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Standard Operating Procedure for end user experience for Office 365.

For Virgin Islands Department of Education

End user Experience



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End user experience Office 365(E-Mails)

This document is prepared for IT Administrators, Helpdesk and end users who are going to experience various changes while their/other user's mailboxes are moving/moved to Office 365 migration.

During Transition

Users or IT Administrators including healpdesk must know the affects on mailboxes which are going to be observed during the transition period.

Due to following reasons, mail users scheduled for migration shouldn't use their mailbox during the migration process.

- 1) At a specific stage of migration where user's mail accounts are converted to mail enabled users, only Mail Inbox will get updated/synced on cloud, inbound email flow will not be impacted.
- 2) Outbound emails will not work, If any message will be sent through outlook client or mobile devices it will remain there in sent items but never deliver or sync. The sent message will be lost.

Post Transition

Users or IT Administrators including healpdesk must also know the affects on mailboxes which are going to be observed once the mailbox transition to Office 365 is completed.

OWA (Outlook Web Access)

Users can browse their emails in OWA(Outlook Web Access) by following below steps.

1. Users need to visit <u>https://login.microsoftonline.com/</u> and enter their email address and password to login.





2. Logged in users will see below webpage, they can select Mail, calendar, people or other items as per requirement.



3. Once a user clicks on the mail icon, user will be redirected to language and home time zone page.

0u	tlook		×			Install Mondale	-			<u>▲ %aa</u>
⊢⇒	-> 😋 🕻 🙆 https://outlook.office365.com/owa/languageselection.aspx?ll-cc=1033&url=/owa/?realm%3dstck12.vi%26exsvurl%3d1%26ll-cc%3d1033%26modurl%3d0						C			
Apps	*	Bookmarks	www.vmware.com/f	🔒 Center for Internet S	📟 Buy VMware vSphere	😔 RVCC Stoneware Po	🙆 Citrix "There is no Ci	8 cannot connect to t	VMware KB: Virtual	
		0	Tu			Choose your prefer Language: English (United St Time zone: Select time zone	Outloc red display language and ho ater)	DK me time zone below.		

4. Once you click on the save emails will appear like below mentioned web page.





Outlook Client

Users will not able to send or receive emails on their Outlook client and mobile devices.

In order to restore the email services, users must follow the below mentioned steps.

 You'll want to ensure that Outlook is updated with the required and recommended updates. Users should visit OWA Office 365 settings to setup their desktops which have Office 2010 or Office 1007 installed. Login to OWA and click on Office 365 Settings Gearwheel icon on top right of the screen to see the drop down menu.



2. Click on Install and manage Software

General Theme Choose your favorite theme.	Default theme
Start page Change where you land when you sign in.	Set your start page
Notifications Decide which notifications you need.	On
Software Install and manage software.	
Password Change your password.	Expiring in 5 days.
Contact preferences Manage how and why you are contacted.	On



3. Click on Desktop Setup and select Setup

	Office 365	
e)	
So	oftware	
Of	fice	Set up your desktop applications to work with Office 365
То	ols & add-ins	If you already have Office 2010 or Office 2007 installed on your computer click Set up. You don't need to do this if you've installed the latest
Sk	ype for Business	version of Office.
Or	neDrive	Follow the instructions below and when you're done, you can:
De	esktop setup	Use Outlook and Office 365 together for email and more Save Office documents to OneDrive
Ph	one & tablet	Learn more Review system requirements
		Set up

4. Close Outlook Client.

Image: Image	/ RECEIVE FOLDER VIEW	Inbox - sttj_test05@sttj.k12.vi - Outlook		? = - = ×
New New Email Items - New New	Image: Constraint of the second diagram Image: Constraint of the second diagram Image: Constraint of the second diagram Image: Constraint of the second diagram Image: Constraint of the second diagram Image: Constraint of the second diagram	Create New	id/ Categorize Follow d v Up v Tags	
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₩ 28 Ø	A Last Week	The Division of Finance has dedi		□ B8 1 100V



5. Open Control Panel

🔾 🖓 🗸 Control Panel 🕨 A	All Control Panel Items 🕨	Research I	-
Adjust your computer's setti	ings		
🏲 Action Center	administrative Tools	🕞 AutoPlay	🐌 Backup and Restore
💶 Color Management	Credential Manager	\mu Date and Time	😿 Default Programs
📑 Desktop Gadgets	🚔 Device Manager	n Devices and Printers	🖳 Display
🖌 Flash Player (32-bit)	📔 Folder Options	强 Fonts	🗑 Free Fall Data Protection
🜏 HomeGroup	🚨 Indexing Options	Maintel (R) Graphics and Media	🔂 Internet Options
🕮 Keyboard	📨 Location and Other Sensors	Mail (Microsoft Outlook 2013)	I Mouse
🔜 Notification Area Icons	Performance Information and Tools	Personal Mail (Microsoft Outlook 20	013) 🛄 Phone and Modem
🛐 Programs and Features	🔮 QuickTime (32-bit)	Recovery Microsoft Outlook Profiles	📃 🔊 Region and Language
📢 Sound	👵 Speech Recognition	🔞 Sync Center	🕎 System
Troubleshooting	🍇 User Accounts	📑 Windows CardSpace	🕍 Windows Defender
Windows Mobility Center	Windows Update		

6. Open Mail and click on "Show Profiles".

🧿 Mail Se	etup - Outlook	×
E-mail A	counts	
	Setup e-mail accounts and directories.	E-mail Accounts
Data File	5	
1	Change settings for the files Outlook uses to store e-mail messages and documents.	Data Files
Profiles -		
8	Setup multiple profiles of e-mail accounts and data files. Typically, you only need one.	Show Profiles
		Close



7. Select existing Outlook Profile and click Remove, it will remove the existing profile.

🕖 Mail 🗾 💌
General
The following profiles are set up on this computer:
onpreh.
Cutiook
Add Remove Properties Copy
When starting Microsoft Outlook, use this profile:
Prompt for a profile to be used
Always use this profile
Outlook
OK Cancel Apply



8. Click Add to add new profile.

🕖 Mail 📃 🔀
General
The following profiles are set up on this computer:
Add Remove Properties Copy When starting Microsoft Outlook, use this profile:
Prompt for a profile to be used
Always use this profile
Outlook
OK Cancel Apply

9. Enter the new profile name and click OK, it could be anything; example – your name or any word you wish.

🙆 Mail	x
General	
The following profiles are set up on this compu	ter:
New Profile	
Create New Profile	
Profile Name: Cancel	
Outlook	
Ada Kemove Properties Copy	
When starting Microsoft Outlook, use this profile:	
Prompt for a profile to be used Always use this profile	
Outlook	-
OK Cancel Ap	ply



10. It should automatically pick up your username and Email address, you just need to enter your password. If required modify the values as per requirement and click next.

Add Account	×
Auto Account Setup Outlook can automatically configure many email accounts.	N/
Your Name: STTJ Test Account 5 Example: Ellen Adams	
E-mail Address: Sttj_test05@sttj,k12.vi Example: ellen@contoso.com	
Password: Retype Password: Type the password your Internet service provider has given you.	
Manual setup or additional server types	
< Back Next >	ancel



]

11. Outlook Client will search for your mail server settings.

Add Account	it la	x
Searching f	or your mail server settings	Ň
Configuring	• • •	
Outlook is a	completing the setup for your account. This might take several minutes.	
~	Establishing network connection	
→	Searching for Sttj_test05@sttj.k12.vi settings	
	Logging on to the mail server	
	< Back Next > Canc	el



12. You will be congratulated once your email account is successfully configured. Click Finish and open Outlook to see your mailbox items getting updated. If configuration doesn't complete successfully, please contact helpdesk.

Add Account	t	×
Congratula	tions! -	×
Configuring		
Outlook is	completing the setup for your account. This might take several minutes.	
×	Establishing network connection	
×	Searching for Sttj_test05@sttj.k12.vi settings	
×	Logging on to the mail server	
Congr	atulations! Your email account was successfully configured and is ready to use.	
Change ad	ccount settings Add another accou	nt
	< Back Finish Can	cel

NOTE -

- Migrated users will not able to share free/busy and calendar information with on-premise Exchange 2007 users and vice versa.
- Migrated users will not be able to manage Distribution Groups through OWA\Outlook Client until migration of Distribution Groups is completed after decommissioning of on-premise Exchange Organization environment.

Android

(Tested with version 5.1.1)

No changes are required on Android phones. Automatic switch over should work.



IPHONE

(All versions)

IPHONE users need to remove the mail account and re-add that again. Below steps can be followed to remove and re-add an email account in IPHONE.

1. Once your mail account is migrated to Office 365, you will see below error on your Iphone device.

••ooo airtel 🗢 VPN	9:52 pm 🔒	7 🛈 🗍 8% 🦲 4
K Exchange	Inbox	Edit
	Q Search	
Microsoft Ex Undeliverable: Delivery has fa distribution lis	Change Test Sent Ite ailed to these ts: sttj_test03	7:23 pm > ems e recipients or 3 <mailto:im< th=""></mailto:im<>
Collwood Tr		0.01 cm >
Can The connect	tion to the serv	ail er failed.
	ΟΚ	>
Please be adv separate Repo	ise that we re ort of Survey	equest a form (ROS)
stx_test08 ******SPAM**** Sent Item che	** [BULK] S ck for stx_te	Yesterday > ent Item ch st08
VIDE Admini	istrator	Tuesday >
Up	dated at 7:32 pm	



2. Go to Settings and Select Mail Contacts, Calendars.

●●000 a	irtel 穼 VPN 🛛 10:06 pm 🕑 🕇 🛈 🗍 14% 🚺	•
	Settings	
	iCloud peesh@peeshvc.com	>
A	iTunes & App Store	>
	Mail, Contacts, Calendars	>
	Notes	>
	Reminders	>
	Phone	>
	Messages	>
	FaceTime	>
2807	Maps	>
S S S S S S S S S S S S S S S S S S S	Compass	>



3. Select VIDE Email Account, in below example it is Exchange.

•••••• airtel 🗢 🖤 10:06 pm 🕑 🕫	′ O 14% 💽 +
Settings Mail, Contacts,	Calendars
ACCOUNTS	
iCloud Mail, Contacts, Calendars and 8 n	> nore
PVC Mail, Contacts, Calendars, Remine	> ders, Notes
Exchange Mail, Contacts, Calendars, Remine) ders
Add Account	>
Fetch New Data	Push >
MAIL	
Preview	2 Lines >
Show To/Cc Label	\bigcirc
Swine Ontions	>



4. Scroll down to the bottom of screen and select Delete Account to delete.





5. Select Delete from my IPHONE





6. Re-add the account by clicking on Add Account.

●●○○○ airtel 🗢 💴 10:07 pm 🕑 🗡 🏼 🖇	14% 💽 🗲	
Settings Mail, Contacts, Cale	endars	
ACCOUNTS		
iCloud Mail, Contacts, Calendars and 8 more		
PVC Mail, Contacts, Calendars, Reminders, I	> Notes	
Add Account	>	
Fetch New Data	Push >	
MAIL		
Preview 2 L	ines >	
Show To/Cc Label	\bigcirc	
Swipe Options	>	
Flag Style C	color >	



7. Select Exchange.





8. Enter your email address and Password and select Next.

●●○○○ airtel 🗢 VPN 10:08 pm ④ 🕫 🖇 14% 💽
Cancel Exchange Next
Email sttj_test05@sttj.k12.vi
Password ••••••
Description Exchange
Exchange Device ID
AppIC39LQWAKFNJK
QWERTYUIOF
A S D F G H J K L
.?123 space return



9. Your account will be verified, it may take couple of seconds.

●●○○○ airtel 중 VPN 10:08 pm ④ 7 ④ 券 14%
Sec Verifying
Email sttj_test05@sttj.k12.vi
Password ••••••
Description Exchange
Exchange Device ID
AppIC39LQWAKFNJK



10. Once the verification succeeds, below screen will appear. Click Save. If you receive any error in place of this screen, please contact Helpdesk.



11. When you open Emails, you will also see your VIDE account.

●●000 a	airtel 🗢 VPN	10:09 pm	* 🕑 🕈	• * [_• <i>+</i>
Mailboxes Edit					
	PVC			2	>
	iCloud			15	>
	Exchange	Э		1	>
	All Inboxe	es		18	>
•	Flagged				>
ACC	OUNTS				
E	PVC			2	>
	iCloud			15	>
E	Exchange	Э		1	>
	Upo	dated at 9:52	pm	E	

Windows Phone

(All versions)

Windows Phone users will have to remove and re-add the email account. Below steps can be followed to remove and re-add an email account in Windows Phone.

1. Go to Settings and select Email+Accounts





2. Tap on your VIDE account and hold you finger for few seconds, it will pop up sync and delete options. Select Delete.







3. Once the account is deleted, Select add an account.





4. Select Exchange.





5. Enter your email address and Password and select Sign in.





6. It will take a while to display below screen which says Account Added, Select Done. If you get any error, please contact Helpdesk.





7. You will see your account is added under email+accounts, you may go to your home screen to see VIDE Emails Icon.



End of Document