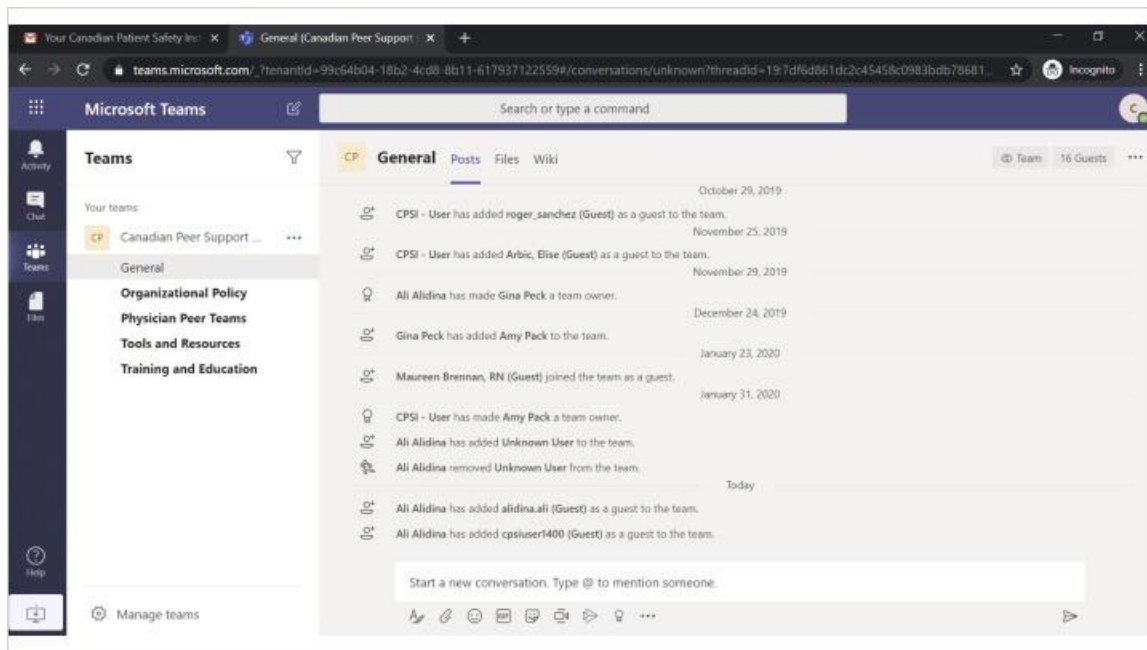


10. Enter the verification code and click the “Sign-in” button



11. The Peer Support Teams site should be displayed

If you see an error or the Peer Support Teams site does not display, please contact PeerSupport@cpsi-icsp.ca.



12. CPSI Peer Support Technical Help

If you have any questions or technical issues related to the Peer Support Teams site, please contact PeerSupport@cpsi-icsp.ca.

CPSI Peer Support Technical Help
PeerSupport@cpsi-icsp.ca