Frequently Asked Questions

Known/Unresolved issues:

- Scan to e-mail – Creating Help Desk tickets for the scan-to-email issue is no longer necessary. A member of the MIS – Network Administration group will follow up with each office to determine scan-to-email status.

Browser

1) Important browser information
2) Why is my browser so slow?
3) How can I view more than one screen without the other disappearing?

Calendar

1) How do I share my Office 365 Calendar?
2) How do I view a calendar that has been shared with me?
3) Can I un-share my calendar?
4) Why are my Calendar dates and times incorrect?
5) How do I get rid of Appointment Reminders?
6) Where are my Tasks?
7) Where are my Notes?
8) How do I reserve a conference room or the training room in Office 365?
9) Can I drag and drop e-mail messages and/or attachments to an appointment/event?

Encryption

1) How to Override E-mail Encryption
2) Receiving an encrypted e-mail
3) How to send encrypted e-mails
**Outlook**

1) Where are the folders I created in the GroupWise Cabinet?  

2) Can Office 365 notify me when I receive new e-mail?  

3) How do I create a signature block?  

4) Why won’t my signature block work?  

5) How do I access shared mailboxes?  

6) Can I drag and drop e-mail messages and/or attachments to a new e-mail message?  

7) Is there a size limit on my e-mails?  

8) Are there prohibited file types (attachments)?  

9) Can I customize the Subject line of a received e-mail message?  

10) How can I get a Delivery and/or Read Receipt for my sent messages?  

11) How do I turn off the conversation view?  

**People (Contacts)**

1) Is there a shortcut to add a new contact?  

2) How do I re-create a GroupWise Contact Group?  

3) Where are my Contact Groups & Frequent Contacts?  

**Miscellaneous**

1) Why can’t I Save & Send Using E-mail in Word anymore?  

2) I deleted my profile picture, why do I still see it?  

3) How do I print from Office 365? (Why does Office 365 print a bunch of blank pages?)  

4) Where is Spell Check in Office 365?  

5) How do I create a desktop shortcut for the Office 365 login?
Browser

1) **Important browser information.**
Google Chrome and Office 365 appear to work well together. Unfortunately, Google Chrome does not support the Department's internal applications (i.e. CIRTS, LTCOP, etc.) or PeopleFirst.

To avoid problems accessing internal applications and PeopleFirst, make sure Mozilla Firefox is your default browser.

**Verify/set Mozilla Firefox as default browser:**

1) Open Mozilla Firefox.
2) Select **Tools** from the menu bar, and then select **Options**.
3) Click the **Advanced** gear wheel.
4) Click the **Make Firefox the default browser** button. Click the **OK** button.

Using Mozilla Firefox for internal applications and Google Chrome for Office 365, should be a successful combination. If you experience difficulty accessing internal applications or Office 365, after following the guidance above, please submit a Help Desk ticket ([http://www.tdserver2.com/cgi-bin/start.cgi/apps/elder/login1.htm](http://www.tdserver2.com/cgi-bin/start.cgi/apps/elder/login1.htm)).

2) **Why is my browser so slow?**
Google Chrome appears to be the smoothest running browser for Office 365. If Google Chrome is not installed on your computer, go to:

Click the **Download Chrome** button and follow the prompts to install Google Chrome. During installation, you will be prompted to set Google Chrome as your default browser – **UNCHECK** the box to set Google Chrome as the default browser.

The first time you use Google Chrome, you may be prompted to sign-in to Google. Click the **Skip for now** link to make the sign-in prompt go away.

If you experience any problems during installation, please create a Help Desk ticket for assistance.

**Import bookmarks to Google Chrome:** Click the **Customize and control Google Chrome** button in the top-right corner of the screen. Select Bookmarks -> Import Bookmarks and Settings. In the From: drop-down list, choose the browser where your bookmarks are currently stored and click the **Import** button. On the **Success** screen, check the box next to **Always show the bookmarks bar**, then click **Done**. Your bookmarks will be in a folder under the address bar.
3) How can I view more than one screen without the other disappearing?

Users have asked if they can view the calendar without e-mail disappearing, e-mail without the calendar disappearing, and couple variations in between.

So users have access to e-mail, calendar, and contacts at the same time, try the following:

1) Open Google Chrome and sign-in to Office 365.
2) This first tab will be your Outlook (e-mail) tab and can be used to send/receive e-mail.
3) Right-click the first tab and select Duplicate from the menu. Click Calendar. This second tab will be for calendaring tasks.
4) Right-click the first or second tab and select Duplicate from the menu. Click People. This third tab gives the user easy access to their contacts and groups and can be used for sending e-mails to individuals, many people, and groups.

Calendar

1) How do I share my Office 365 Calendar?

Click Calendar on the Office 365 menu. In the top-right corner, click the SHARE icon. In the Share with field, type the name of the person with whom you want to share your calendar. One or many people can be added. Next to each person’s name is a drop-down box. This allows you to choose how much information the person will see. Choose Availability only, Limited details, or Full details. Click SEND.

- Full details = Time, subject, location, and other details of all items in your calendar
- Limited details = Time, subject, and location, but no other information
- Availability only = Only shows the time of items on your calendar

2) How do I view a calendar that has been shared with me?

In the bottom-left corner of the Calendar screen, look for OTHER CALENDARS. This is the list of people who have shared their calendar with you. Click the name of the person to view their calendar. You can hide their calendar by clicking their name again in the bottom-left corner or across the top of the calendar view.

3) Can I un-share my calendar?

Yes. Right-click the calendar you want to un-share. Select Permissions. To stop sharing your calendar with a person, find the person you want to change permissions for and either choose a new level of permissions or select the delete icon X to remove their permissions. Select Save to save your changes or Cancel to undo them.
4) **Why are my Calendar dates and times incorrect?**
More than likely, the time zone setting is incorrect in Office 365. To correct the time setting:

1) Click the gear wheel in the upper-right corner.
2) Select **settings** from the **options** menu.
3) Select **regional** from the **settings** options.
4) There are several options available: Language, Date format, Time format, and Current time zone.
5) From the **Current time zone** drop-down list, select **(UTC-05:00) Eastern Time (US & Canada)**
6) Click **save**. **NOTE**: It could take a few minutes for the changes to take effect. Remember to logout, refresh the browser, and login again.

5) **How do I get rid of Appointment Reminders?**
This is a result of GroupWise appointments being migrated over to Outlook. There are two solutions to this issue:

1) If you like the Appointment Reminder feature and wish to keep it, click the Dismiss All option when the Appointment Reminder box appears. Depending on how many appointments you have, it could take several dismisses for the reminders to catch up – but it will eventually catch up.
2) If you do not like the Appointment Reminder feature and wish to **permanently** disable it, click the gear wheel (top-right corner of the Office 365 window), click the Settings option on the left-hand side of the screen, click the calendar option (in between mail and regional). On the right side of the screen is a heading for **reminders**, un-check the **Show reminder alerts** box. This will **permanently** disable the Appointment Reminder feature.

6) **Where are my Tasks?**
Tasks that existed in GroupWise have been migrated over to Outlook. Tasks can be accessed via the **TASKS** link in the bottom-left corner of the Outlook screen.

There are several viewing options:

1) On the left side of the screen is the **My Tasks** menu. Click **My Tasks** to expand the menu. Under **My Tasks**, you have the option of viewing priority, **Flagged Items and Tasks** or **Tasks** only.
2) Across the top, there are four filtering options – **all**, **active**, **overdue**, **completed**.
3) Below the four filtering options, there is a drop-down menu with several sort options. The default sort order is **ITEMS BY DUE DATE** – oldest on top.
7) Where are my Notes?
Unfortunately, Notes that existed in GroupWise did not successfully migrate over to Outlook. The Office 365 – Outlook Web Application does not have the option to create new Notes.

- Creating new Notes will be available in the Outlook 2013 local client (installed on your computer), when we upgrade to Windows 8 (later this year).

8) How do I reserve a conference room or the training room in Office 365?
To reserve a conference room or the training room, click **new event** in the Calendar view of Office 365. Type the name of the even on the **Event**: line. Type the location of the event on the **Location**: line (i.e. Conference Room 260P or Training Room 207). Add the attendees on the **Attendees**: line, including the room you wish to reserve. Complete the rest of the event information. To perform a **busy search**, click **SCHEDULING ASSISTANT** (listed after **SEND** and **DISCARD**). If there aren’t any scheduling conflicts, the conference room or training room will automatically reply with confirmation of your reservation. If there is a conflict, the conference room or training room will automatically reply that your reservation has been declined.

9) Can I drag and drop e-mail messages and/or attachments to an appointment/event?
Yes.

**Drag and drop e-mail messages** – Click **new event**. Click the **ellipsis** button in the top-right corner of the event message. Select **Open in a separate** window. Click (hold the click) and drag a message from the Inbox on to the message box of the new event window, then drop (let go of the click) the message. The drag and drop message will appear as an attachment in the new event. Add recipients, a subject, a message, and click **SEND**.

**Drag and drop attachments only** – Click **new event**. Click the **ellipsis** button in the top-right corner of the event message. Select **Open in a separate** window. Click on the original e-mail message containing the attachment. Click the attachment icon (hold the click) and drag the attachment from the original e-mail message on to the message box of the new event window, then drop (let go of the click) the attachment. The drag and drop attachment will appear in the attachment area (below the Subject line) of the new event. Add recipients, a subject, a message, and click **SEND**.
Encryption

1) How to override e-mail encryption – (Only if you are CONFIDENT no PHI or HIPAA protected information is being released)

To Override E-mail Encryption

1. Start a message as normal including any attachments OR follow the link to send your message again (if it was bounced back to you with instructions to encrypt).

2. To override e-mail encryption, enter the word “Override” in the subject line of your message. It can be anywhere in the subject line.

3. Send the message.

**PLEASE NOTE – The Department is responsible for protecting the privacy of the people we serve. To fulfill that responsibility, e-mails sent to non-elderaffairs.org addresses – using encryption override – will be logged. The override logs will be monitored to ensure sensitive information isn’t being sent without encryption.**
2) Receiving an Encrypted E-mail

When non-elderaffairs.org users get their first encrypted message they will need to set up their password. The example below uses Google’s Gmail. Other email systems may look slightly different but should function in the same manner.

Opening an Encrypted Message.

Receive an Encrypted Message:

An encrypted email is sent to the recipient. The email message will show up as normal in the recipient’s email with an attachment called “message_zdm.html”.

To start the process, view the “message_zdm.html” file. The view or how it handles attachments may be different depending on your email provider. The overall process should be the same.

Read the Attachment:

When you view the message_zdm.html attachment a web page will open that has a “Read Message” Button. Click the button.

When you click this button you acknowledge that you are using secure mail.

You may get a popup saying that you are submitting information to an external page and asking if you are sure. Click “Ok”.

If you have already set up your password, you will be asked to enter it and taken to the email message. Skip to “Signing in to View an Encrypted Email”.

If you have not setup your password, you will be asked to set up your password (shown in blue below).
Create Your Password:
Setting up your password the first time. If you have already set up your password skip to Signing in to View an Encrypted Email.

The first time you open an encrypted message you will be asked to:
- Enter your Full Name
- Choose a Password
- Retype the Password

Enter the information and click the “Continue” button.

Check Your Email for a New Message:
Setting up your password the first time

When you click the Continue button you will be taken to a web page that shows that a verification email will be sent to your email address.

Verify Your Email Address:
Setting up your password the first time

Open the verification message and click the link. This will verify your email address. Clicking on this verification email will be the final step in setting up of your password.

Your email message will be opened.
Signing in to View an Encrypted Email:
If you have already set up your password

If you have already set up your password you will be asked to provide it and click “Sign In”.

The email message will open.

You will be able to see who sent the message, view any attachments Reply, Reply to all or Forward the message.

To Reply to the message press the “Reply” or “Reply to All” button.
Replying to the encrypted email:

When replying to a message you can Attach a file, write a message and send the message. You can also copy yourself on the email message.

To attach a file click the Choose a File link. It will open a new window that allows you to navigate to files and attach them.
Resetting Your Password:

To reset your password open an encrypted message. At the bottom of the message is a link that you can use to reset your password.

An email will be sent to your mailbox with a link that will reset your password.

You will be asked to enter:
- Your Full Name
- Choose a Password
- Retype the Password

Enter the information and click the “Continue” button.

What We Don’t Know Yet?

| How long can you response to a message? | Currently Unknown. It used to be 9 days. |
3) How to send encrypted e-mails

To Send an Encrypted Email

1. Start a message as normal including any attachments.

2. To send an encrypted email, enter the word “Encrypt” in the subject line of your message. It can be anywhere in the subject line. It appears that it has to be the word “Encrypt”, words like “Encryption” or “Encrypted” will not encrypt the message.

3. Send the message. It will be encrypted. You will not get a message that it was encrypted.

Outlook

1) Where are the folders I created in the GroupWise Cabinet?

GroupWise Cabinet folders are located in the Outlook Cabinet. To access the Outlook Cabinet login to Office 365. Look to the left side of the screen and you will see your name, Inbox, Drafts, Sent Items and Deleted Items. Your Outlook Cabinet is below the Deleted Items. Click the arrow next to Cabinet to view your folders.

2) Can Office 365 notify me when I receive new e-mail?

Yes. Office 365 sends a chime sound through your computer when new messages arrive and an envelope will appear in the Office 365 menu bar when you have new messages.

To verify that these features are active:

1) Check the volume setting on your computer. It may need to be turned up to hear the chime.
2) Verify these options are active on your account, by clicking the gear wheel in the top-right corner. Select Options. Select settings from the options menu. Under the mail settings, scroll down to message options. A green checkmark indicates the Play a sound when new items arrive and Display a notification when a new email message arrives options are active.
3) **How do I create a signature block?**

Click the gear wheel in the top-right corner of the Outlook screen. Select **Options**. Select **settings** from the **options** menu. Enter your signature block and confidentiality notice (you can copy it from an old email). From here you have two options:

1) **Automatic Signature Block** – If you would like your signature block automatically included in every e-mail, check the box next to **Automatically include my signature on messages I send**.

2) **Manual Signature Block** – If you want to choose when to add your signature block, **do not** check the box next to **Automatically include my signature on messages I send**. To manually add your signature block to an e-mail message, click **+new mail**, click **INSERT**, then select **signature**.

3) Click **save**.

4) **Why won’t my signature block work?**

After creating a signature block and choosing your settings, Office 365 needs a few minutes to process the changes. It is best to sign out, refresh the browser window, and sign in again.

5) **How do I access shared mailboxes?**

If you have been granted access to a shared mailbox, click the drop-down arrow next to your name in the top-right corner. Select **Open another mailbox**... In the **open another mailbox** field, type the exact name of the shared mailbox and click **open**. If the mailbox does not open, verify the name and spelling of the shared mailbox. If that doesn’t work, submit a HelpDesk ticket to verify that you have been given access to the shared mailbox.

6) **Can I drag and drop e-mail messages and/or attachments to a new e-mail message?**

Yes.

**Drag and drop e-mail messages** – Click **+new mail**. Click (hold the click) and drag a message from the Inbox on to the new e-mail message, then drop (let go of the click) the message. The drag and drop message will appear as an attachment in the new e-mail message. Add recipients, a subject, a message, and click **SEND**.

**Drag and drop attachments only** – Click **+new mail**. Click the **Open in a separate window** button in the top-right corner of the new e-mail message. Click on the original e-mail message containing the attachment. Click the attachment icon (hold the click) and drag the attachment from the original e-mail message on to the new e-mail message, then drop (let go of the click) the attachment. The drag and drop attachment will appear in the attachment area (below the Subject line) of the new e-mail message. Add recipients, a subject, a message, and click **SEND**.
7) **Is there a size limit on my e-mails?**
There is a 25MB size limit on the e-mail messages. The size is determined by the e-mail message and all attachments combined.

8) **Are there prohibited file types (attachments)?**

9) **Can I customize the Subject line of a received e-mail message?**
Unfortunately, Office 365 does not allow the Subject line of a received message to be altered. Users do have the ability to categorize (color code or users can create custom categories) or create rules (users can tell Outlook what to do with e-mails that meet specified criteria).

This feature may be available when Outlook 2013 is installed on your computer later this year.

10) **How can I get a Delivery and/or Read Receipt for my sent messages?**
Click +new mail. Click the ellipsis button in the top-right corner of the e-mail message. Select show message options… There are two check boxes – one to Request a delivery receipt, another to Request a read receipt.

Check one or both boxes, depending on your preference, and click the ok button. Click SEND.

Unfortunately, there is not a default setting to turn on delivery/read receipts for all e-mails. Users will need to check one or both of these boxes for each new e-mail.

***Please note, elderaffairs.org e-mail users have the ability to decline sending the read receipt. E-mails sent to non-elderaffairs.org users generate a delivery confirmation, but a read receipt may or may not be sent.

11) **How do I turn off the conversation view?**
Go to your Outlook Inbox. Above the list of e-mails, there is a CONVERSATIONS BY DATE drop-down list. Click the drop-down arrow and choose the on or off option in the CONVERSATIONS section.
People (Contacts)

1) Is there a shortcut to add a new contact?
Yes. In the received message, double-click the sender’s name or e-mail address. In the top-right corner of the contact card, click the Add to Outlook or Lync Contacts icon. Select add to contacts and enter additional information about the contact. Click SAVE.

2) How do I re-create a GroupWise Contact Group?
1) Navigate to Frequent Contacts. (My Contacts -> Other contacts -> Frequent Contacts)
2) Right-click Frequent Contacts and select move to “my contacts”.
3) Open GroupWise. Then click the Address Book button in the top-left corner of the GroupWise window.
4) Click the + next to Frequent Contacts to view your groups.
5) Click each group to view the individual recipients.
6) Follow the How do I create a Contact Group directions below.

3) Where are my Contact Groups & Frequent Contacts?
Unfortunately, the user created groups in GroupWise didn’t migrate over to Outlook – but, the individual contacts within each group did migrate over to Outlook. The individual contacts are located in your Frequent Contacts (People->Other Contacts->Frequent Contacts).

How do I create a Contact Group?

1) Click +new in the upper-left corner of the People view. Click create group in the dialog box that opens. A blank group form displays in the reading pane.
2) In the Group name box, type a name for the group.
3) In the Members box, type the name or e-mail address of each person you want to add to the group, and then press the Enter key.
4) Click SAVE at the top of the group form.
Miscellaneous

1) Why can't I Save & Send Using E-mail in Word anymore?
The Save & Send Using E-mail feature in Word is tied to the default e-mail application installed on your computer. That is currently GroupWise. We are no longer using GroupWise, so the Save & Send Using E-mail feature will not work right now.

Word documents can be sent using the Outlook Web Application, by inserting them as an attachment. If you prefer to send a read-only version of the Word document, you have two options:

1) In Word, click the **File** tab and select **Info**. Click **Protect Document** and choose a permission type. Save the document, create a new e-mail message and insert the document as an attachment.

2) If you would prefer to send a PDF version – in Word, click the **File** tab and select **Save As**. In the **Save as type** drop-down list, select **PDF (*.pdf)** and click the **Save** button. Create a new e-mail message and insert the PDF file as an attachment.

The Save & Send Using E-mail feature will be available again when Outlook 2013 is installed on your computer later this year.

2) I deleted my profile picture, why do I still see it?
To delete your profile picture, click the gear wheel in the top-right corner and go to **options**. Select **account** from the **options** menu. Scroll to the bottom of the screen on the right-side (below **Photo**, **Mailbox Usage**, and **contact numbers**). Click the **Edit information…** link. Next to your photo is the phrase – ”Use the buttons to change or remove your photo.” – there should also be an **x** at the end of the phrase. Click the **x** to remove your photo. Remember, it could take a few minutes for the change to take effect and you may need to logout and login again to refresh your Office 365 account.

If you have taken the steps to delete your profile picture, but you still see the picture associated with your e-mails or next to your name in the directory, try one of the following:

**Google Chrome users** - Click the **Customize and control Google Chrome** button in the top-right corner of the screen. Select **History** from the menu. Click the **Clear browsing data...** button. In the **Obliterate the following items from:** drop-down menu, select the **beginning of time**. **Un-check** the **Clear browsing history** box. Check all the other boxes and click the **Clear browsing data** button. Close Google Chrome, restart Google Chrome, and login to your Office 365 account. The picture should be gone.

**Mozilla Firefox users** – At the top of the browser window, click **Tools**. Select **Clear Recent History**. In the **Time range to clear:** drop-down menu, select **Everything**. Expand the **Details** box, if necessary. **Un-check** the **Browsing & Download History** box. Check all other boxes and click the **Clear Now** button.
Close Mozilla Firefox, restart Mozilla Firefox, and login to your Office 365 account. The picture should be gone.

**Internet Explorer users** – At the top of the browser window, click **Tools**. Select **Delete Browsing History**. **Un-check Preserve Favorites website data and History**. Check all other boxes and click the **Delete** button. Close Internet Explorer, restart Internet Explorer, and login to your Office 365 account. The picture should be gone.

3) **How do I print from Office 365? (Why does Office 365 print a bunch of blank pages?)**

**Google Chrome users** – Click the **ellipsis** button in the top-right corner of the e-mail message. Select **print** from the menu. A new window containing the e-mail message will appear. Almost instantaneously, another window (the Google Chrome print window) will appear. Press the **Print** button.

**Internet Explorer users** – Click the **ellipsis** button in the top-right corner of the e-mail message. Select **print** from the menu. A new window containing the e-mail message will appear. Almost instantaneously, another window (the Internet Explorer print window) will appear. **Close/cancel the Internet Explorer print window**. Right-click the e-mail message window and select **Print Preview**.

Determine the page numbers that should be printed. Click the print button in the top-left corner. In the **Page Range** section of the print window, click the radio button next to **Pages** and indicated which page numbers should be printed. Press the **Print** button.

**Mozilla Firefox users** - Click the **ellipsis** button in the top-right corner of the e-mail message. Select **print** from the menu. A new window containing the e-mail message will appear. Almost instantaneously, another window (the Mozilla Firefox print window) will appear. Press the **OK** button.

4) **Where is Spell Check in Office 365?**

**Google Chrome and Mozilla Firefox users** – Spell check is included the browser. Words spelled incorrectly are underlined with a red, squiggly line.

**Internet Explorer users** – There is no spell check option. The version of Internet Explorer we are using is too old to support built-in spell checking. Newer versions of Internet Explorer support the built-in spell checking, but Windows XP does not support newer versions of Internet Explorer.

*Unfortunately, built-in spell checking will not catch alternate, correct spellings of a word used in the wrong context. Please proofread before clicking **SEND**.*
5) How do I create a desktop shortcut for the Office 365 login?

**Google Chrome users** – Go to [https://login.microsoftonline.com](https://login.microsoftonline.com). Click the **Customize and control** Google Chrome button in the top-right corner of the screen. Go to **Tools** and select **Create application shortcuts**... Users have three options: Desktop, Start menu, Quick launch bar. Any combination of those choices may be selected. Click the **Create** button.

**Mozilla Firefox users** – Go to [https://login.microsoftonline.com](https://login.microsoftonline.com). Resize the Firefox window so you can see both your computer’s desktop and the Firefox window on the same screen. Click on the site icon next to the Location Bar, i.e. where the web address (URL) is shown. While still holding the mouse button down, move the pointer to the desktop, then release the mouse button. The shortcut will be created.

**Internet Explorer users** - Go to [https://login.microsoftonline.com](https://login.microsoftonline.com). Right-click on the Office 365 login page. Select **Create Shortcut**. A box will appear asking – Do you want to put a shortcut to this website on your desktop? [https://login.microsoftonline.com](https://login.microsoftonline.com). Click the **Yes** button.