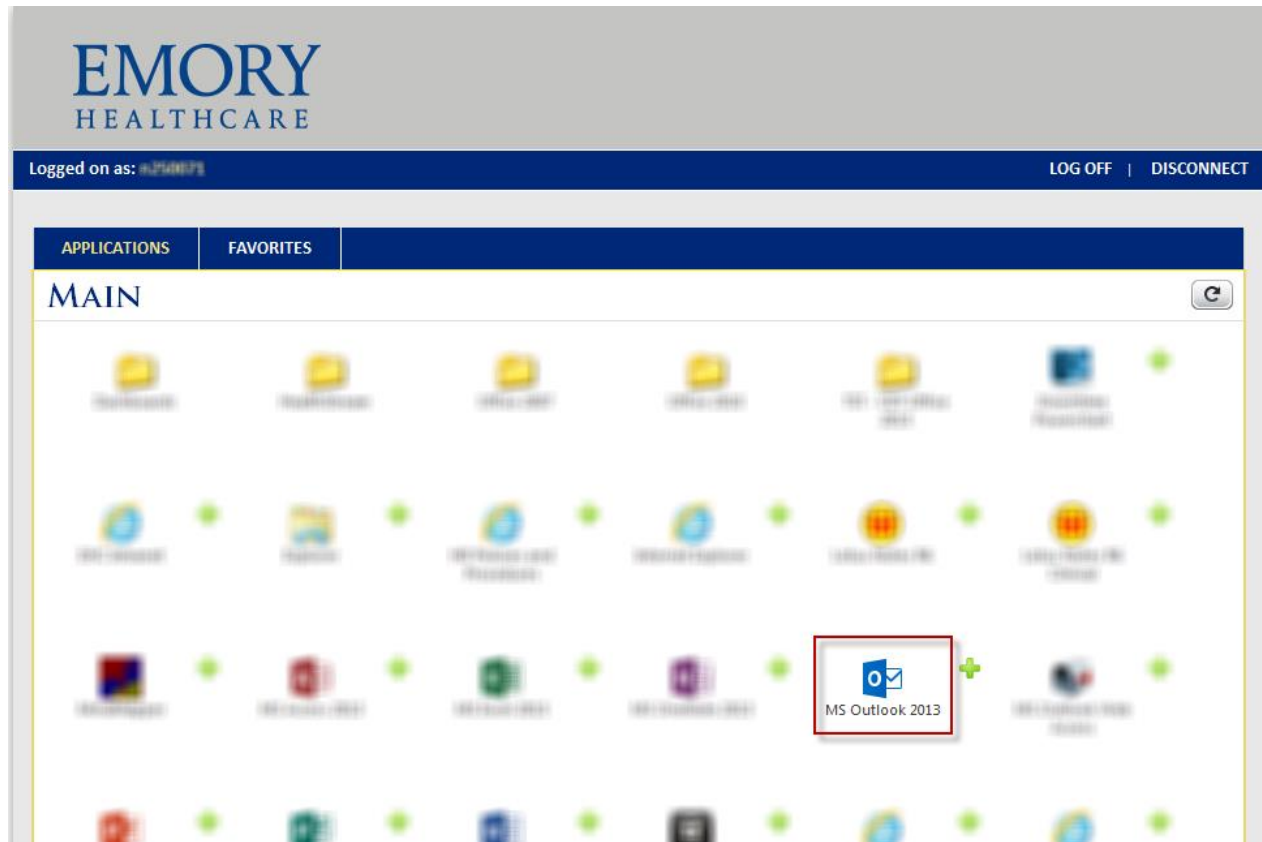


Starting Outlook for the First Time (on VDT) Once you Migrate to Office 365

- Click once on the **Outlook 2013** icon.



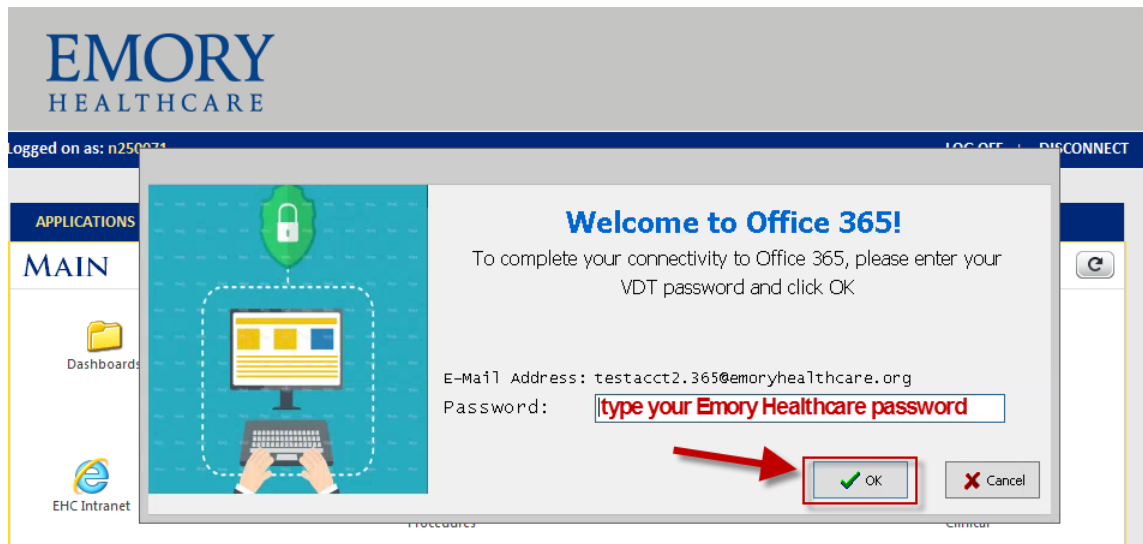
- **Note:** You will see the Citrix application start up icon on your Start Menu bar. If you were to hover over that it will say “Starting Outlook.”



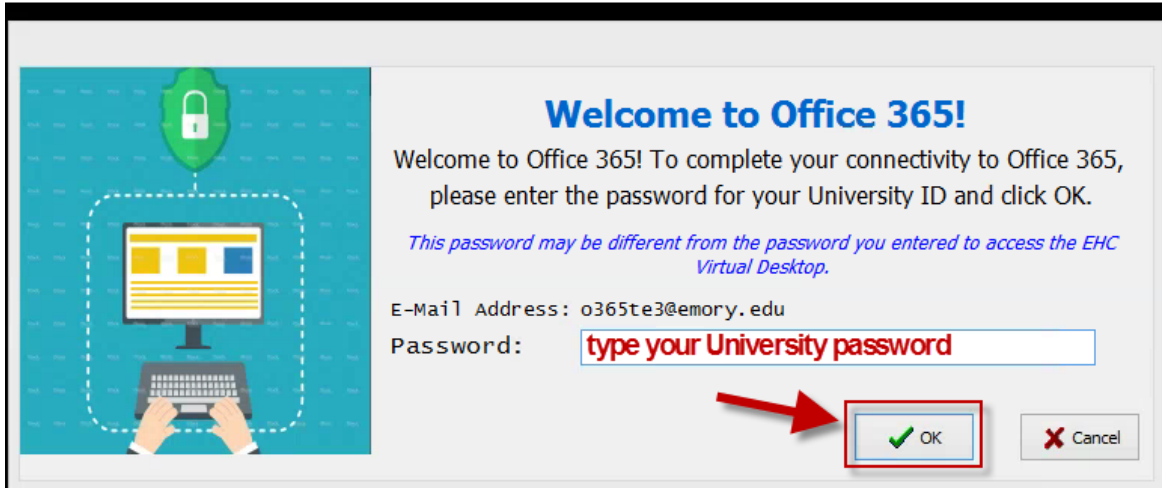
- You may see the blue MS Outlook 2013 start-up screen at this point:



- **OR** You may see a window with a prompt for your password (**most people will see the password prompt screen**):
 - If your primary Emory email address is @emoryhealthcare.org (Healthcare staff), you will see the screen below. Type your **Emory Healthcare password** and click **OK**. (*Hint: this is the same password you use to login to the Virtual Desktop.*)

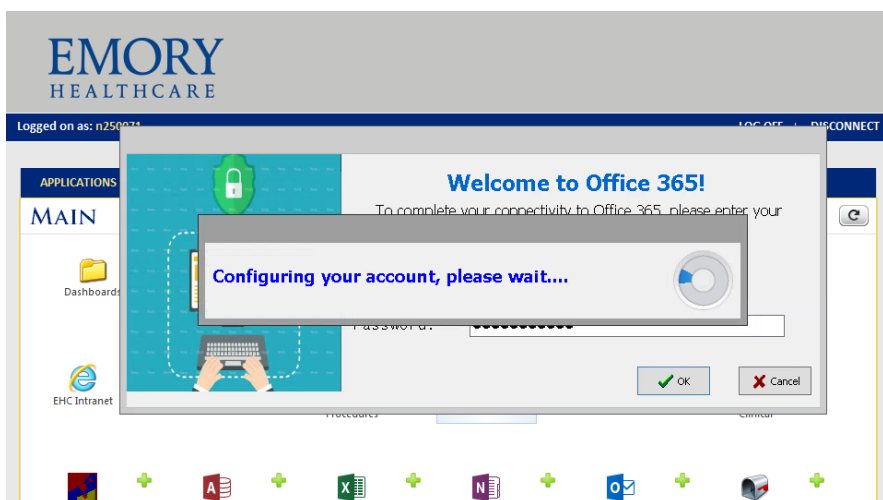


- If your primary Emory email address is @emory.edu (most physicians and University staff), you will see the screen below. Type your **Emory University password** and click **OK**. (*Hint: It is the password associated with your University NetID and it may be different from the one you use when you login to the Emory Healthcare Virtual Desktop.*)



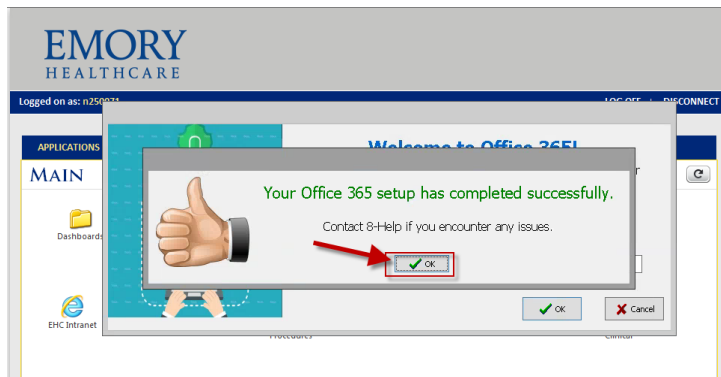
Note: If you type the wrong password, the password prompt screen will display an “Incorrect Password” message. Please remember:

- If the email address listed is @emoryhealthcare.org, you need to enter the same password you used for logging into the Virtual Desktop.
 - If the email address listed is @emory.edu, the password you need to enter is the password associated with your university NetID, which may be different from what you used to login to the Virtual Desktop.
- Next, you should see the “**configuring your account**” window:



This “configuring your account” window may remain on the screen for a few minutes. Please be patient.

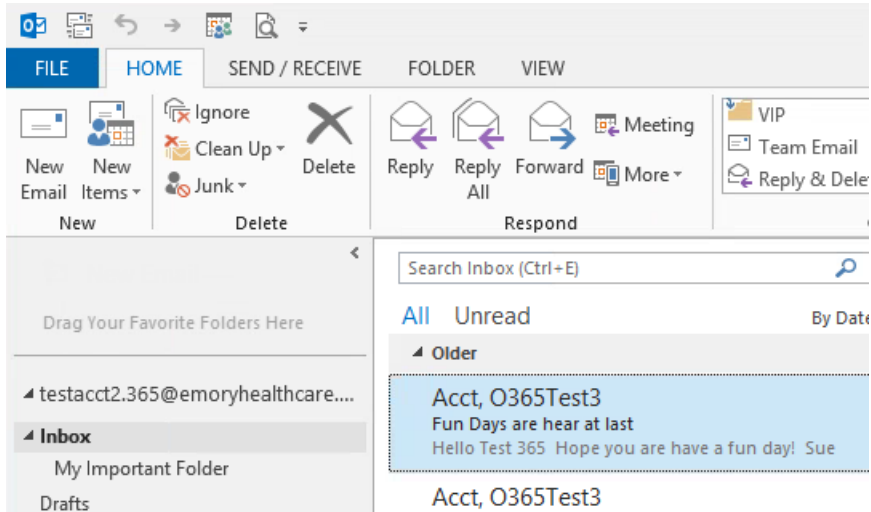
- Next, you should see the message “**Your Office 365 set up completed successfully.**” Click **OK**.



- Next, **Outlook will open. Please wait.** For a few seconds it will look like nothing is happening but things are happening “behind the scenes.”
- Next, Outlook’s **blue starting window** will appear (don’t worry about scrolling text on bottom of window).

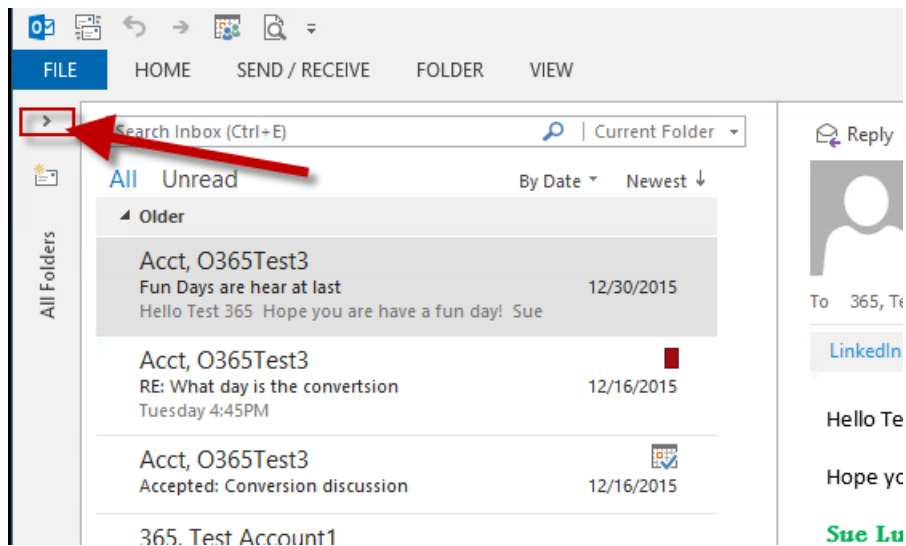


- Next, Outlook should be open!

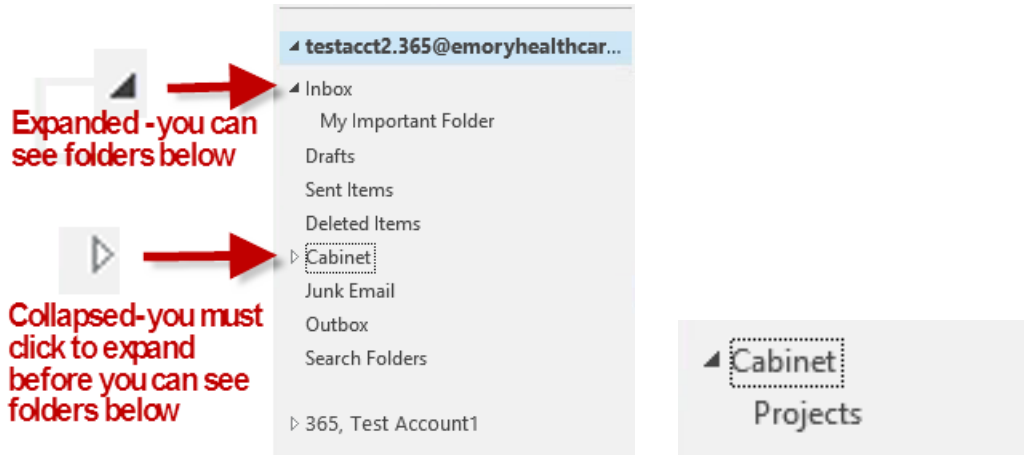


Some things to know

- The Folder pane (formerly called the navigation pane) may not be expanded the first time you open Outlook. Look for the > below the File Menu and click on it if you don't see your list of Mail folders.



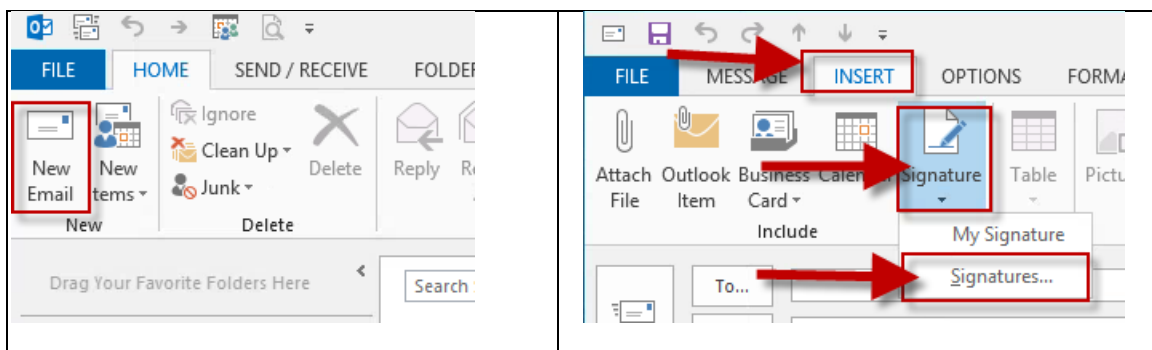
- If you have folders below other folders (for example, folders below a folder called “Cabinet”), you may have to expand your folder list to see them.



- Not all of your personalized settings moved over from Outlook 2010. Some of your **Quick Access Toolbar** commands did move over (like print if you added that icon). You can add commands back. Click the arrow to see commands you can add.

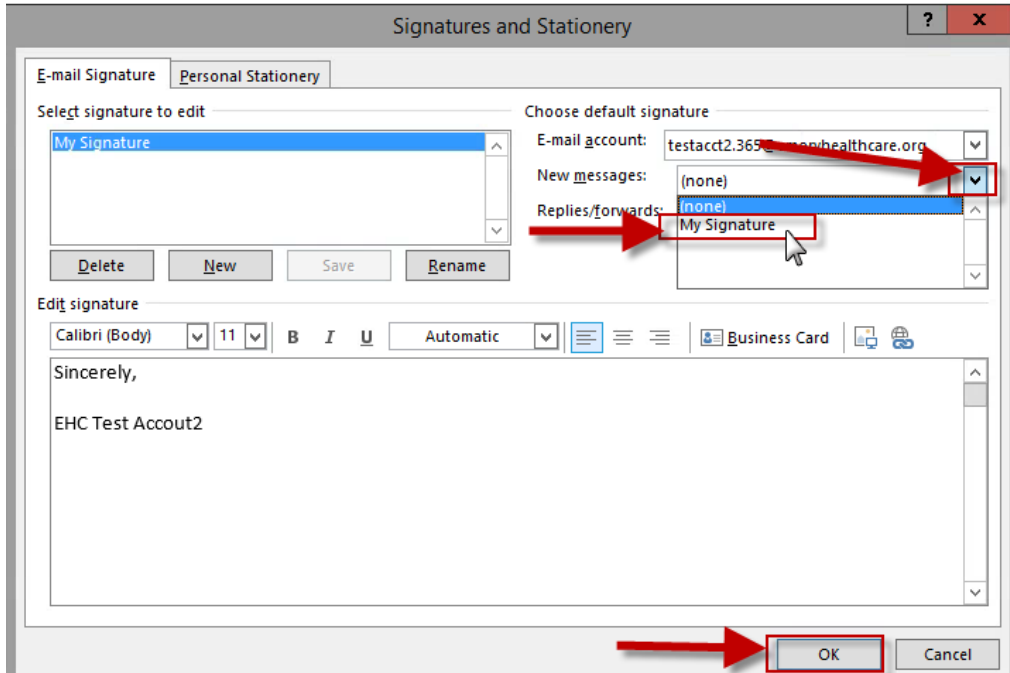


- If you created one or more signature blocks that you use at the bottom of your email messages, those signature blocks did migrate to Office 365. However, if you had Outlook 2010 automatically add your signature when you compose a new mail message, you will have to set that up again in Outlook 2013. Setting your default signature works the same way it did in Outlook 2010:
 - Click **New Email**.
 - Click the **Insert** Tab.
 - Click **Signature**.
 - In the drop down, click **Signatures...**



- Click the **drop down arrow** under New messages.
- Click on the **name** you gave your signature (in this case “My Signature”).

- Click **OK**.



- Outlook 2013 will create a cache (a partial copy) of your mailbox. Until the cache completes, you **may not see all of your messages and calendar entries or new messages immediately**. Larger mailboxes will take longer for the cache to complete. The status of the cache appears at the bottom of the Outlook window.



- Messages older than one month are on the server but not the cache. To get to these messages, click on the following link: **“Click here to view more on Microsoft Exchange.”** Hint: Sometimes the “click here” link is grayed out. If that happens, click on another folder then click to come back to this folder. We’re working with Microsoft to address this issue.

