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In reply, please refer to:
File: DOH/ADAD

March 20, 2026

Announcement: Inspire Plus – Message for External Users and Their IT Teams

To our Providers, Partners, Supervisors, and Staff:

When accessing the Hawaii State Microsoft environment as a guest, it's important to provide the **exact email address you use to sign in to Microsoft services**. Microsoft Entra ID (the system that manages authentication) uses your **primary sign in address** to identify your account.

Because of this, **aliases cannot be used for guest invitations**. Even though an alias can receive email, it is not recognized as a valid identity for authentication. If an invitation is sent to an alias, Microsoft cannot match it to your actual account, which results in errors such as:

- “We couldn't find your account”
- “This account does not exist”
- “You can't sign in with this email address”

To avoid these issues, please provide the **same email address you type when signing in to Microsoft services**, not an alternate or secondary alias.

What “Microsoft services” means

“Microsoft services” refers to any product, website, or application where you sign in using a Microsoft managed account. This includes **work or school accounts** used to access:

- Outlook (work email)
- Teams
- SharePoint
- OneDrive for Business
- Microsoft 365 apps
- Azure / Entra ID

These accounts rely on a **primary sign in address**, which must match the email address used for your Hawaii State guest invitation.

Important Note About Personal Microsoft Accounts

Hawaii State **strongly discourages** external users from using **personal Microsoft accounts (MSAs)**—such as Outlook.com, Hotmail, Live.com, or Gmail based Microsoft accounts—for

guest access. Personal MSAs often cause authentication issues, delays, and access failures.

To ensure a **reliable, secure, and successful sign in experience**, external users should use their **work or school Microsoft account** whenever possible.

Thank you for your attention to these requirements. Following this guidance helps ensure a smooth and secure sign in experience for all external users.