

Scenario 1: User Cannot Log into M365

A user calls saying they cannot access outlook, teams or sharepoint. They receive a login error

- What is the error message?
- Is anyone else impacted?
- Did you recently change your password?
- Where are you connecting from?
- Is this the first time you have seen this error? when did it start?
- When was the last time you were able to successfully log in? Have you returned from a break?

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