Authentication Changes FAQ
Updated 04/13/2018

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Summary of changes:

Changes to login experience on MS Invoice on April 14th, 2018

- After implementation of new login experience on Nov 10th, 2017, we are merging the 2 links (“Login with network credentials” and “Login with Microsoft Account” to a single “Sign in” button that works for both types of accounts.

- This change is made to make the login experience to Microsoft tools consistent.
- This change does not affect any users. Please continue to use the same credentials you use for authenticating into MS Invoice for both the following credential types:
  - Work or school account
  - Personal Microsoft Account
- This entire document has been updated to reflect this change.
Previous changes made on Nov 10th, 2017

➢ Starting Nov 10th, 2017, you will see a new login experience when you try to login to MS Invoice. (Both Microsoft accounts and Network credentials)
➢ Most users are not affected. Your existing credentials remain the same as this change is made for supporting users with direct Azure Active Directory (AAD) credentials in future.
➢ If you use your personal or work email on MS Invoice, please click on “Personal Account” when prompted and then enter the same email and password you used before.
➢ For all the scenarios covering the new login experience, please look at the detailed information below.

Overview/Background

Q: Why is Microsoft implementing Authentication changes?

MS Invoice is changing the user authentication options to support companies onboarded to ©Microsoft Azure Active Directory™ (AAD), which will also provide improved account management.

What is changing and how does it affect me?

Most users will not be affected by this change.

MS Invoice will continue to support existing Microsoft accounts (e.g., hotmail.com, live.com, outlook.com) as well. However, users will notice a small change in the authentication login sequence, which will now always begin with a new login experience.

Following sections will describe the new login experience users will see.
Internal users (emails with @microsoft.com) login/authentication

**Scenario:** I am an internal © Microsoft employee using @microsoft.com account to login and access MS Invoice

Login sequence will include following steps

1. Click on “Sign in” from MS Invoice home page
2. You will be redirected to the new login experience as displayed in the **screenshot** below to enter your credentials

![New Login Experience](image.png)

*Figure 1: New Login Experience*
3. After entering email, you will get redirected to your organization’s sign-in page as displayed below.

![Redirect to sign-in page](image.png)

**Figure 2: Redirection to organization's sign-in page**

4. After successful authentication, you can start using MS Invoice as before.
Supplier login/authentication

Q: MSA Account

Scenario: I am a supplier, registered in MS Invoice and my email address domain is not onboarded to AAD

Login sequence will include following steps

1. Click on “Sign in” from MS Invoice home screen
2. You will get redirected to new login experience as displayed in Figure 1: New Login Experience
3. to enter your credentials
4. After entering email, you will get redirected to https://login.live.com/ as displayed below.

Figure 3: Redirection to live.com

4. After successful authentication, you can start using MS Invoice as before.

Q: Work/School Account with no linked personal account

Scenario: I am a supplier registered in MS Invoice and my email address domain is onboarded to AAD

Login sequence will include following steps

1. Click on “Sign in” from MS Invoice home screen
2. You will get redirected to new login experience as displayed in Figure 1: New Login Experience
3. to enter your credentials
4. After entering email, you will get redirected to your organization’s sign-in page as displayed in Figure 2: Redirection to organization's sign-in page
5. After successful authentication, you can start using MS Invoice as before.

Q: Email Id linked to Work/School and Personal accounts at the same time

Scenario: As a supplier, my email address is linked to work/school and personal accounts at the same time. I am registered in MS Invoice with my work account. During authentication I select my work account.

Login sequence will include following steps

1. Click on “Sign-in” from MS Invoice home screen
2. You will get redirected to new login experience as displayed in Figure 1: New Login Experience
3. to enter your credentials
4. After entering email, you will be prompted to choose your “Work or School Account” or “Personal Account” as displayed in the screenshot below

![Screenshot of prompt to select Work or School or Personal account](image)

Figure 4: Prompt to select "Work or School" or "Personal" account

6. After selecting “Work or School Account”, you will get redirected to your organization’s sign-in page as displayed in Figure 2: Redirection to organization's sign-in page
7. After successful authentication, you can start using MS Invoice as before.
**Scenario:** As a supplier, my email address is linked to work/school and personal accounts at the same time. I am registered in MS Invoice with my personal account. During authentication I select my personal account.

Login sequence will include following steps

1. Click on “Sign in” from MS Invoice home screen
2. You will get redirected to new login experience as displayed in *Figure 1: New Login Experience*
3. to enter your credentials.
4. After entering email, you will be prompted to choose your “Work or School Account” or “Personal Account” as displayed in *Figure 4: Prompt to select "Work or School" or "Personal" account.*
5. After selecting “Personal Account”, you will get redirected to https://login.live.com/ as displayed in *Figure 3: Redirection to live.com*
6. After successful authentication, you can start using MS Invoice as before.
**Scenario:** As a supplier, my email address is linked to work/school and personal accounts at the same time. I am registered in MS Invoice with my work account. During authentication I select my personal account.

Login sequence will include following steps

1. Click on “Sign in” from MS Invoice home screen
2. You will get redirected to new login experience as displayed in *Figure 1: New Login Experience*
3. to enter your credentials.
4. After entering email, you will be prompted to choose your “Work or School Account” or “Personal Account” as displayed in *Figure 4: Prompt to select “Work or School” or “Personal” account.*
5. After selecting “Personal Account”, you will get redirected to [https://login.live.com/](https://login.live.com/) as displayed in *Figure 3: Redirection to live.com*
6. After entering your password, to complete authentication, you will get redirected to an error page as displayed in the **screenshot** below

![Error Page](image.png)

*Figure 5: Error when Work Account is already registered in MS Invoice*
**Scenario:** As a supplier, my email address is linked to work/school and personal accounts at the same time. I am registered in MS Invoice with my personal account. During authentication I select my work account.

Login sequence will include following steps

1. Click on “Sign in” from MS Invoice home screen.
2. You will get redirected to new login experience as displayed in *Figure 1: New Login Experience*
3. to enter your credentials.
4. After entering email, you will be prompted to choose your “Work or School Account” or “Personal Account” as displayed in *Figure 4: Prompt to select "Work or School" or "Personal" account.*
5. After selecting “Work or School Account”, you will get redirected to your organization’s sign-in page as displayed in *Figure 2: Redirection to organization’s sign-in page*
6. After entering your password, to complete authentication, you will get redirected to an error page as displayed in the **screenshot** below

![Screenshot](image.png)

*Figure 6: Error when Personal Account is already registered in MS Invoice*
Supplier registration

Q: MSA Account

Scenario: I am a supplier, not registered in MS Invoice and my email address domain is not onboarded to AAD

Registration sequence will include following steps

1. After clicking on registration link received in email, and entering vendor company code, you will get redirected to new login experience as displayed in Figure 1: New Login Experience
2. to enter your credentials.
3. After entering email, you will get redirected to https://login.live.com/ as displayed in Figure 3: Redirection to live.com
3. After authentication you will get redirected to MS Invoice user registration page to accept Terms and Conditions.
4. After accepting Terms and Conditions you can start using MS Invoice

Q: Work/School Account with no linked personal account

Scenario: I am a supplier, not registered in MS Invoice and my email address domain is onboarded to AAD

Registration sequence will include following steps

1. After clicking on registration link received in email, and entering vendor company, you will get redirected to new login experience as displayed in Figure 1: New Login Experience
2. to enter your credentials.
2. After entering email, you will get redirected to your organization’s sign-in page as displayed in Figure 2: Redirection to organization’s sign-in page
3. After authentication you will get redirected to MS Invoice user registration page to accept Terms and Conditions.
4. After accepting Terms and Conditions you can start using MS Invoice

Q: Email Id linked to Work/School and Personal accounts at the same time

Scenario: As a supplier, my email address is linked to work/school and personal accounts at the same time. During registration I select my work account.

Registration sequence will include following steps
1. After clicking on registration link received in email, and entering vendor company, you will get redirected to new login experience as displayed in Figure 1: New Login Experience
2. to enter your credentials.
3. After entering email, you will be prompted to choose your “Work or School Account” or “Personal Account” as displayed in Figure 4: Prompt to select "Work or School" or "Personal" account.
4. After selecting “Work or School Account”, you will get redirected to your organization’s sign-in page as displayed in Figure 2: Redirection to organization's sign-in page
5. After authentication you will get redirected to MS Invoice user registration page to accept Terms and Conditions.
6. After accepting Terms and Conditions you can start using MS Invoice

Scenario: As a supplier, my email address is linked to work/school and personal accounts at the same time. During registration I select my personal account

Registration sequence will include following steps
1. After clicking on registration link received in email, and entering vendor company, you will get redirected to new login experience as displayed in Figure 1: New Login Experience
2. to enter your credentials.
3. After entering email, you will be prompted to choose your “Work or School Account” or “Personal Account” as displayed in Figure 4: Prompt to select "Work or School" or "Personal" account.
4. After selecting “Personal Account”, you will get redirected to https://login.live.com/ as displayed in Figure 3: Redirection to live.com
5. After authentication you will get redirected to MS Invoice user registration page to accept Terms and Conditions.
6. After accepting Terms and Conditions you can start using MS Invoice

Scenario: As a supplier, my email address is linked to work/school and personal accounts at the same time. I am registered in MS Invoice with my work account and I try to re-register using my personal account

Registration sequence will include following steps
1. After clicking on registration link received in email, and entering vendor company, you will get redirected to new login experience as displayed in Figure 1: New Login Experience
2. to enter your credentials.
3. After entering email, you will be prompted to choose your “Work or School Account” or “Personal Account” as displayed in Figure 4: Prompt to select "Work or School" or "Personal" account.
4. After selecting “Personal Account”, you will get redirected to https://login.live.com/ as displayed in Figure 3: Redirection to live.com
6. After entering your password, to complete authentication, you will get redirected to an error page as displayed in Figure 5: Error when Work Account is already registered in MS Invoice

**Scenario:** As a supplier, my email address is linked to work/school and personal accounts at the same time. I am registered in MS Invoice with my personal account and I try to re-register using my work account

Registration sequence will include following steps
1. After clicking on registration link received in email, and entering vendor company, you will get redirected to new login experience as displayed in Figure 1: New Login Experience
2. to enter your credentials.
3. After entering email, you will be prompted to choose your “Work or School Account” or “Personal Account” as displayed in Figure 4: Prompt to select ”Work or School” or ”Personal” account.
3. After selecting “Work or School Account”, you will get redirected to your organization’s sign-in page as displayed in Figure 2: Redirection to organization’s sign-in page
4. After entering your password, to complete authentication, you will get redirected to an error page as displayed in Figure 6: Error when Personal Account is already registered in MS Invoice