

Post Email Migration Tech Tips

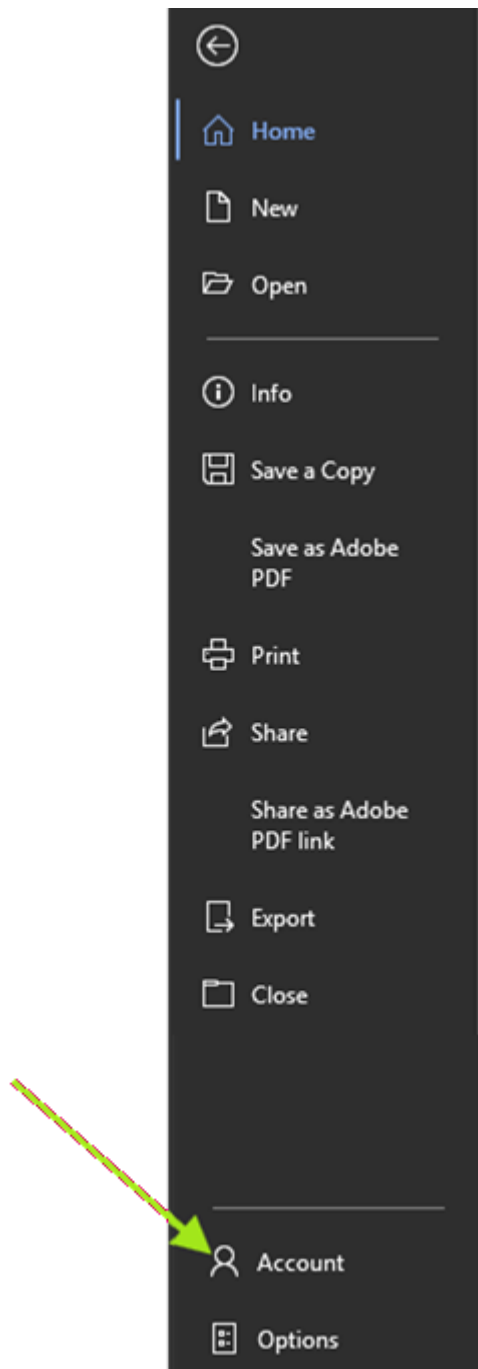
Table of Contents

Updating your Microsoft Subscription to Microsoft 365 apps for Business.....	3
Updating your User Information in Office to enable saving to OneDrive and SharePoint.....	5
Installing Office 365	6
Changing your Microsoft 365 Password	6
Setting up the Microsoft Authenticator App	7
On the Computer	7
Changing your Microsoft 365 Authentication Methods	10
Accessing a Shared Mailbox in the Outlook App	10
Manually Adding a Shared Mailbox in Outlook (Classic).....	10
Manually Adding a Shared Mailbox in Outlook New	11
Opening a Shared Mailbox on the Web.....	11
Sharing a Calendar in the Outlook App.....	12

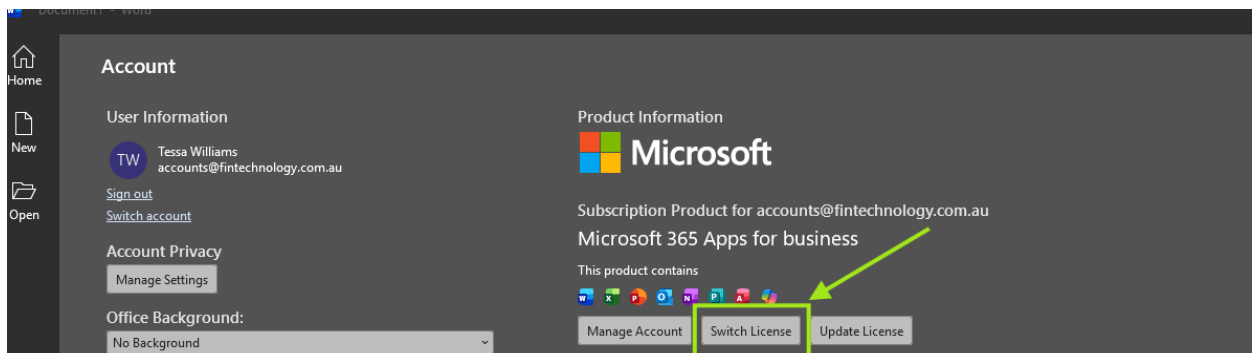
Updating your Microsoft Subscription to Microsoft 365 apps for Business

You can also view our video here: <https://youtu.be/cuQBTFaBvbQ>

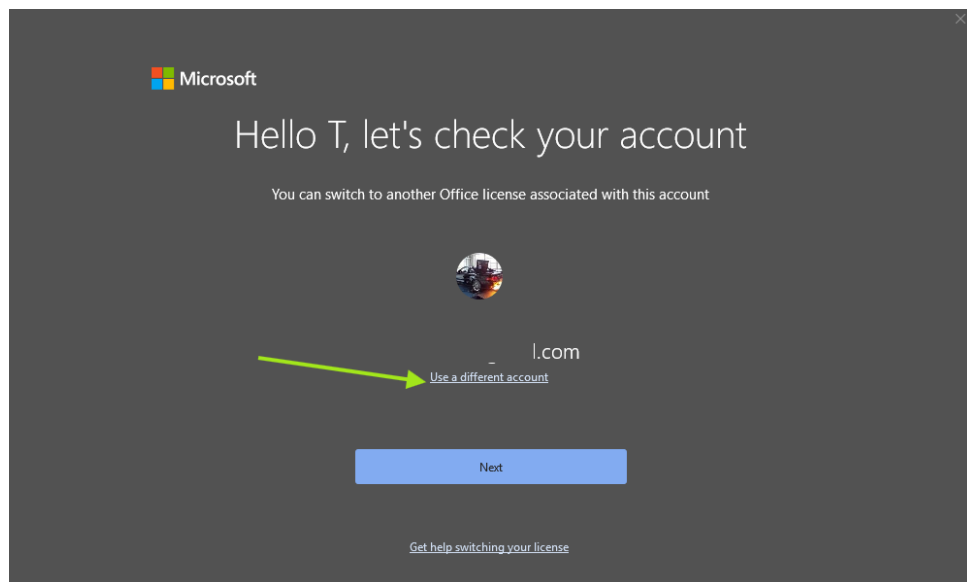
If you already have another subscription tied to the Office 365 applications that you use we recommend updating this to your Business Microsoft 365 license instead. You can do this on any Microsoft Office application (Word, Excel, Outlook etc) and choosing **File -> Account**



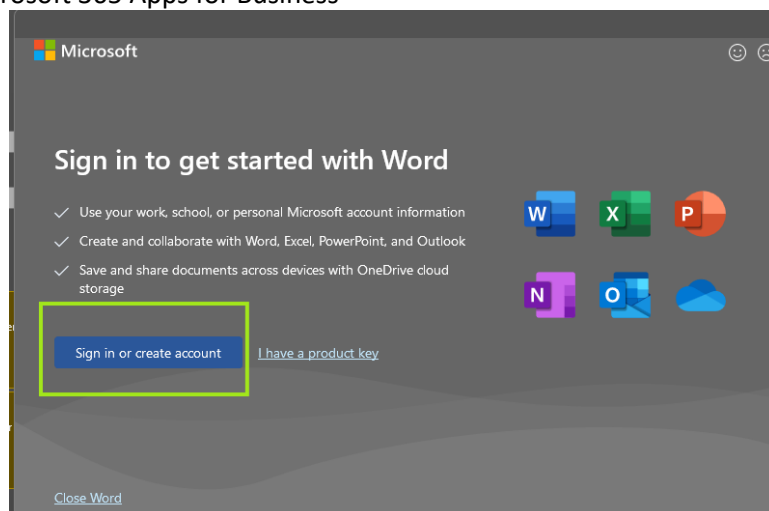
Then on the right hand side of the Screen under **Product Information** select **Switch License**



Select **Use a different account**



Choose **sign-in** and sign in with your Microsoft 365 (Work or School) account. This will then update the subscription to Microsoft 365 Apps for Business



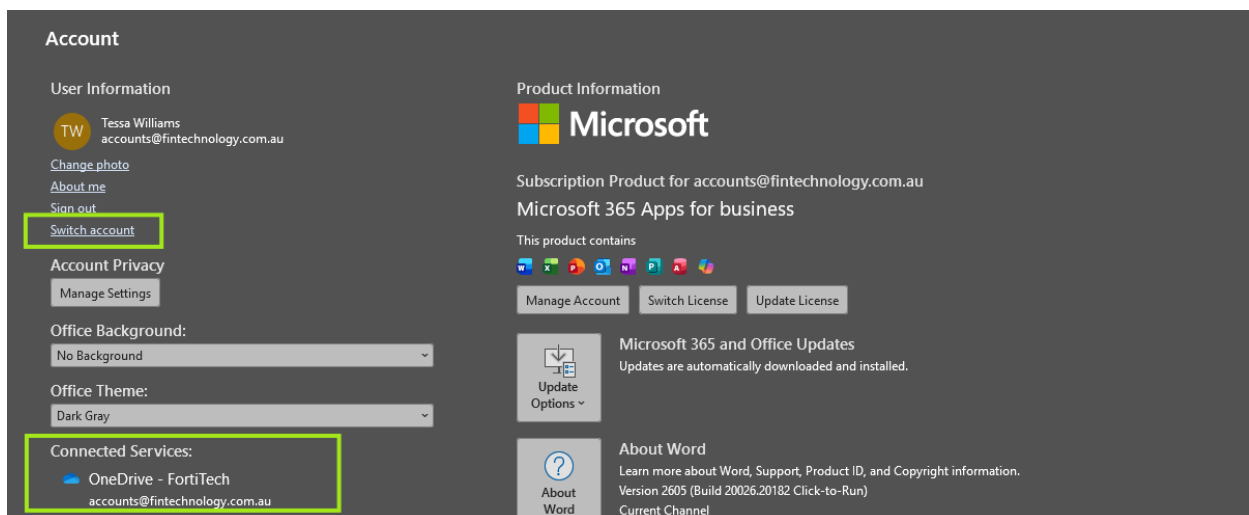
Updating your User Information in Office to enable saving to OneDrive and SharePoint

You can also view our video here: <https://youtu.be/cuQBTFaBvbQ>

If your current user information in Office is set to a Personal Microsoft Subscription then you will need to update this to your Business Microsoft 365 account instead so that you can save to your own OneDrive for Business and to SharePoint. You can do this on any Microsoft Office application (Word, Excel, Outlook etc) and choosing **File -> Account**

Then under **User Information** choose **Switch Account**, then choose to add your new Microsoft 365 (Work or School) account

Once done you should then be able to see OneDrive and SharePoint under Connected Services and you will be able to save documents to the Cloud.

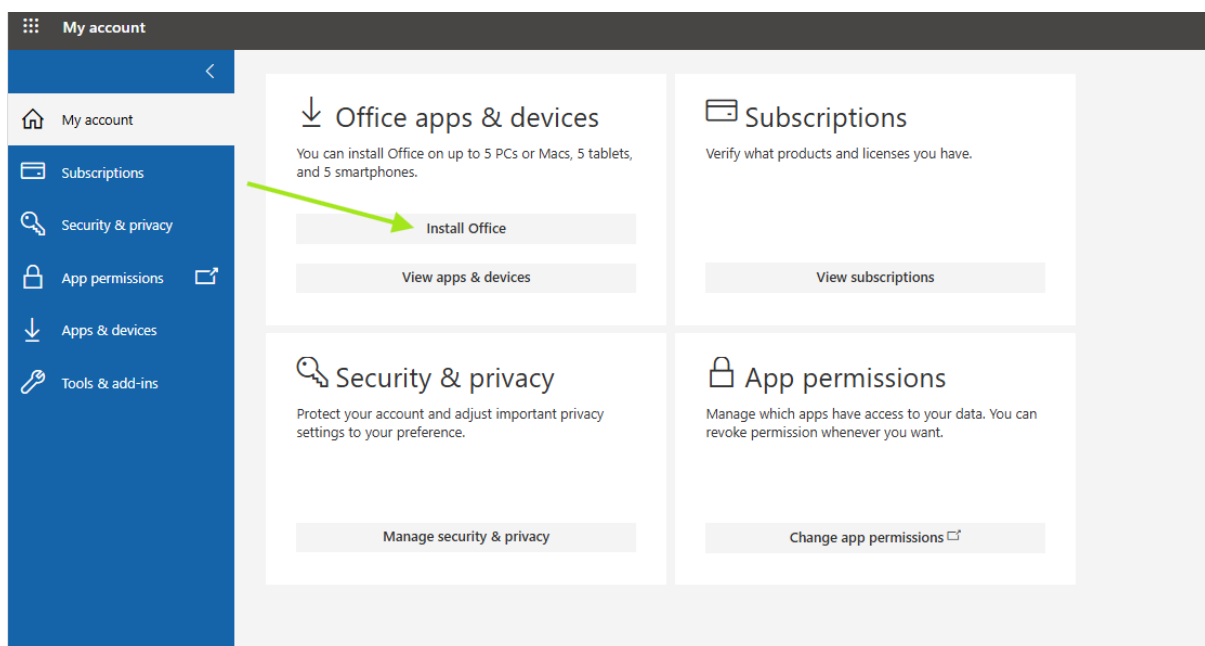


Installing Office 365

Head to <https://portal.office.com/account/?ref=Harmony> and log into your Business (Work or School) Microsoft 365 account if you are not already.

Select the Install Office option and an automatic download will commence.

Once the download is completed run the file to start the installation. You will receive a notification once the installation is complete and you can then open Outlook (Classic) and other Office Apps



Changing your Microsoft 365 Password

You can change your Microsoft 365 Password by heading to: <https://mysignins.microsoft.com/security-info/password/change>

You will still need to meet the current Microsoft password requirements which are:

- between 8 and 256 characters long
- They must also include characters from 3 of the following 4 categories:
 - uppercase letters
 - lowercase letters
 - numbers
 - symbols

We **strongly recommend** using a unique password that you do not use anywhere else.

If you have any issues trying to reset the password yourself then it will need to be reset in the Administration portal for Microsoft 365 by an Administrator.

Setting up the Microsoft Authenticator App

Before starting either method please download the Microsoft Authenticator app on your mobile phone:

Android from the Play Store:

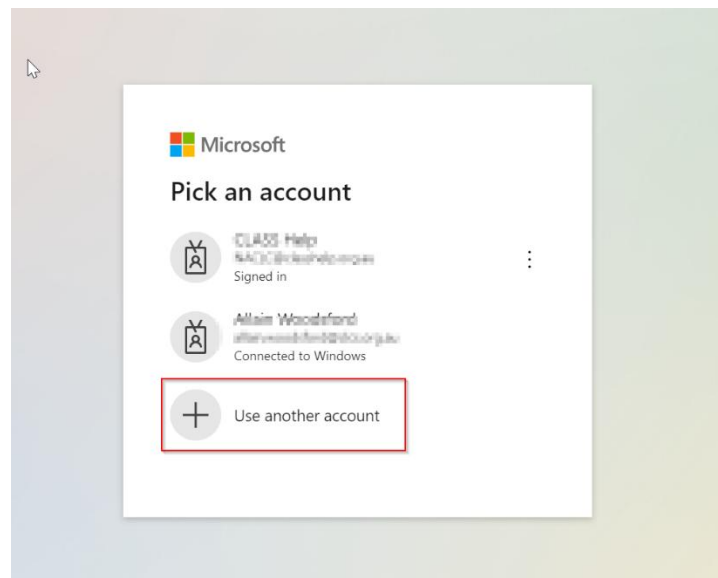
<https://play.google.com/store/apps/details?id=com.azure.authenticator&hl=en>

iOS from the App Store:

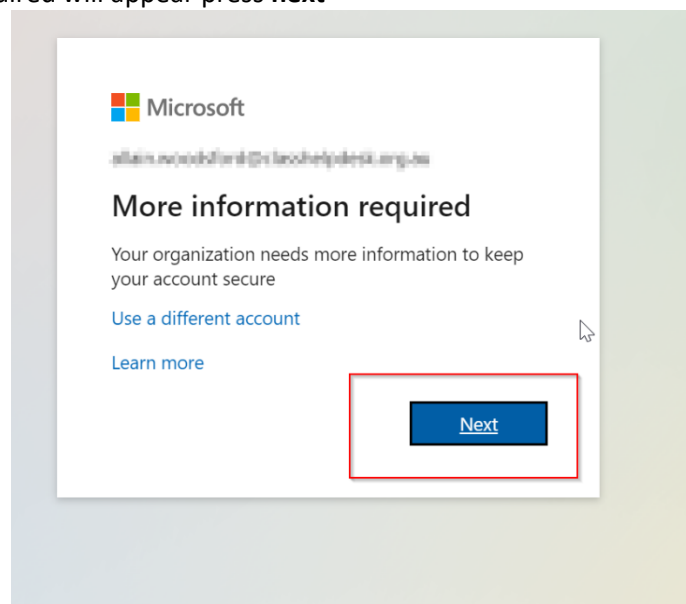
<https://apps.apple.com/us/app/microsoft-authenticator/id983156458>

On the Computer

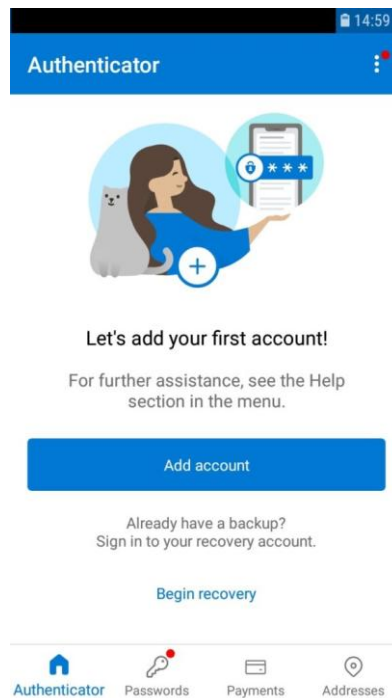
Go to <https://aka.ms/mfasetup> on your preferred browser and choose the account you want to setup, if your account isn't there pick "Use another account"



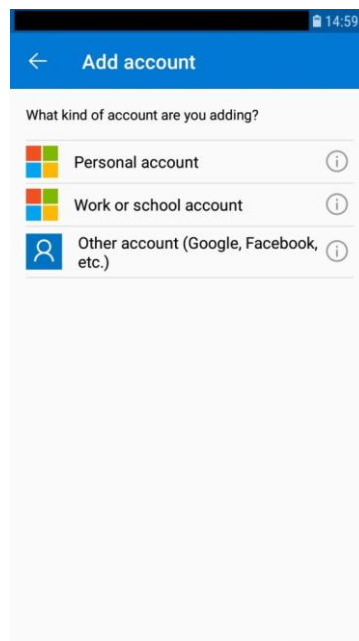
More information required will appear press **next**



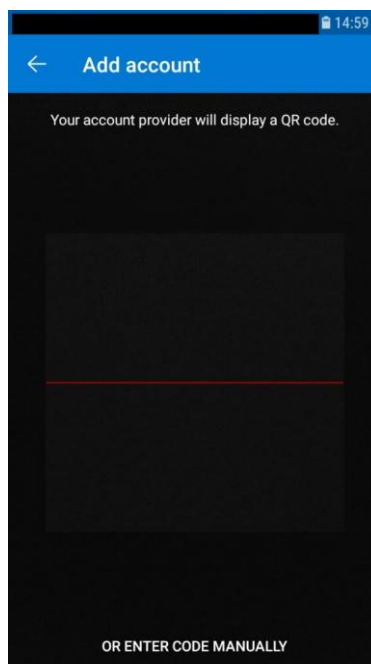
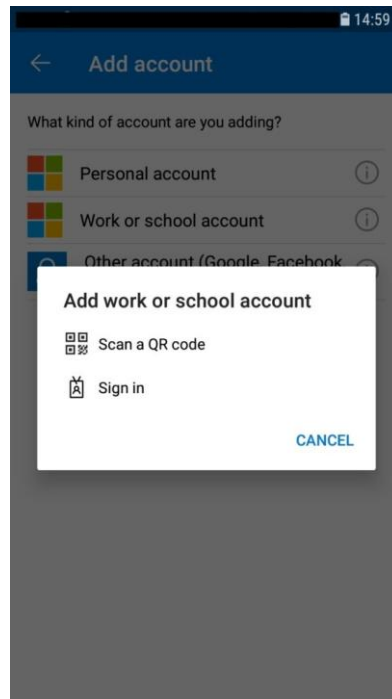
Open Authenticator on your phone and select the plus icon **+** and select **Add account**.



Select **Work or school account** then tap **Scan a QR Code**.



If you can't use your camera to scan a QR Code, click **Can't scan the image** on your PC and tap **Enter code manually** on your mobile.

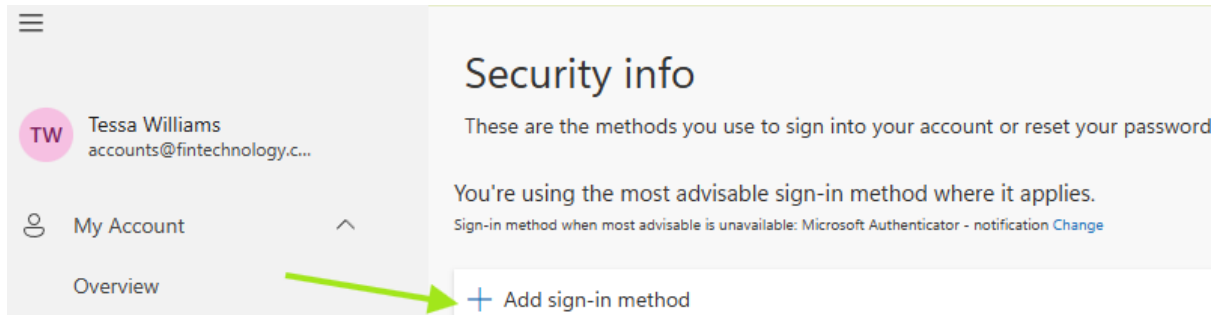


Once your Work account shows up in the authenticator a popup should generate with a code on the screen, you will need to enter that code into the box on your computer to verify the setup of the Authentication and you are set to go.

You may also receive a prompt to enter your mobile phone as a secondary method, you are welcome to follow the steps to do that.

Changing your Microsoft 365 Authentication Methods

You can change your Microsoft 365 Multifactor Authentication Methods by heading to: <https://mysignins.microsoft.com/security-info> and choosing **Add Sign-In Method**, you may need to delete previous methods if they are no longer used.



Changed phone?

Please note that if you have the Microsoft Authenticator app setup on your mobile device and you change mobile devices you will need to remove the previous mobile from your account and add the new one as they **do not carry across devices**.

If you are unable to remove the previous one and add the new, then your Multifactor Authentication will need to be reset in the Administration portal for Microsoft 365 by an Administrator.

Accessing a Shared Mailbox in the Outlook App

By default any Shared Mailboxes you have access to either shared from another staff member or a generic shared mailbox such as enquiries@ will automatically display in your Outlook (Classic) or Outlook (New).

If your admin only recently added you to a shared mailbox, it may take a few minutes before the shared mailbox appears. Wait a bit and then close and restart the Outlook again.

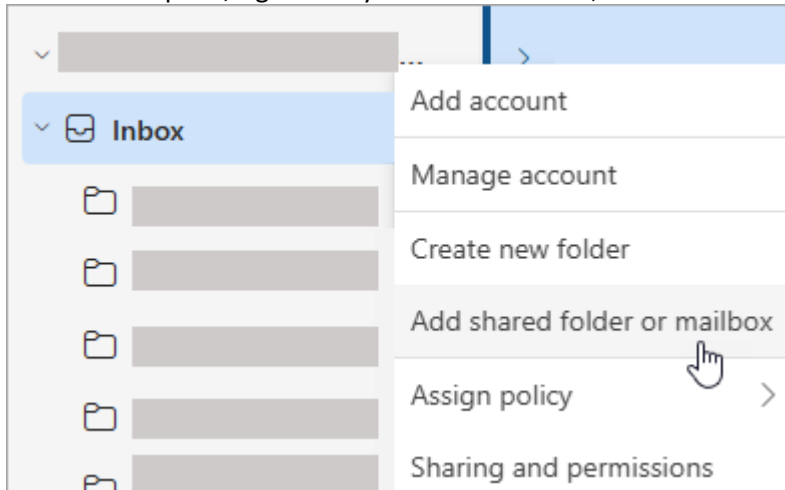
Or, add the shared box manually by following the below instructions

Manually Adding a Shared Mailbox in Outlook (Classic)

1. Open classic Outlook.
2. Select the **File** tab on the ribbon, then select **Account Settings > Account Settings**.
3. Select the **Email** tab.
4. Make sure the correct account is highlighted, then choose **Change**.
5. Choose **More Settings > Advanced > Add**.
6. Type the shared email address, such as info@contoso.com.
7. Choose **OK > OK**.
8. Choose **Next > Finish > Close**.

Manually Adding a Shared Mailbox in Outlook New


1. Select **Mail** from the navigation pane in new Outlook.
2. In the Folder pane, right-click your account name, and select **Add shared folder or mailbox**.



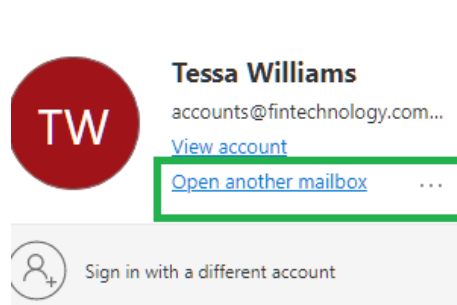
3. In the **Add shared folder or mailbox** window, type the name of the mailbox you want to access, for example, *info@contoso.com*.

Opening a Shared Mailbox on the Web

Log into <https://outlook.office.com/mail/> with your own Microsoft 365 account

Click on your initials in the top right → 

Choose **Open another mailbox**



Then type in the name of the shared mailbox i.e. [admin@](#) and select **Open** that should then open the mailbox up in a new browser tab for you and this method can be done with multiple shared mailboxes.

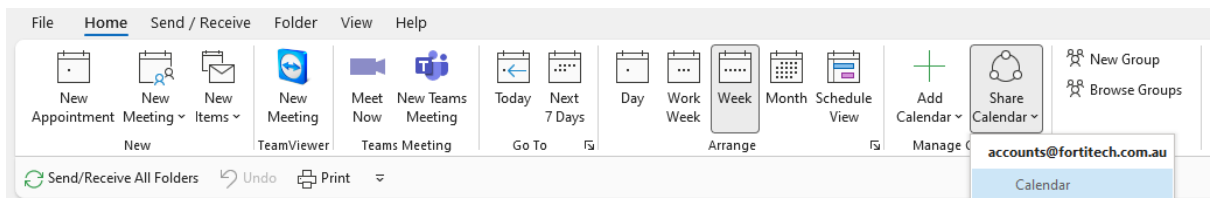
Open another mailbox

Open Cancel

Sharing a Calendar in the Outlook App

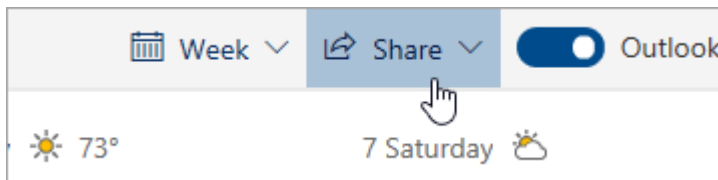
1. Open the calendar section of Outlook
2. In Calendar, on the toolbar at the top of the page, select **Share Calendar**, and choose the calendar you want to share.

Outlook Desktop app



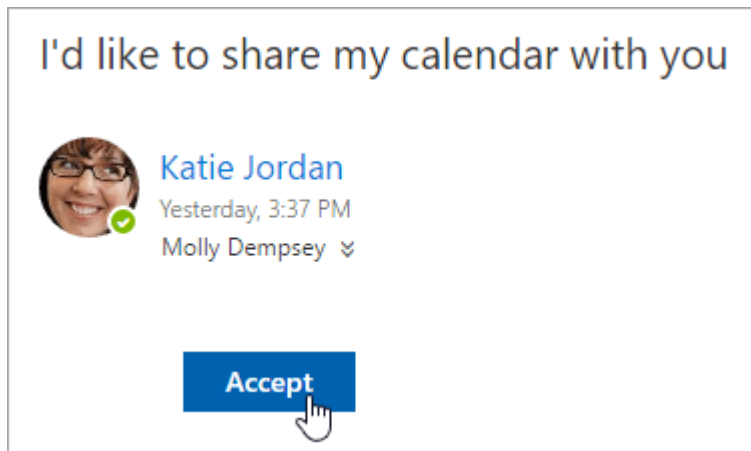
Note: You can't share calendars owned by other people.

Outlook Web based app

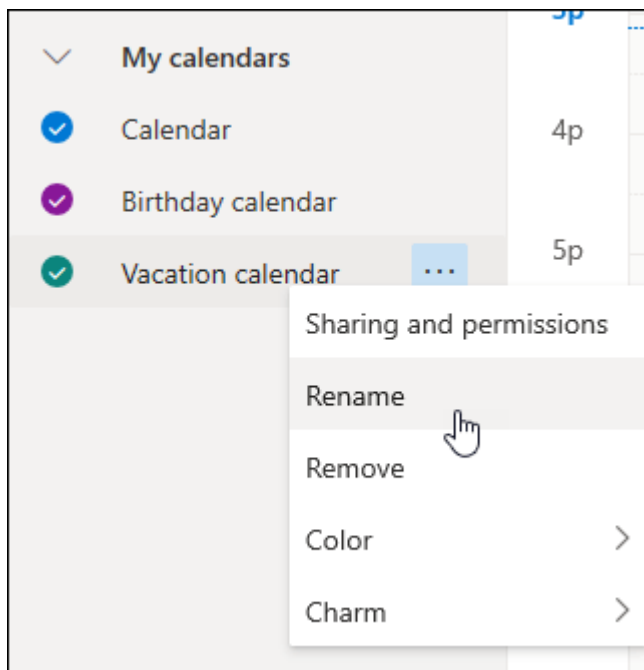


3. Enter the name or email address of the person you want to share your calendar with.
4. Choose how you want the person to use your calendar:
 - **Can view when I'm busy** lets them see when you're busy but doesn't include details like the event location.
 - **Can view titles and locations** lets them see when you're busy, as well as the title and location of events.
 - **Can view all details** lets them see all the details of your events.
 - **Can edit** lets them edit your calendar.
 - **Delegate** lets them edit your calendar and share it with others.
5. Select **Share**.

The recipient should then receive an invite that looks similar to the below, they will need to click on **Accept** (it could be at the very top of the email) to add your calendar to their calendar view.

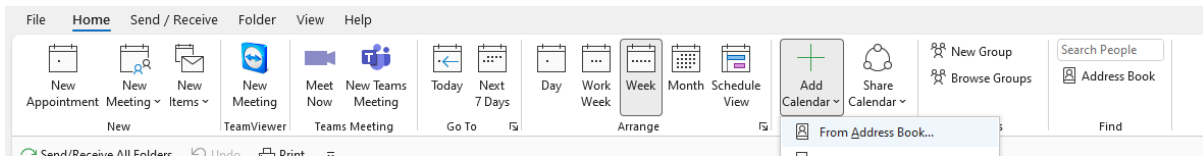


After you add another calendar, you can rename it, change its color, or remove it from your view. To do this, right-click the calendar in the navigation pane.



If the invitation does not give you automatic access you can also manually add it after accepting the invite by going into Calendar on your Outlook and choosing **Add Calendar -> From Address Book / Add from Directory** and search for the users name

Outlook Desktop app



Outlook Web based app

