



Using the same user account on a windows laptop will cause issues if multiple different people are logging and using different Microsoft 365 services. Microsoft 365 has a habit of caching credentials to make switching between apps like outlook and teams easier, but this can cause issues when using different accounts.

The best way to stop this is to create sperate users for each person who will be using the device.

### **Creating an Additional User Account**

- Select Start, Settings, Accounts and then select Family & other users. (In some editions of Windows, you'll see Other users.)
- Select Add someone else to this PC.
- Select I don't have this person's sign-in information, and on the next page, select Add a user without a Microsoft account.
- Enter a username, password, password hint or choose security questions, and then select **Next**. You do not have to enter a password for the account.

### **Switching Users**

Once the account is created, click Start > Click the User Icon and then click switch account

In the bottom left click the new user you just created and click Sign In

The new user will now login, you can now sign into all Microsoft 365 services as the other user and it wont interfere with the other people using the computer.

Switching users takes a few seconds and will ensure Microsoft 365 works correctly