

FAQ's for Office 365

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Q1. I check my mail (and/or calendar) using my smartphone or tablet. Will that work with Office 365?

Yes, but first you will need to reconfigure your device so it can connect to your mailbox in its new location. Look for mobile device set-up instructions at www.ourehc.org/office365.

Q2. I have voicemail. Is that changing, too?

Yes, voicemail moves with your email account. If you use the phone to access voicemail messages, there is a new dial-in number: 404-727-7100 (external) or 7-7100 (internal). Unless there is a problem in your mailbox move, your voicemail PIN will remain the same after the move. If your voicemail PIN had to be changed during the move, you'll get an email message with the new PIN. If your phone handset has a button for dialing voicemail, you may need to reprogram that button to dial the new number.

Q3. I use OWA to get to my email. Will I still be able to use OWA?

Yes, but the old OWA address won't work for you once your account is moved to Office 365. The new address is <http://email.emory.edu>. The Office 365 Web application offers more features than OWA did. Until the other features are vetted for use by Emory Healthcare, the only features you should use are Mail, Calendar, People (formerly Contacts) and Tasks. Please do not save any of your work to OneDrive as it is not supported for EHC at this time.

Q4. In Outlook, I'm getting authentication pop-ups. What's happening?

If you're connected to other mailboxes or calendars, you'll get these authentication pop-ups each time one of the mailboxes or calendars migrates. This is normal and may happen several times in the course of the migration as different mailboxes and calendars complete their migration at different times. You will stop getting these authentication pop-ups for other mailboxes and calendars once every account and calendar has been moved to Office 365.

Q5. I connect to other Exchange mailboxes or calendars using Outlook. What should I expect?

This migration to Office 365 is a large, multi-week process, and the timing of each go-live group is dependent on the status and success of the preceding groups that move. In order to minimize impact, anyone who shares a mailbox or calendar will be moved over a weekend. Until all accounts are migrated, you may not be able to see all calendars/mailboxes that you have access to. If you are trying to access an account that has moved but your account has not yet moved, you may see an occasional pop-up window asking for your credentials. You can just close that window and keep working.

Q6. I hear Office 365 offers a lot more than just email and calendar. What else is there?

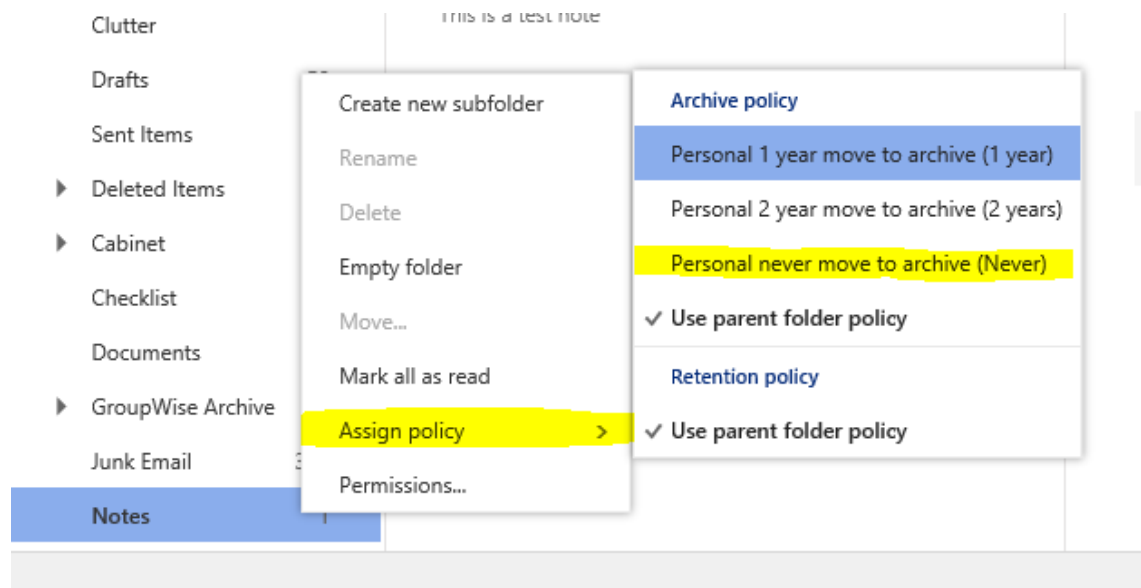
You may see some new features as you navigate Office 365 and the new Office 2013 suite. Some of the features, including OneDrive, Skype for Business and others, will go live in a later phase of the project. We ask that you refrain from using these online features for now. We will communicate to all EHC when you can take advantage of these great resources!

Q7. I use Notes in Outlook. Can I see those in the new OWA 365?

Yes. But there's not a separate Notes Office 365 application like there is for Calendar, Mail, People (formerly Contacts) and Tasks. In the Office 365 portal, go to the Mail application and look for the Notes folder.

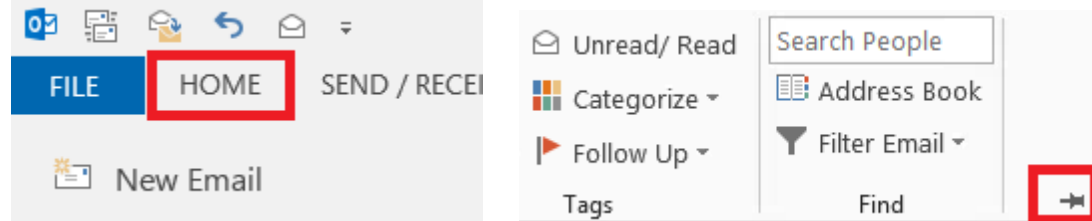
Q8. Speaking of Notes, I hate that my notes move to my archive after 15 months. I refer to them all the time! Can I keep Notes from auto-archiving?

Yes, you can assign personal archive policies for specific Mail folders. Log in to the Office 365 portal at <http://email.emory.edu>, then while looking at your mail, find the Notes folder. Right click on the Notes folder, choose "Assign Policy" and set the policy to "Personal never move to archive."



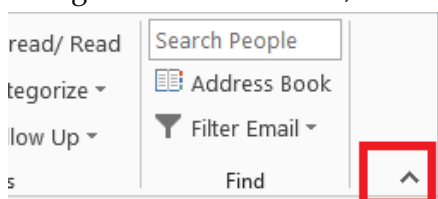
Q9. The Ribbon is gone in Outlook! And instead of being on the "Home" Tab, I'm now seeing the File tab by default. How do I get the Ribbon back?

Click the Home Tab (look to the left side of the screen), then once on the Home tab, look back over to the far right for a pin icon. Click that pin and you'll have your Ribbon back.



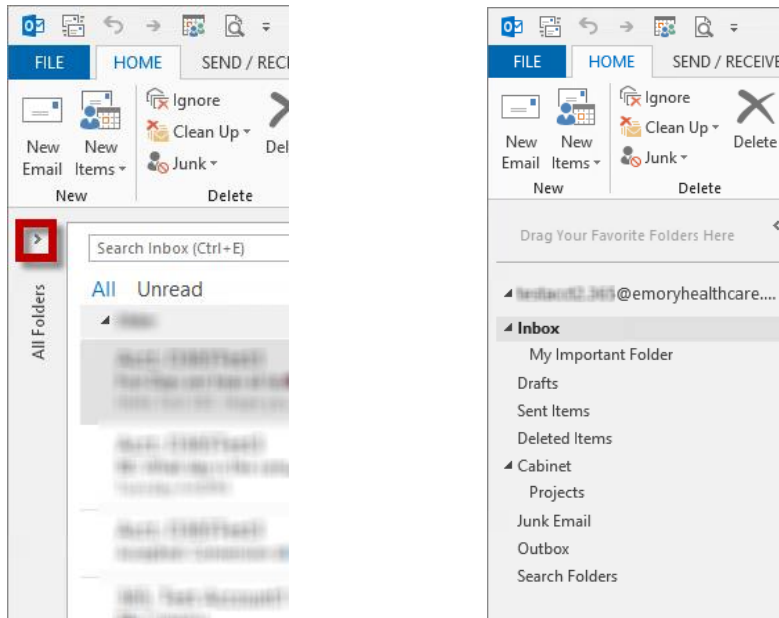
Q10. How can I get rid of the Ribbon? It takes up too much space!

On the far right side of the screen, click the chevron ^.



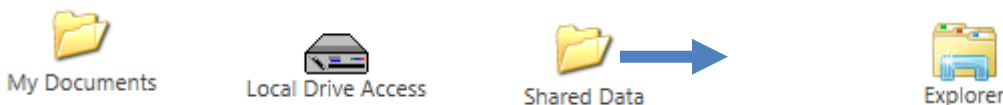
Q11. I don't see the navigation pane so I can't see my inbox, sent items and list of other folders. How do I get that to display?

The navigation pane is now called the Folder pane, and Outlook 2013 may have opened by default with that folder pane collapsed. Look near the top left just below the Ribbon for the > and click on it to make the folder pane visible (expand it).



Q12. I don't see the "My Documents" icon in the VDT - where did that go? How am I supposed to get to my files?

The "My Documents," "Shared Documents" and "Local Drive Access" icons have been combined into one new icon called "**Explorer**" so you can get to all of your files from one place.

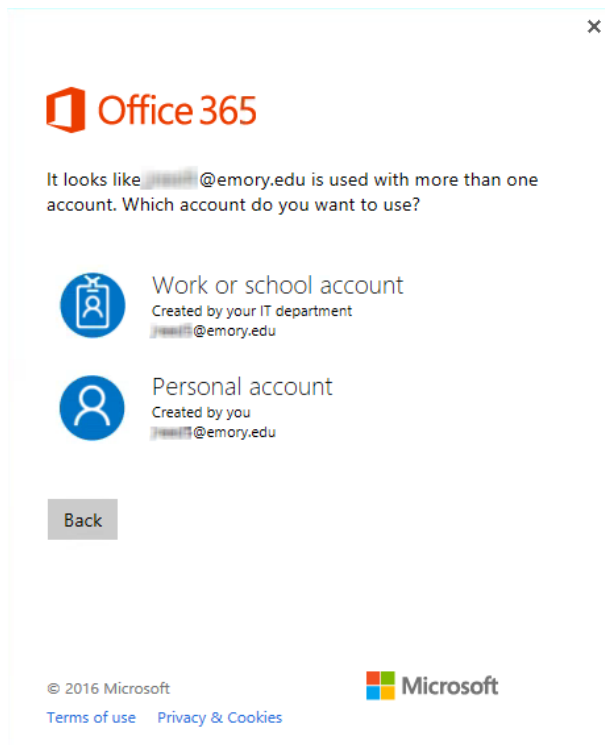


Q13. What if I need to get to my "home" directory and my department's shared directory at the same time?

You can have more than one "Explorer" window open at the same time. Just click the icon a second time and navigate to whatever drive or folder you need.

Q14. I have a personal (consumer) Microsoft Office 365 subscription that I signed up for using my Emory email address. Is that going to cause me any problems?

No, you can have a personal or consumer Office 365 account and use your Emory email address as the contact email address. In the VDT, Outlook will show your Emory email account. At home, on your own personal computer, you may see a pop-up window asking if you want to see your work/school or your personal account. If you want to get to your personal (consumer) Office 365 account, pick personal. Again, you shouldn't see this window while in the Emory Healthcare VDT environment, but if you do, you should pick the work/school option. You'll then see the Emory email sign in page.



Q15. Will my VDT Favorites migrate?

Yes and no. If you added any Office 2010 application icon to your favorites, you won't see those. Instead, you'll see the equivalent Office 2013 applications. All other icons should still be in your Favorites.

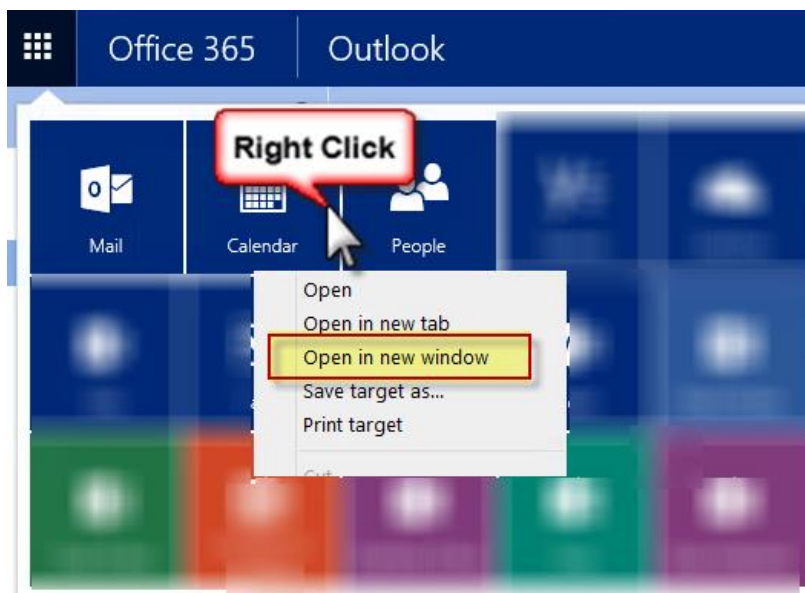
Q16. One of my Favorites icons isn't working.



You either no longer have permissions to that particular icon or something moved "behind the scenes." Try clicking the same icon from the Applications tab. If it works there, you should remove that Favorites icon and add it back from the main Applications tab. If the icon doesn't work from the Applications tab, please contact IS Customer Services at 8-HELP (404-778-4357).

Q17. I sometimes like to work in OWA, but I cannot figure out in Office 365 Web how to have both my email and my calendar open at the same time. Can I do that?

Yes, in Office 365 Web, Mail, Calendar, Contacts and Tasks are all separate applications. Click the squares at the very left of the Office 365 screen while looking at your email to see the list of other Office 365 applications. Right click on the calendar and choose "Open in new window." Please remember Emory Healthcare's move to Office 365 will occur in stages. In this initial phase of our move to Office 365, please use only Mail, Calendar, Contacts and Tasks. Please refrain from using OneDrive and the other online applications for now.



Q18. I cannot recall my voicemail PIN and need to check my messages.

Did you know that your voicemail messages show up in your inbox just like mail messages? You can listen to them from within Outlook. If you need to reset your voicemail PIN, you can do it yourself from Outlook. Follow the steps in the voicemail handout found at www.ourehc.org/office365. You can also call the University IT Service Desk at 404-727-7777 and choose option 4, then option 2 for password reset.

Q19. The voicemail I need to listen to is on a phone line shared by everyone in the department. The PIN we used before the move to Office 365 isn't working. What can I do?

The supervisor or manager over the area will need to call the University IT Service Desk at 404-727-7777 and choose option 4, then option 2 for password reset. For shared phone lines, we cannot reset the PIN for every person who accesses the messages.

Q20. We have a shared virtual fax account. Can I send/receive faxes with Office 365?

Yes, faxing works from Office 365. The migration to Office 365 is a large, multi-week process, and the timing of each go-live group is dependent on the status and success of the preceding groups that move. In order to minimize impact, anyone who shares a mailbox or calendar will be moved over a weekend. Faxing may be delayed until your account or the account you are trying to access has moved.