

Office 365 Quick Reference Guide

Written by: LITS Messaging Team

Microsoft Office 365 is a cloud-based communication system which provides not only internet email, but also 100 GB email storage, personal, and shared calendars.

This knowledge article contains documentation related to various Office 365 topics and features. Simply click on your topic of interest to obtain more detailed information about it.

Outlook Configuration

1. [KB03755](#) - Outlook 2010 and 2013 Client Config (*Many users have found that Outlook 2013 offers a better experience overall*)
 2. [KB03627](#)- Outlook 2011 Client Config
 3. [KB03189](#) - Sync Apple and Android Device
 4. [Get Started](#)- Overview on Email and Calendar features for Outlook Web App for Office 365
 5. [Outlook Web App](#) -Includes detailed Information on utilizing the following features
 - o [Notifications, navigation, and settings](#)
 - o [Open an item in a separate window](#)
 - o [Working offline](#)
 - o [Mail Overview](#)
 - o [Mail \(more information\)](#)
 - o [Calender Overview](#)
 - o [Calendar \(more information\)](#)
 - o [People/Contacts Overview](#)
 - o [People/Contacts \(more information\)](#)
 - o [Tasks](#)
 - o [How to access and use Office Web Apps](#) (Note: This feature may not be enabled for all users.)
 - o [How does an Office 365 user open an Office 365 shared mailbox?](#)
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1. **Junk E-Mail Filtering** -Any message that is suspected to be junk is moved to the Junk E-mail folder. We recommend that you periodically review the messages in the Junk E-mail folder to check for legitimate messages that were incorrectly classified as junk.
 - o [Overview of the Junk Email Filter](#)

Junk E-Mail Filtering in Outlook Web App

- o [OWA Junk Mail Settings](#)

Junk Email Filtering in Outlook 2013

- o [Creating and configuring junk email filter lists - before you begin](#)
- o [Create the junk email filter list files](#)

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Junk Email Filtering in Outlook 2010

- [Junk Email Filter Lists](#)
- [Add names to the Junk Email Filter lists](#)
- [Junk Email Filtering in Outlook 2007](#)
- [Junk Email Filtering in Outlook 2011 \(Mac\)](#)

7. Unified Messaging (UM) Voicemail

If you have voicemail on the Emory University or Emory Healthcare network, you may now see or hear voicemail regarded as *Unified Messaging*. If you are an Office 365 user, you will NO longer dial 404-778-7300 (external) or 8-7300 (internal) to access your voicemail via phone.

To access your voicemail via the Telephone User Interface (TUI) dial 404-727-7100 (external) or 7-7100 (internal). You may also access many UM voicemail features via OWA (email.emory.edu). The links below will route you to more information about UM voicemail features in OWA (email.emory.edu).

- [Call Answering Rules](#)
- [Reset PIN](#)
- [Outlook Voice Access](#)
- [Greetings](#)
- [Play on Phone](#)
- [Notifications](#)
- [Voice Mail Preview](#)

8. [KB03039](#) - Frequently Asked Questions

9. Known Issues

- **Known Issue 1:** The "Add Room" feature in OWA (email.emory.edu) is not available at this time. Many organizations are experiencing this issue and Microsoft is aware of it.
- Workaround: Add the meeting room as an attendee, just as you would invite a person. Search for the meeting room name in the Global Address Book (GAL). Rooms will always start with an underscore symbol (_). Example: _NDB Room 1234
- **Known Issue 2:** When using Lync IM in OWA, conversations will not be saved. Only conversations from the Lync client will be saved.
- **Known Issue 3 :** Users utilizing Office 365 via OWA (email.emory.edu) have a Skype for Business IM feature. If the user has the Skype for Business application installed on their computer, and receives a message from someone, the message may go to the installed Skype for Business Client application. Also, Skype for Business IM in OWA for Office 365 notifies a user about a Skype for Business IM message in a very subtle way.
 - Work Around Suggestions for this include:

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- 1. Not being logged in OWA for Office 365 and the Skype for Business Client at the same time
- 2. Check both Skype for Business IM and the Skype for Business client for instant messages they may have received

- **Known Issue 4:** NEW users that are migrated to Office 365 and using the Outlook Client, may see the Windows Security Window prompt them to enter their Emory login credentials. They **MUST** enter their netid@emory.edu and password in order to login as shown in the screenshot below.

- **Known Issue 5:** Office 365 users that are Owners, Editors, Publishing Editors or Publishing Authors of calendars, and utilize Outlook 2007 to directly book to a calendar to reserve a time slot **MAY** have issues with doing so. Typically users that have this issue receive a permissions error message when trying to do so. We suggest that all updates and patches have been installed for Outlook 2007 first. If you are still unable to double click on a time slot within the calendar to reserve a time, please use OWA (email.emory.edu) to do so instead.