

What is Sign in with Microsoft?

As a business we recognise the importance of offering simplicity to our customers. We have therefore activated Sign in with Microsoft which will allow you to login in with your Microsoft account to our platforms without having to enter your tm username and password each time. This functionality is often referred to as Single Sign-On.

Why is it saying I need admin approval?

If you are the first user within your business wishing to login to our platform via Sign in with Microsoft you will require the Microsoft Administrator (most likely your IT department) to authorise first. Once it has been authorised it will work for everyone.

Why is my login displaying multiple users?

You are being shown multiple users because our system has identified a number of user accounts associated with your email address. Please select the relevant user account you wish to access.

Will it ask for my Microsoft password each time?

Once you have authenticated your Microsoft account you will not need to enter your password unless your companies security rules enforce something different.

Why is it saying “Unable to find your account”?

Your email address must be the associated to a user account for Sign in with Microsoft to work. If we cannot find a tm user account associated to this email address, you will see this message. There could be a number of reasons for this:

1. If you share a user account, that user account might be associated to a different email address. You can still log in as normal with your existing tm username and password.
2. Sign in with Microsoft will not work if you do not use a Microsoft account.

I share a user account with someone else at work.

You will only be able to use Sign in with Microsoft if that tm user account is associated to your email address. You will either need to login as normal with your existing tm username and password or get a new user account set up with your own email address.

How do I get a new user account set up?

Please contact your Account Manager or the Client Services team on 0800 840 5571 or by email to helpdesk@tmgroup.co.uk. to request this.

I don't want to use Microsoft sign in

You don't have to use Sign in with Microsoft. This is simply another option available to our users who want to benefit from Single Sign On and increased security. You can still continue to log in as your normally would with your existing username and password.

I'm a new user logging in for the first time using Sign in with Microsoft, why do I need to change my password?

This maintains security with your tm user account.