



Teams login with new AHK account

(further below you find info about login with existing AHK account)

First of all, it is important to **activate your AHK account** in order to use all of the applications, sites and files within the AHK environment. Therefore you have received an **activation email** from `idm@ahk.nl` with the subject 'AHK Account Activation'. This email is sent to your own (private) email address (this email might be in your SPAM).

The email explains exactly how to log in for the first time:

English follows Dutch

Dear First name Last name,

Welcome to the Amsterdam School of the Arts! We hereby inform you that your account for the digital services of the AHK has been created.

Before you can use this account, you must activate it via the following link:

<https://account.ahk.nl/sspr/public/ActivateUser>

Please use the following data:

- Username:

- Activation code:

Next, set a password. Keep in mind the requirements that the password must meet. After activation your personal AHK mailbox will be created. This includes the following email address:

`firstname.lastname@ahk.nl`

More information about your account can be found on the ICT website at www.ict.ahk.nl under the button MyAHK. If you have any problems activating your account, please contact the helpdesk at helpdesk@ahk.nl or 020 527 7752.

Kind regards,

Amsterdamse Hogeschool voor de Kunsten

Tip: it is important to save this e-mail! If you do not use your AHK-account often and you need to log in again after a while, you might need it to retrieve your username.

Did you NOT receive this email?

Check your SPAM. Wait one or two days. An active AHK account has been created for you, so if you have not received the mail after 2 days, you need to contact the Helpdesk of the AHK. Let them know that an AHK account has been created for you but that you haven't received the email. They will be happy to help you!

Did you receive the email but you still can not login?

Then please check the following things:

-Your email address is <firstname>.<lastname>@ahk.nl

-Your username is <firstname>.<lastname> but sometimes it's different. Check your username in the very first activation email. This can sometimes cause confusion. If you really don't know, and you can not find the email, you can call the helpdesk. They can check everything and find it again.

Why does the AHK require everyone to use their AHK account?

First of all, this is for privacy and security reasons. With so much online teaching going on it has to be protected. With an AHK account you are protected, both in terms of privacy and security. And secondly, with an AHK account you are part of the AHK and no longer a 'guest'. You can then start a meeting, chat and share files during the meeting. You can't do this if you are a 'guest'.

Login Teams with existing AHK account

Did you log in earlier with your AHK account but now you can't? Are you unable to access Teams?

1- Check whether you are still logged in with another Teams account. The best thing to do is to log out completely and start over. If you don't want to switch between another Teams account and the AvB/AHK account, you can work in the browser. Log into MyAHK, you will then be in the Sharepoint environment, select the 'ninedots' symbol in the top left ->select Teams and choose -> view via browser. You will then use Teams through your browser. Microsoft Teams works best with Edge, but other browsers certainly work as well.

2-The best way to use Teams is via the desktop app, you'll have to install that beforehand (click here for downloads) if you haven't done so already.

3-If you have trouble logging in and you don't know the password? Then you can reset the password. Try to log in via MyAHK and click 'forgot password'. Please note that **your username is not your email address** but (usually) <first initial>.<last name>, (sometimes it is made into something else or a number is added, e.g. common surnames). To find out your exact username, it's best to look back at the original first activation email (search for sender idm@ahk.nl or search for Account Activation). If you don't know and can't find the email, it's best to call the Helpdesk. They can see for each account **if** and **when** it was activated and what the associated username is.

4-Are you trying to log in and/or request a new password, and getting the message that your account is disabled or access prohibited? Check if you are still logged in to another Teams account. If so, you can log in using a (different) browser, see point 1.

5-Are you working with Apple? Teams doesn't always work well on Safari, but it's possible. If you have problems logging in, we advise you to contact the Helpdesk. They will check your settings, which vary per version of your MacBook.

If all else fails, you can contact the helpdesk of the ICT department of the AHK. They can see more than others, and they're really happy to help! The contact details: tel. 020 527 7752 or helpdesk@ahk.nl