

# Food Supply Chain Loan Guarantee Microsoft 365 Guest Access User Guide

## Introduction

The USDA's Microsoft 365 Guest Access enables you as a lender to have limited access to USDA content in Microsoft (MS) Teams by using your own email address to sign up and log in as an external guest. This document will walk through steps to obtain the Level 2 eAuthentication needed to qualify for guest access as well as the guest access account opening process itself. (Please review the important reminder in the sidebar to the right.)

This guide is organized as follows:

1. **Create an eAuth Guest Account** explains how to become Level 2 eAuthenticated, which is a security protocol that protects both your organization and our agency.
2. **Requesting Access to the Food Supply Chain MS 365 Teams Site** explains the necessary communications between you and RD that must occur after you have "eAuth" certification to enable access to the new loan applications portal.
3. **Next Steps for Log-in with Guest Account** walks through the log-in process that will make it possible for you to access your organization's application folder and materials through USDA RD Teams.
4. **Frequently Asked Questions**, which includes USDA contacts who can assist if you encounter either eAuthentication or Microsoft 365 Teams-related difficulties.

### Important Reminder:

- After you obtain the necessary Level 2 eAuthentication, please advise the RD team of the User ID for your new external guest account using the [rffoodsupplychainloans@usda.gov](mailto:rffoodsupplychainloans@usda.gov) inbox.
- Within five days of emailing the Food Supply Chain inbox and providing RD the eAuth User ID, you will receive an email confirming your USDA Microsoft 365 Guest Access and you will be able to access your organization's application folder through RD Teams by following the "Next Steps for Log-in with a Guest Account" in the second section below.
- Please notify RD through the Food Supply Chain inbox above if notification is not received within 5 days.

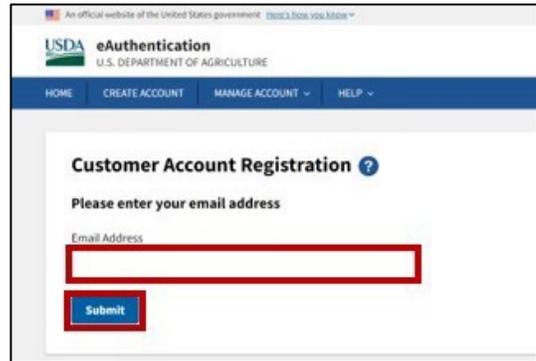
## Create an eAuth Guest Account

Create a guest eAuth account with a verified identity by performing the following steps:

1. Navigate to the [Customer Account Registration Page](#).
2. On the Customer Account Registration page enter the individual email address you would like to have associated with your external guest account.

**NOTE:** The email address must be unique and active. It cannot be associated with any other existing eAuth accounts in the system (active or inactive) and it must be active so you have access to follow-up emails and can confirm your account.

3. After you have entered your email address, click "Submit."
4. After you have submitted your email address, you will receive a Registration Email Sent message, confirming the email address entered and containing additional instructions.



The screenshot shows the 'Customer Account Registration' page on the USDA eAuthentication website. The page title is 'Customer Account Registration' with a help icon. Below the title, it says 'Please enter your email address'. There is a text input field for 'Email Address' and a 'Submit' button. The input field and the button are highlighted with a red border.



The screenshot shows the 'Registration Email Sent' page on the USDA eAuthentication website. The page title is 'Registration Email Sent' with a help icon. Below the title, it says 'We have sent an email to the address listed below. Follow the link in the email to'. The email address 'personalemail@gmail.com' is displayed and highlighted with a red border. Below the email address are two buttons: 'Resend Email' and 'Use A Different Email'.

5. Log into the email address associated with your eAuth Guest Account.
6. Identify and open the eAuth-Confirm Email message which will be formatted and titled as follows:

Sender Address: DoNotReply.ICAM@ocio.usda.gov  
Message Subject: "eAuth - Confirm Email"

7. In the eAuth-Confirm email message, click "Continue Registration."



The screenshot shows the 'Complete Account Registration' email message from eAuth. The subject is 'Complete Account Registration'. Below the subject, it says 'Thanks for requesting a USDA eAuthentication account. Please click the link below'. A button labeled 'Continue Registration' is highlighted with a red border.

8. You will be taken to the eAuth Customer Account Registration page. Enter your full name, ensuring the first and last name are exactly as provided on a government-issued photo ID (a driver's license, for example). Create a password that you will remember, as it will be used for subsequent log-ins to your account. Your email address will serve as your User ID for the account. Click "Submit" to continue.

**NOTE:** Technical assistance is also available through our USDA Rural Development eAuthentication Help Desk at 1-800-457-3642 (option #2, option #2).

**Customer Account Registration**  
Form Approved - OMB No. 0503-0014

Please provide the information requested below to complete the registration of your account.

Please enter your complete name as provided on a government issued photo ID (no nicknames).

First name  
Middle name (optional)  
Last name  
Suffix (optional)

**Your User ID Is Your Email Address**  
User ID: j...@gmail.com

**Please set your password** ?  
Password must be at least 12 characters long and cannot be a commonly used password.

Password  
[.....] 12

Show Password

Password Strength: Good

**Submit**

9. A page will be displayed notifying you that your account registration was successful. Click "Continue" to Identity Verification Process.

**Customer Account Registration**

**Account Registration Complete**

You have completed the account registration process. The application you are attempting to access requires an account with a verified identity. Before you can access your identity must be verified. Please use the button to take you through the identity verification process.

We have sent a confirmation email for your records.

Your User ID is: [personalemail@gmail.com](mailto:personalemail@gmail.com)

**Continue to Identity Verification Process**

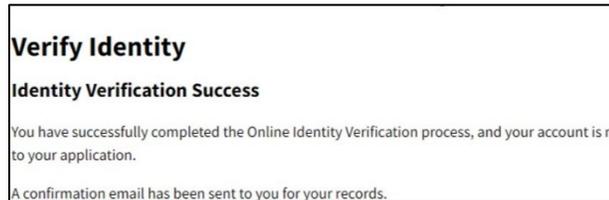
- You will be taken to the eAuth Log In screen. Enter your User ID and password and then click “Log In with Password” to continue.

- Select “Verify my identity online (recommended)” and click “Continue

- Review the Terms of Service and click “I Agree.”
- The Verify Identity Additional Information Required form will be displayed. You must complete ALL required fields to continue. Confirm your first and last name are exactly as they appear on your government-issued photo ID (a driver’s license, for example). You must enter your home address, home phone number, date of birth and social security number. Click “Continue” when ready to proceed.

**NOTE:** USDA eAuthentication does not retain your Social Security Number; it is used only for identity verification purposes. You will be taken to Identity Verification Quiz questions, which consists of five questions, submitted one at a time.

14. After successful completion of the Identity Verification Quiz, select Continue. You will be taken to the Identity Verification Success page. Your account with a verified identity is now ready to use.



You will receive an email from DoNotReply.ICAM@ocio.usda.gov confirming that your eAuth guest account now has a verified identity. Use the required log-in ID (format: firstname.lastname@guest.usda.gov), as instructed, for future access.

**NOTE:** If you receive a “Use Attempts Exceeded” or other message informing you that you must visit a Local Registration Authority for in-person identity verification assistance, please follow the instructions provided on that screen.

## Requesting Access to the Food Supply Chain MS 365

### Teams Site

Now that you have a Level 2 eAuth account, you will need to email Rural Development the new eAuth User ID which you will be using to access the Food Supply Chain Loan Guarantee MS 365 Teams Application Filing Site.

1. Send the email to the [rdfoodsupplychainloans@usda.gov](mailto:rdfoodsupplychainloans@usda.gov) inbox formatted as follows:  
Subject: “Request for Food Supply Chain Lender MS 365 Teams Access—New eAuth USER ID”
2. Within the body of the email please provide the following:
  - a. New eAuth ID (for example [firstname.lastname@usda.gov](mailto:firstname.lastname@usda.gov))
  - b. Your name (first and last)
  - c. Your email address
  - d. Your title
  - f. Lender location
3. After confirming that the information you provide aligns with information on the list of employees requiring Food Supply Chain MS 365 Teams Site access previously provided by your organization, USDA will load your ID details into the system. Once completed you will receive an email confirming your new External Guest access privileges to the site.

If you do not receive this notification within 5 business days of your initial email with the new User ID information, please send a second email to the [rdfoodsupplychainloans@usda.gov](mailto:rdfoodsupplychainloans@usda.gov) inbox.

## Next Steps for Log-in with Guest Account

### Teams Desktop and Mobile Device Access

Once you receive email verification that you have been authorized for External Guest Access, you will then be able to log into the USDA environment, via your Microsoft Teams Desktop Application or Mobile device.

To log in, first be sure that you are logged out of the Teams Desktop Application (by clicking on your ID icon in the upper righthand corner of the Teams screen and signing out), then:

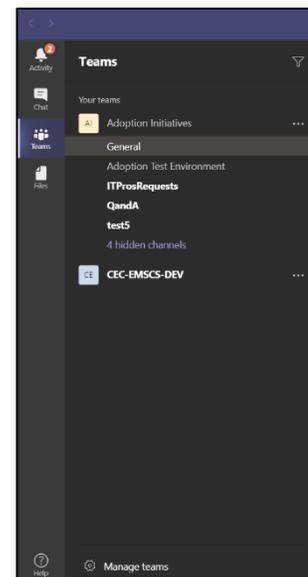
1. Using your Microsoft Guest Access Account (for example First.Last@guest.usda.gov), enter your Guest Access ID and select Sign In.
2. Once the USDA eAuthentication Login Portal loads, enter your eAuthentication ID and Password and select Log In With Password. After you have successfully authenticated to the USDA eAuthentication Service, Microsoft Teams will load the USDA Teams Environment, giving you access to any shared USDA Teams.



Enter your work, school,  
or Microsoft account.

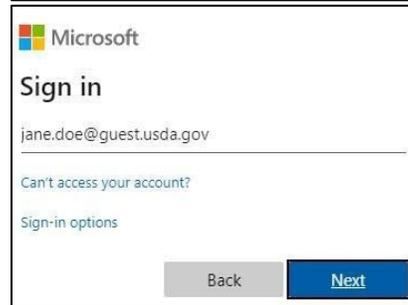
Firstname.Lastname@guest.usda.gov

Sign In



## Web Application Access

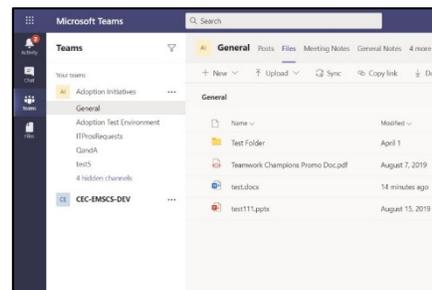
1. Navigate to Guest Access Portal: After you receive email verification that you have been authorized for External Guest Access, you will be able to log in to the USDA eAuthentication portal.
2. Open your web browser and navigate to [www.office.com](http://www.office.com). When prompted for an account name, enter your USDA O365 Guest ID. for example First.Last@guest.usda.gov, then select "Next." (If you are signed into Office with another O365 ID, please sign out first).



3. Guest Access Log-in: At the USDA eAuthentication page, log in with your eAuthentication User ID and password, and click Log in with password.



4. Access Teams Web Application: After you have successfully authenticated to the eAuthentication portal, open a new tab, and navigate to [www.teams.microsoft.com](http://www.teams.microsoft.com). After Microsoft Teams loads, any Teams you have been given access to will appear.



## Frequently Asked Questions

Question	Answer
<b>What is the USDA eAuthentication Service?</b>	The USDA's eAuthentication Service enables external guests to securely access specified USDA content in Microsoft Teams using a non-USDA email address to sign up and log in.
<b>What can an eAuth Guest do?</b>	An external guest with level 2 eAuth registration can securely access specific content maintained on the USDA Teams platform.
<b>What can an eAuth Food Supply Chain Team member do?</b>	The Food Supply Chain Team role is for USDA staff members who coordinate with eAuth guests, serving as a functional point of contact for account management and informational request activities.
<b>What is eAuth account with a verified identity?</b>	eAuth requires successful identity verification before enabling an external guest to request limited access to any of the proprietary USDA systems. The user profile verification process and the issuance of eAuth user IDs are needed to maintain the security of USDA IT platforms.
<b>Who needs an eAuth account with a verified identity?</b>	All guest accounts require a USDA eAuth account with a verified identity. External guests must follow the steps to verify their identity after registering for their eAuth account.
<b>Who do I contact for questions about my USDA eAuth guest account?</b>	External guests should email <a href="mailto:rdfoodsupplychainloans@usda.gov">rdfoodsupplychainloans@usda.gov</a> for questions related to their eAuth guest accounts.
<b>How long does it take to process a request for a new guest account?</b>	It takes up to 5 business days to process a new guest account request once the account email has been verified and the user ID has been submitted for Teams access.