Using Microsoft 365 – User Guide

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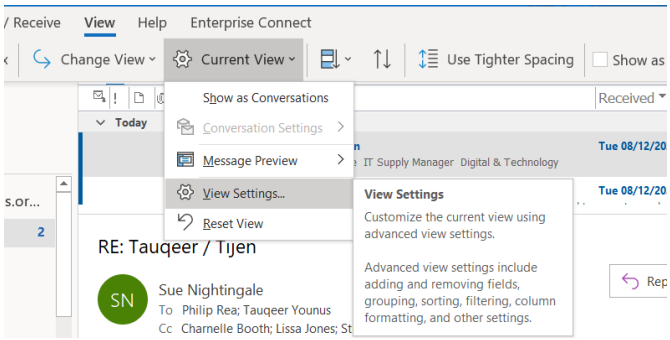
1. Outlook

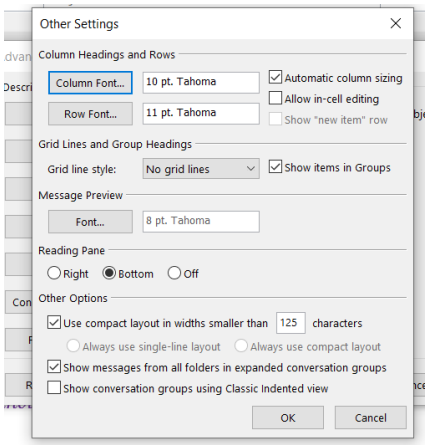
1.1 How to set up your inbox: This includes: Welcome to your mailbox / Manage Email / Organise your mailbox / Contacts and Tasks / Calendars /Managing your inbox in outlook mobile.
Click below to access this
https://support.microsoft.com/en-us/office/welcome-to-your-inbox-c6c261e3-d50a-43a6-816f-35fe1e53acc6

1.2 Changing Font size in outlook

1) Go to View – Current View – View Settings



2) Other settings
3) Then Alter the column font size and the Row font size then ok



It only changes the size for your inbox. If you want to change the font size for emails in folders you will have to go through the same process for each folder

1.3 Encrypting Emails

Links below on how to do encryption for the present time.

Two options are available to users:

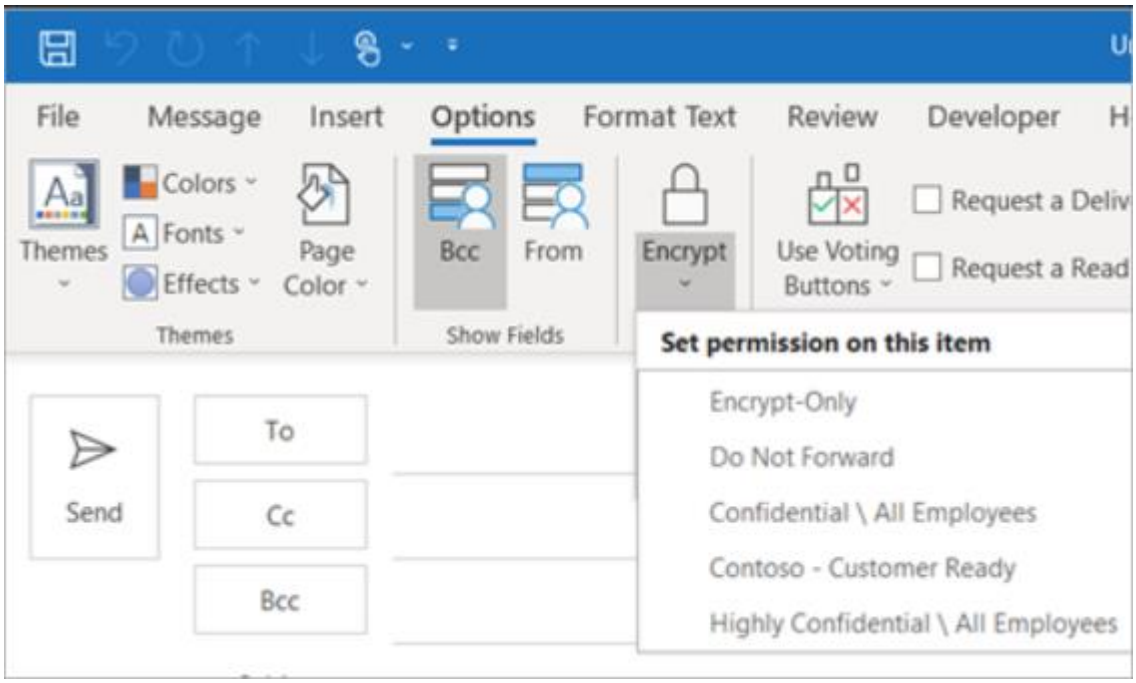
1. E1 users (Web + Mobile only)

https://www.youtube.com/watch?v=O2Dvsz2QVIw

2. E3 users (Web + Mobile + Outlook on device)

https://www.youtube.com/watch?v=RaI-E3IM63U

Create a new email and go to Options and encrypt and select the option you want



1.4 Make someone my delegate

A delegate automatically receives Send on Behalf permissions. By default, the delegate can read only your meeting requests and responses. The delegate isn't granted permission to read other messages in your **Inbox**.

1. Click the **File** tab.
2. Click **Account Settings**, and then click **Delegate Access**.
3. Click **Add**.

If **Add** doesn’t appear, an active connection might not exist between Outlook and Exchange. The Outlook status bar displays the connection status.

4. Type the name of the person whom you want to designate as your delegate, or search for and then click the name in the search results list.

   Note: The delegate must be a person in your organization's Exchange Global Address List (GAL).

5. Click **Add**, and then click **OK**.

6. In the **Delegate Permissions** dialog box, accept the default permission settings or select custom access levels for Exchange folders.

   If a delegate needs permission to work only with meeting requests and responses, the default permission settings, such as **Delegate receives copies of meeting-related messages sent to me**, are sufficient. You can leave the **Inbox** permission setting at **None**. Meeting requests and responses will go directly to the delegate's **Inbox**.

   Note: By default, the delegate is granted **Editor (can read, create, and modify items)** permission to your **Calendar** folder. When the delegate responds to a meeting on your behalf, it is automatically added to your **Calendar** folder.

7. To send a message to notify the delegate of the changed permissions, select the **Automatically send a message to delegate summarizing these permissions** check box.

8. If you want, select the **Delegate can see my private items** check box.

   Important: This setting affects all Exchange folders. This includes all Mail, Contacts, Calendar, Tasks, Notes, and Journal folders. There is no way to grant access to private items in only specified folders.

9. Click **OK**.

   Notes:

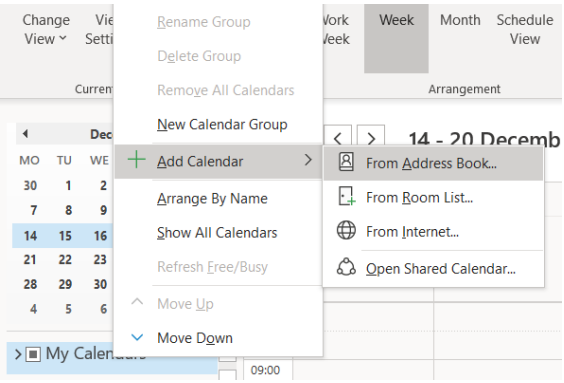
   - Messages sent with Send on Behalf permissions include both the delegate's and your names next to **From**. When a message is sent with Send As permissions, only your name appears.

- Once you add someone as a delegate, they can add your Exchange mailbox to their Outlook profile. For instructions, see [Manage another person's mail and calendar items]

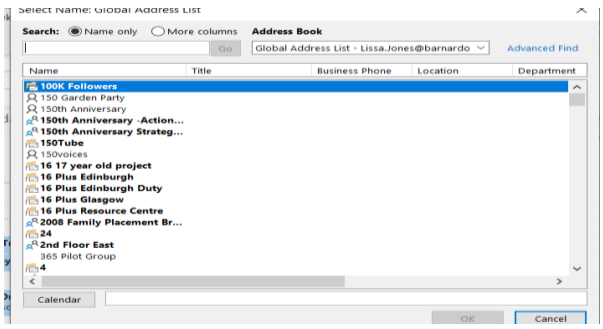
1.5 Adding calendars

Go to your calendar and on the left hand side you will see My Calendar

Right click on this and select Add Calendar and From Address book

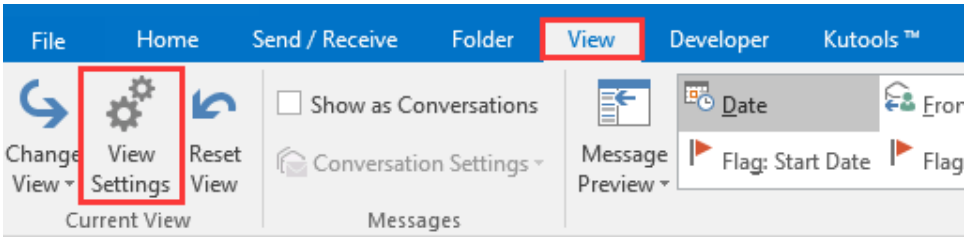


Make sure the Address book is listed as Global address book. Search for the person and select them and click on ok. They will then be added below My calendar

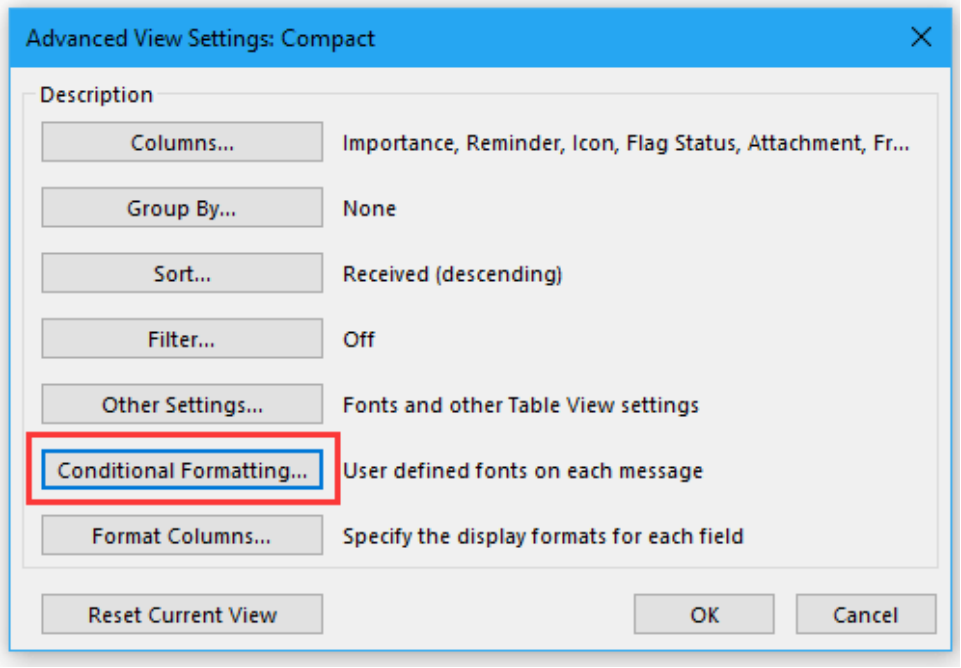


1.5 How to Change The Font Colour Of Unread Message In Outlook?

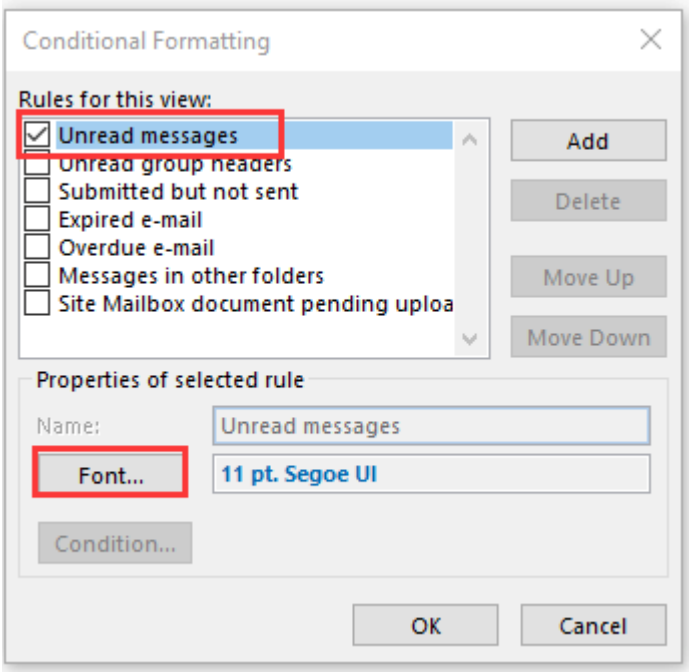
1. Select one account you want to change the font color of unread messages, and click **View** > **View Settings**.



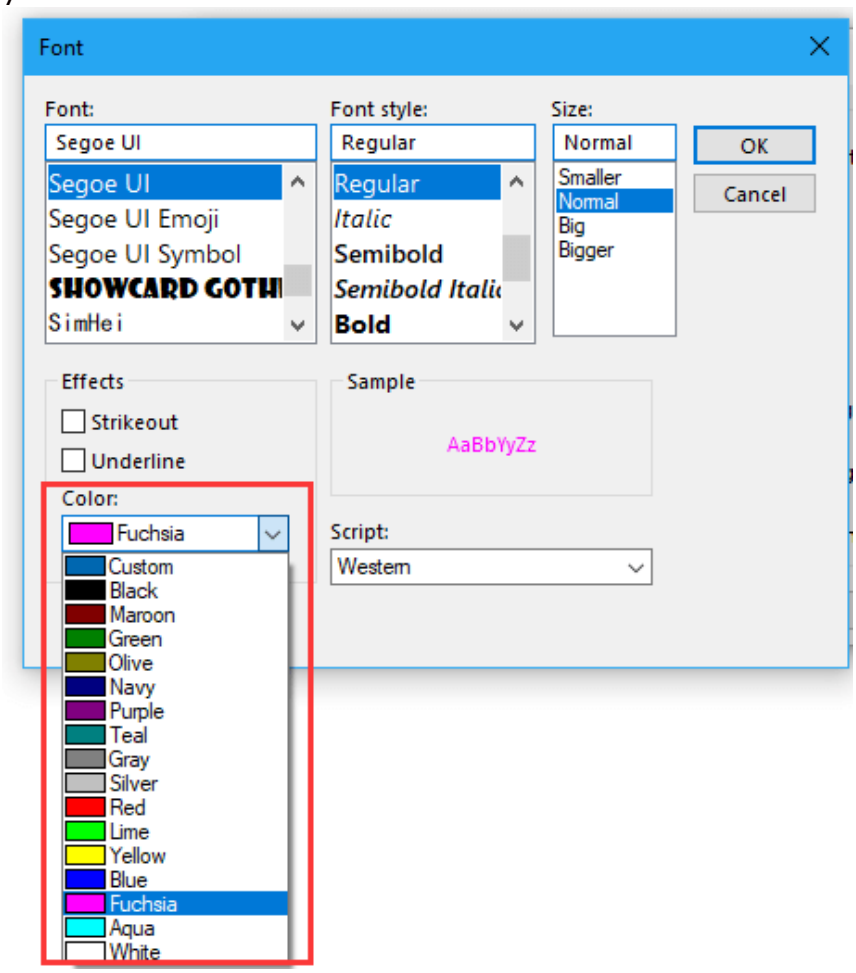
2. In the **Advanced View Settings: Compact** dialog, click **Conditional Formatting**.



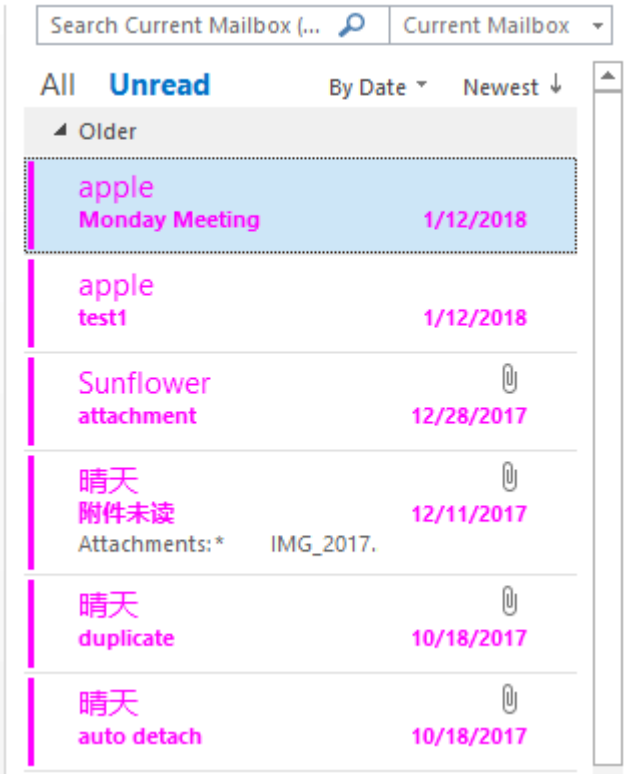
3. In the **Conditional Formatting** dialog, check **Unread message** checkbox only, and click the **Font** button.



4. Then in the **Font** dialog, in the **Colour** drop-down list, select one colour as you need.



5. click **OK** > **OK** > **OK** to close dialogs. Now the unread messages displayed as the specified font color. See screenshot:



1.6 Email bounce back/ undeliverable.

Users being advised that people sending them emails are not coming through. Sends will need to delete frequent contact of the affected email address.

Delete one or more suggested recipients in the Auto-Complete List
You can remove one or more entries in the **Recent People** list. If you hover your mouse over the entry, you'll see an **X** to the right of the person's entry. Click that **X** to delete the person's name and email address from the Auto-Complete List. This doesn't remove the person from your Contacts folder or other address book.

You can also use the arrow keys to move through the list, and when you reach the person's name that you want to delete, you can press the **Delete** key.

Once a recipient name is removed, it won't appear again in the Auto-Complete List unless you deliberately select it from your Contacts list or type the address in manually. These actions will add the address to the Auto-Complete List again

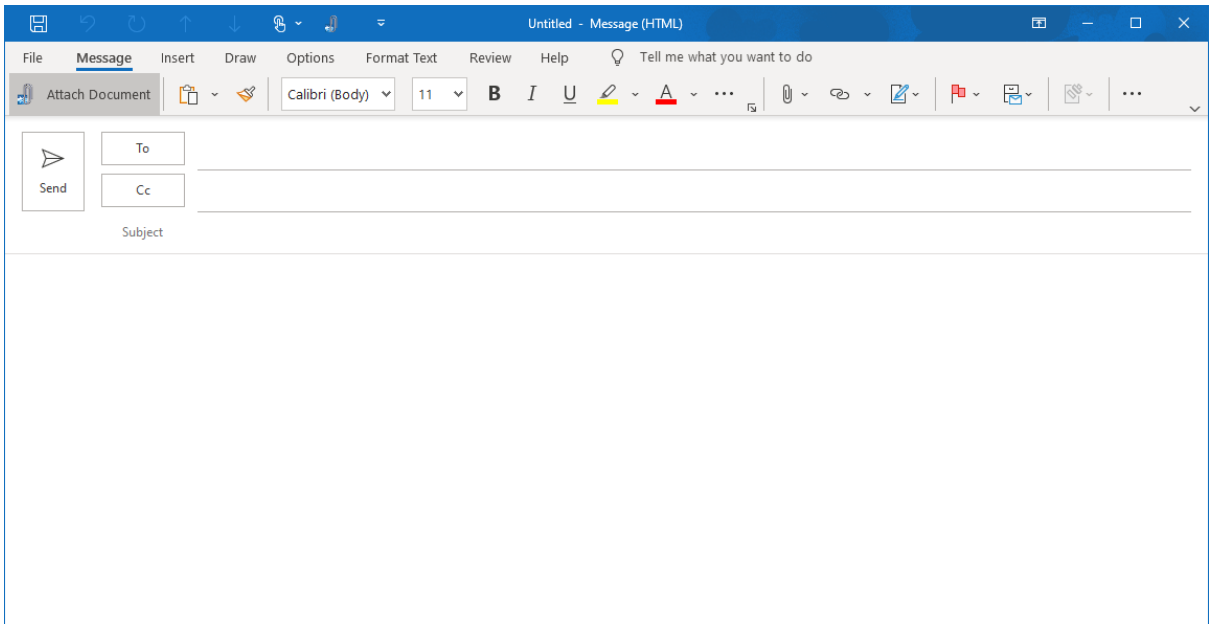
1.7 Installing Outlook on your phone

This will shortly be replaced with further guidance on BYOD and for Corporate devices, enrolling into Intune. For now see Link to Microsoft support page below

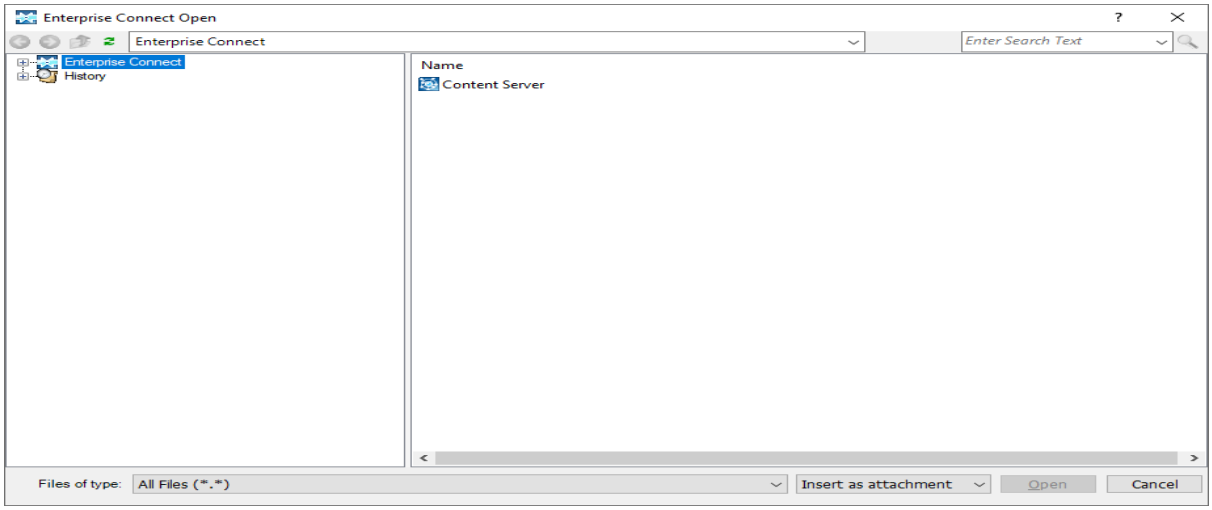
https://support.microsoft.com/en-us/office/outlook-for-ios-and-android-help-cd84214e-a5ac-4e95-9ea3-e07f78d0cde6

1.8 Adding a file saved in Content Server to an email

1) Create your email
2) Then click the Enterprise Connect Add-in 'Attach Document' .



3) Double click on the file you want to add



4) If you are not seeing the Enterprise Connect add-in just check it is enabled - It often disables if there are Network connection issues

1.9 Delegation

For those users who have access to a colleague's mailbox or manages another mailbox please be aware of the following action you may need to take when your mailbox is migrated to Microsoft Office 365.

Scenario 1

Mailbox owner migrated to Microsoft Office 365 and Delegate(s) remain on on-Premise Exchange.

Current Level of Access	Mailbox Owner action required	Delegate action required
Full Mailbox access	None	May need to re-open Mailbox Instructions for Outlook 2010
Send on Behalf of	None	May need to re-open Mailbox Instructions for Outlook 2010
Send As	Log a call with ServiceDesk as this will need to be added manually	Log a call with ServiceDesk as this will need to be added manually
Full Calendar Access	None	None
Shared Mailboxes/Public Folders	N/A	N/A

Scenario 2

Mailbox owner remains on on-Premise Exchange and Delegate(s) migrated to Microsoft Office 365.

Current Level of Access	Malibox Owner action	Delegate action
Full Mailbox access	None	May need to re-open Mailbox Instructions for Outlook 365
Send on Behalf of	None	May need to re-open Mailbox Instructions for Outlook 365
Send As	Log a call with ServiceDesk as this will need to be added manually	Log a call with ServiceDesk as this will need to be added manually

Full Calendar Access	None	None
Shared Mailboxes/Public Folders	N/A	None

Scenario 3

Both Mailbox owner and Delegate(s) migrated to Microsoft Office 365.

Current Level of Access	**Owner action**	**Delegate action**
Full Mailbox access	None	None
Send on Behalf of	None	None
Send As	Log a call with ServiceDesk as this will need to be added manually	None
Full Calendar Access	None	None
Shared Mailboxes/Public Folders	N/A	None

Re-adding users Mailbox into Outlook 2010 or Outlook for 365

a) Open Outlook.

b) Choose the **File** tab in the ribbon.

c) Choose **Account Settings**, then select **Account Settings** from the menu.

d) Select the **Email** tab.

e) Highlight your own email account, then choose **Change**.

f) Choose **More Settings** > **Advanced** > **Add**.

g) Type the shared email address, such as info@contoso.com.

h) Choose **OK** > **OK**.

i) Choose **Next** > **Finish** > **Close**.

To Send mail from the owners mailbox

1. Open Outlook.
2. Choose **New Email**.

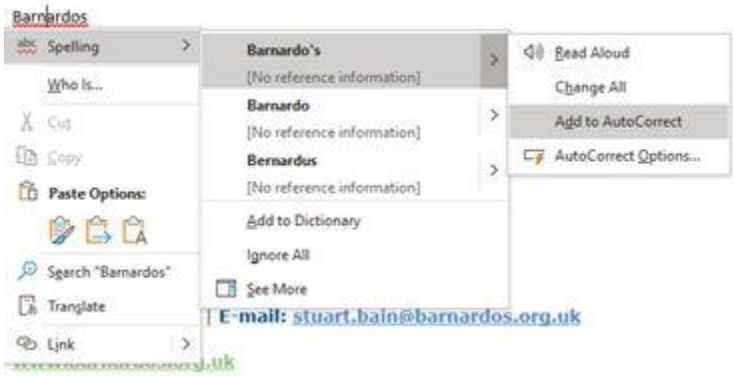
3. If you don't see the **From** field at the top of your message, choose **Options** > **From**.
4. Click **From** in the message, and change to the shared email address. If you don't see your shared email address, choose **Other email address** and then type in the shared email address.
5. Choose **OK**.
6. Finish typing your message and then choose **Send**.

From now on when you want to send a message from your shared mailbox, the address will be available in your From drop down list.

2. Word

2.1 How can I correct the spelling of Barnardo's in auto text in 365/word. I start to type Bar... and Barnardo's appears.

Right click on the word and follow the steps in the below picture



2.2. Word – Quick Start
https://support.microsoft.com/en-gb/office/word-for-windows-training-7bcd85e6-2c3d-4c3c-a2a5-5ed8847eae73?wt.mc_id=otc_home

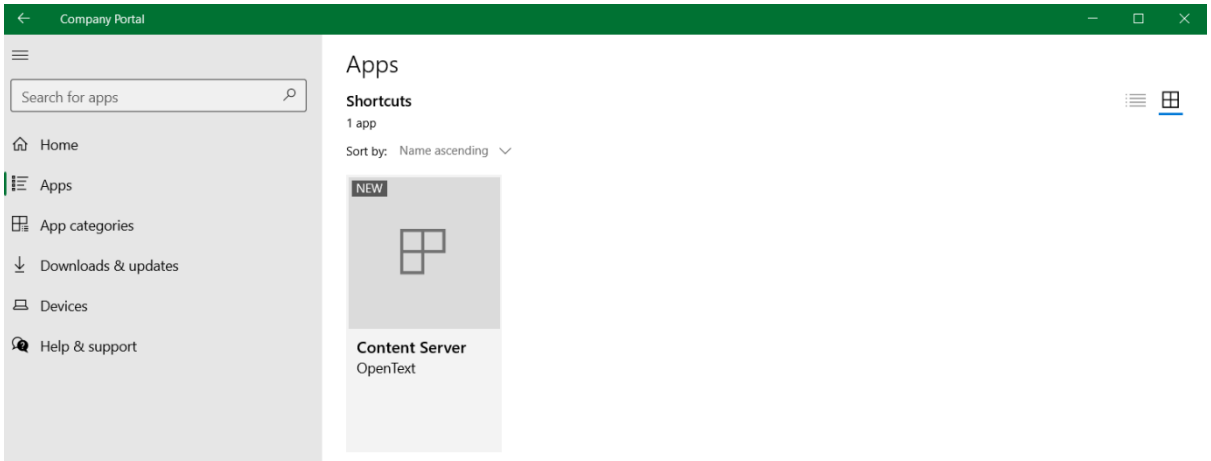
3. Teams

Instructor-led training for Microsoft Teams - Microsoft Teams | Microsoft Docs

4. Installing Apps & Shortcuts from the Company Portal

https://docs.microsoft.com/en-us/mem/intune/user-help/install-apps-cpapp-windows

Shortcuts for key systems are available either by searching or by navigating to the 'Shortcut' App category -



5. Updating your Company Portal with your newly assigned applications

Manually sync your Windows device | Microsoft Docs

6. Microsoft Pilot - User Guidance Information Security and Data Protection

Link to guidance on security Microsoft Pilot - Information Security.pdf (barnardos.org.uk)

7. One Drive

Have you been wondering what the OneDrive is and how you start getting the best of using it?

This is a 20 min video guide for OneDrive for Business (which is what we are using).

I highly recommend taking the time to view this if you are new to the OneDrive or need guidance how to share and collaborate with colleagues on documents. - You can start workign this way now, you do not need your Colleagues to be on the Pilot!

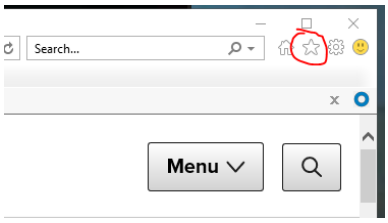
Microsoft OneDrive for Business: Basics and beyond - Bing video

8. Internet Explorer

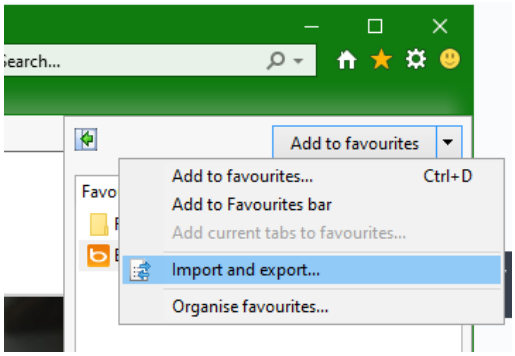
Export favourites from Internet Explorer.

Log into your old machine (or the computer with the Favourites on).

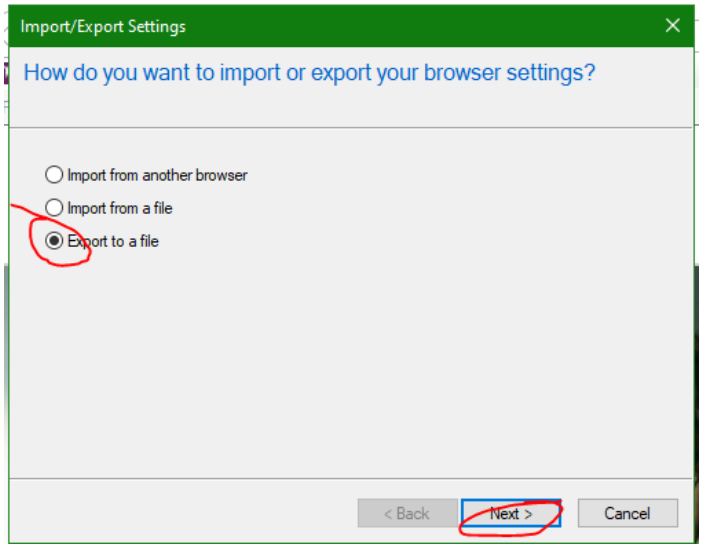
Open **Internet Explorer** and click the **Star** to show your favourites



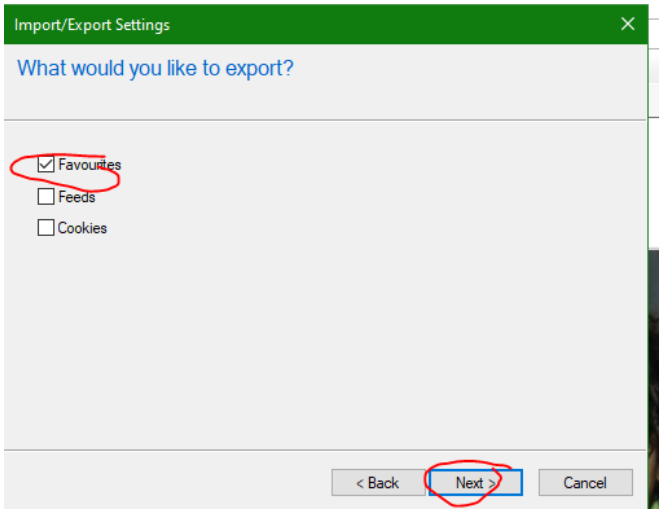
Click "**Import and export...**"



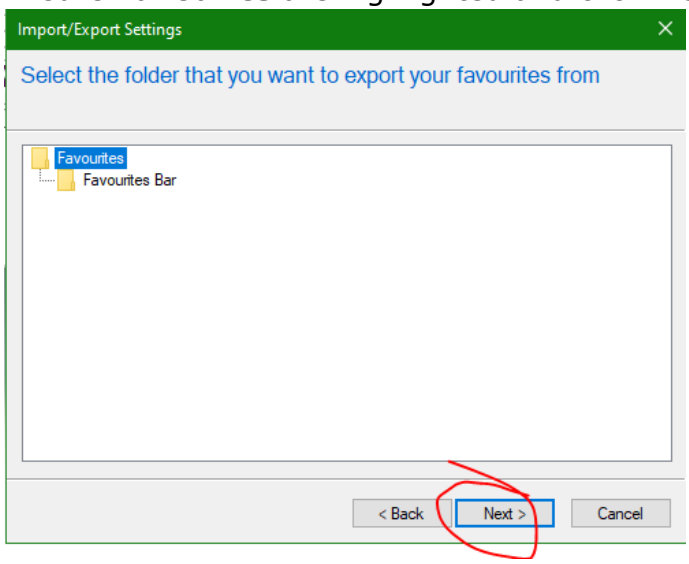
Choose **Export to a file** and click **Next**:



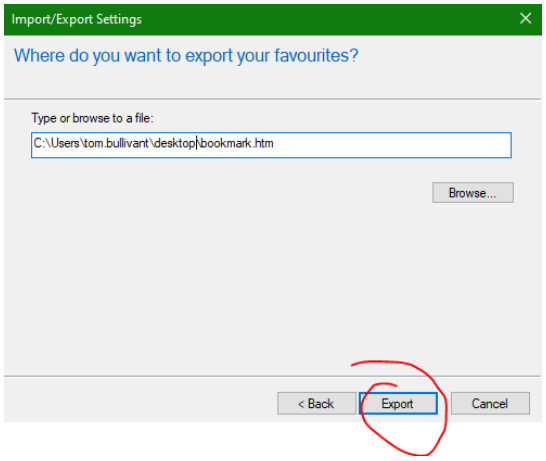
Tick **Favourites** and click **Next**:



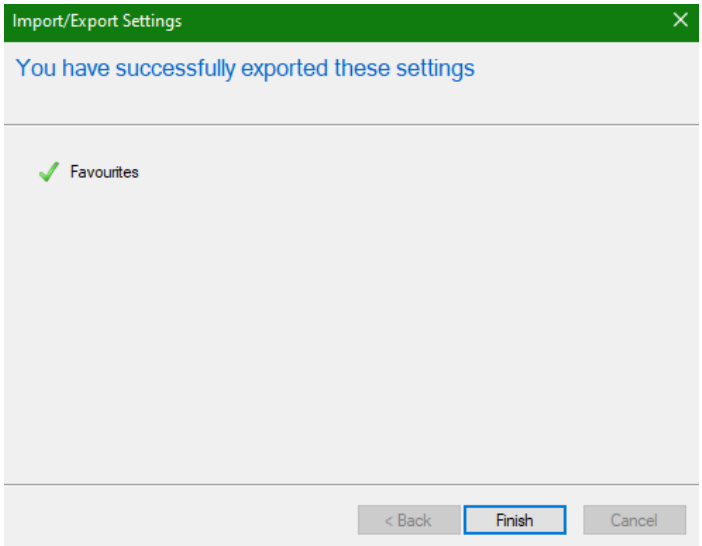
Ensure **Favourite** are highlighted and click **Next** :



Choose where to save the file and click **Export**:



Click **Finish**:



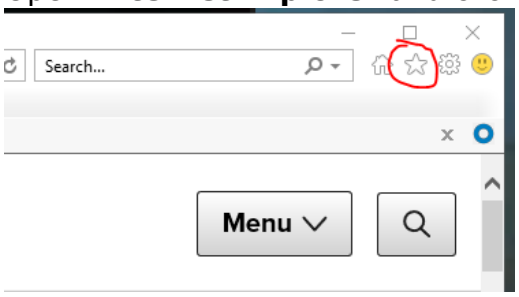
Email the file to yourself, save it to content server or google drive or wherever you can access it from your new computer.

<u>Import favourites to Internet Explorer.</u>

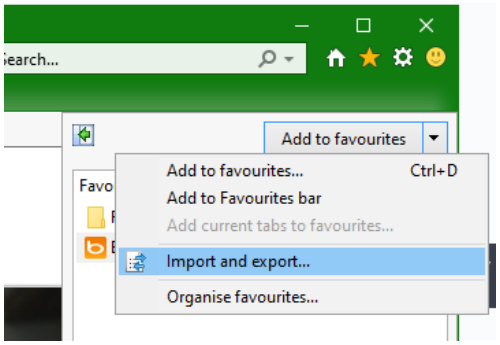
Log into your new computer

Locate the file you created on your old machine, and that you either emailed to yourself, saved to content server or google drive, and save it to your desktop.

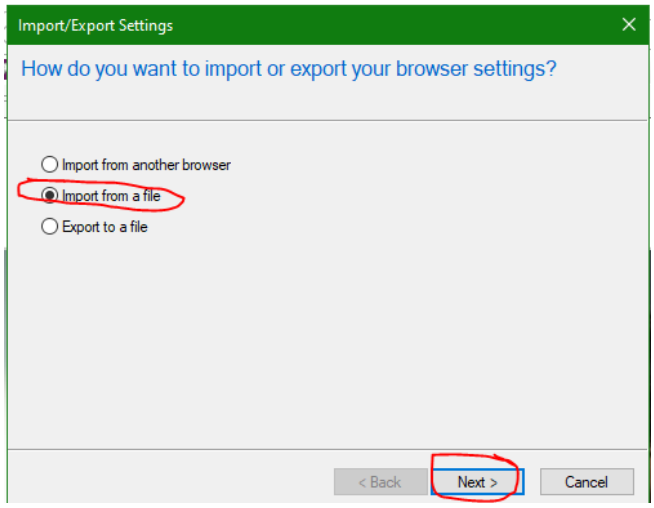
Open **Internet Explorer** and click the **Star** to show your favourites:



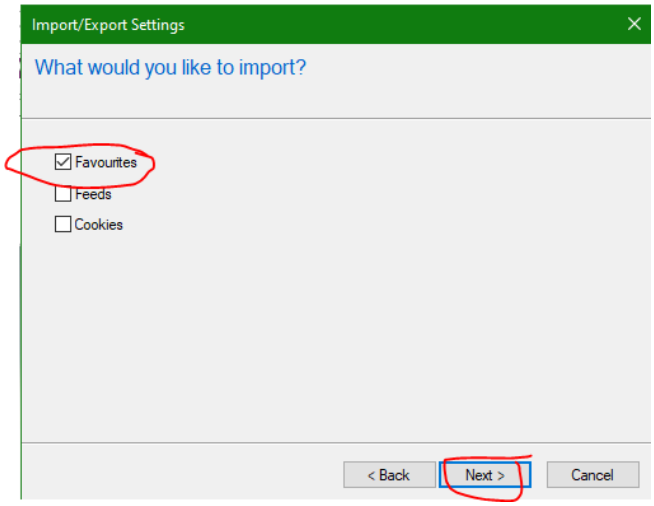
Click "**Import and export...**"



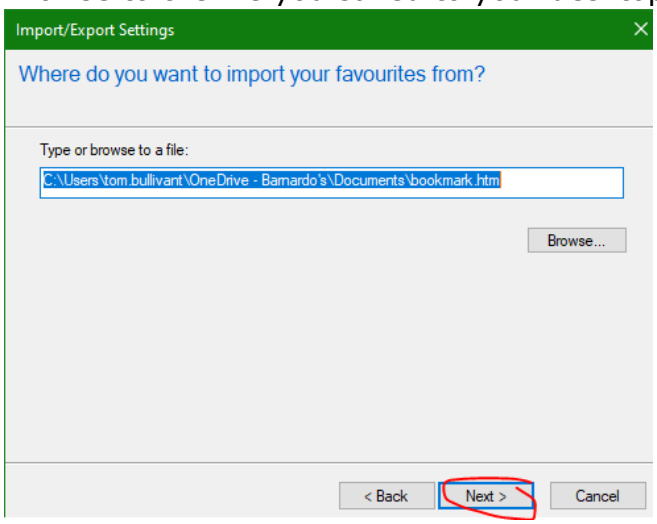
Choose **Import** from a file and click **Next**:



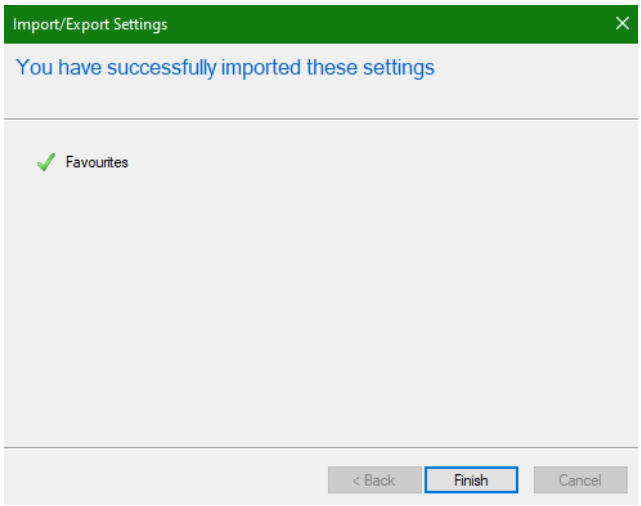
Tick **Favourites** and click **Next**:



Browse to the file you saved to your desktop earlier and click **Next**:



Click **Finish**:



Your favourites will now be available in Internet Explorer and you can delete the file you created from your desktop

9. Hardware

9.1 Plugging in External devices (mouse,keyboard etc)

Here's some information for guidance on connecting to multiple displays with the Surface Laptop Go -

1 Monitor

Display Connection	**How to connect?**
USB-C	Directly to your Surface Laptop
HDMI	Use the bundled hub
VGA	Use the bundled hub

2 Monitors

Connection	**USB-C**	**HDMI**	**VGA**
USB-C	Check if you can 'daisy-chain' the monitors. If you're using the Barnardo's Lenovo P24h monitors request a DisplayPort cable through FirstPoint and connect the first monitor to the Surface Laptop with USB-C.	Request a HDMI to VGA adapter and Port Replicator through FirstPoint. Connect the USB-C directly to the Surface Laptop and the VGA through the Port Replicator.	Request a Port Replicator through FirstPoint. Connect the USB-C directly to the Surface Laptop and the VGA through the Port Replicator.
HDMI	Request a HDMI to VGA adapter and Port Replicator through FirstPoint. Connect the USB-C directly to the Surface Laptop and the VGA through the Port Replicator.	Request a HDMI to VGA adapter and Port Replicator through FirstPoint. Connect 1 HDMI using the bundled hub and the VGA through the Port Replicator.	Request a Port Replicator through FirstPoint. Connect the HDMI using the bundled hub and the VGA through the Port Replicator.
VGA	Request a Port Replicator through FirstPoint. Connect the USB-C directly to the Surface	Request a Port Replicator through FirstPoint. Connect the HDMI using the bundled	Request a Port Replicator through FirstPoint. Connect 1 VGA using the bundled hub and

	Laptop and the VGA through the Port Replicator.	hub and the VGA through the Port Replicator.	the other VGA through the Port Replicator.

There's a useful guide here.

Features & instructions for Hub/Dock
https://support.microsoft.com/en-us/surface/use-the-microsoft-or-surface-usb-c-travel-hub-6b98d568-3c81-1e8d-071e-d37a96b54b04

9.2 Printers

To install or add a local printer

In most cases, all you have to do to set up a printer is to connect it to your PC. Simply plug the USB cable from your printer into an available USB port on your PC, and turn the printer on.

1. Select the **Start** button, then select **Settings** > **Devices** > **Printers & scanners**.
   Open Printers & scanners settings
2. Select **Add a printer or scanner**. Wait for it to find nearby printers, then choose the one you want to use, and select **Add device**.

If your printer isn't in the list, select **the printer that I want isn't listed**, and then follow the instructions to add it manually using one of the options.

Link to installing a printer in windows 10 from Microsoft support

Install a printer in Windows 10 (microsoft.com)

9.3 Tethering guides

- Android
- iOS / iPadOS

10. Excel

10.1 Using Excel 2010 32-bit Version – User Guidance

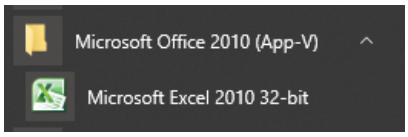
Excel365 is the new version of Excel, which is part of the Office365 suite of Applications.

A number of aging historical Excel files based on the older 32-bit version of Microsoft Excel that contain macros will not fully work when using the Office 365 version of Excel.

To overcome this, we have published an older version of Excel via the Company Portal. In these instances, you will need to manually install **'Excel 2010 32 bit** version from the Portal.

Once installed, it is recommended you restart your machine for some changes to take effect. You will be able to access the Application via the Programs Menu on your Laptop.

Go to **Start > Programs List > Microsoft Office 2010 (App-V) > Excel 2010 32-bit (screenshot below)**



Please note:

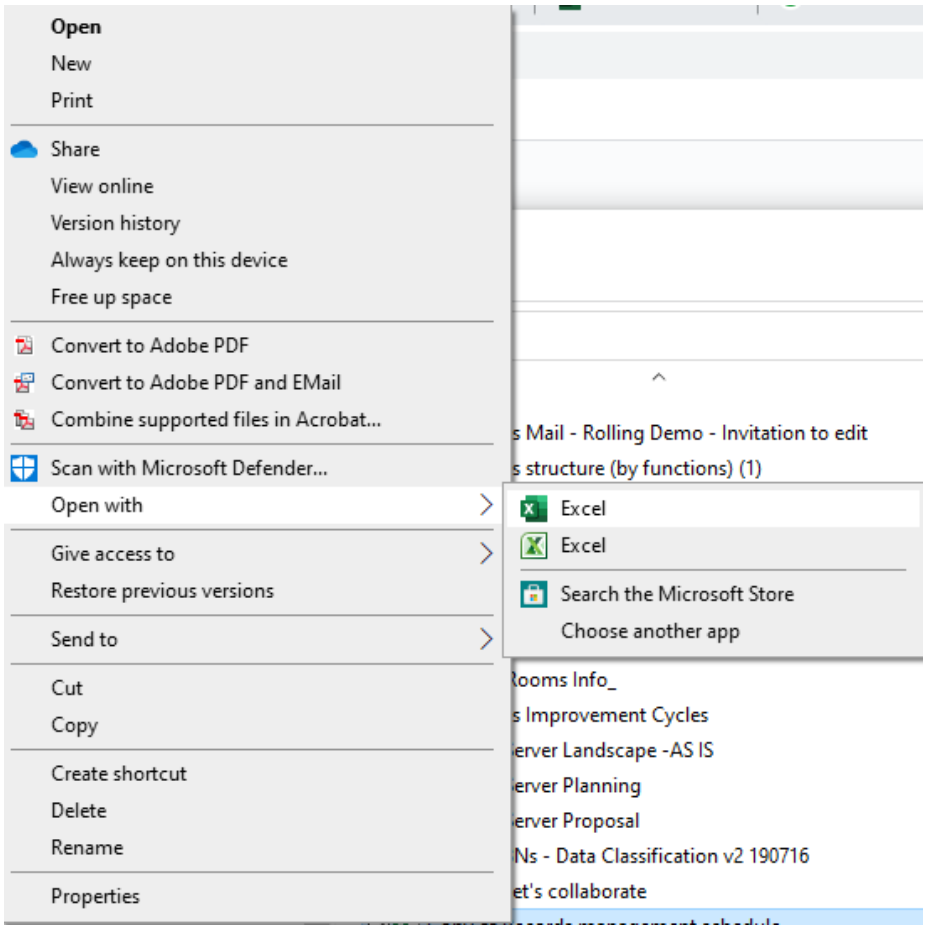
1. Before installing Excel 2010 32 bit, please close the Office 365 version of Excel if already open. This is to ensure Excel 2010 can install correctly onto your machine.

2. We recommend you download the required Excel files onto your laptop (via One drive) first before opening in Excel2010. This includes any Excel files stored on Content Server. If you try an edit an excel file in Content Server, this will cause further issues. We strongly recommend you download the file, make the necessary edits to the file, then upload to Content Server where appropriate.

3. For the medium to longer term – We are currently working with the Finance Team to resolve some of the issues you highlighted to us when editing these historical files. Work is in progress to resolve these issues and a more longer-term approach is being looked at to ensure, going forward, that these historical excel files will work within the new Office365 environment.

4. When trying open any Excel file, your device may try to open a new Exce365 file in Excel2010. To overcome this please open the file in the following way:

    a. Locate the Excel file you want to open in your One Drive,
    b. Right-click the file – this will open a sub-menu,
    c. In the sub-menu, select 'Open With',



Select the desired Excel Version you want to use.

Excel365

Excel2010

Who to contact if you need further help and support?

Everyone will get help from a dedicated support team. Contact the Office 365 Service desk on 0208 498 7775.

Online application guides to start you off with Microsoft 365.

There's a great online training library for the expanded range of applications that come with Office 365.

Document History

Version	Date	Author	Status	Comment
0.1	15-01-21	Lissa Jones and Stuart Bain	Draft	This document is drafted for MS rollout
0.2	02-02-21	Lissa Jones, Michael Fleet, Daniel	Draft	Additional guidance added
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