

Using Email in Microsoft 365

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Table of Contents

Outlook Web Access (OWA) in Microsoft 365	3
Logging In	3
Using Email.....	5
Reading a Message	5
Reply/Reply All/Forward	5
Creating a New Message.....	5
Encrypting a Message Sent Externally	7
Junk Mail	8
Creating Folders and Subfolders	9
Accessing Your Calendar	9
Setting Up Your TRU Phone for Email on Microsoft 365	10
TRU-Provided iPhones	Error! Bookmark not defined.
Step 1: Check for Local Contacts.....	10
Step 2: Reset Your <i>TRU-provided</i> iPhone.....	11

Using Email in Microsoft 365

Outlook Web Access (OWA) in Microsoft 365

Browser Options

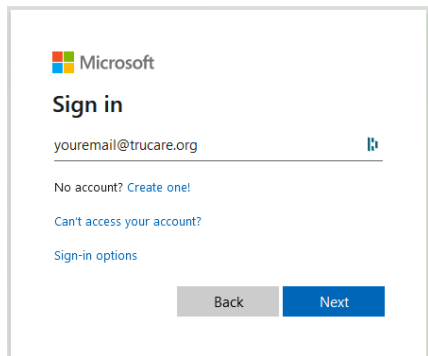
The Outlook Web App in Microsoft 365 is fully functional with *any* modern browser. This includes Google Chrome, Firefox, and Microsoft Edge. While it also works with Internet Explorer, *we do not recommend using Internet Explorer*.

Logging In

In your browser, **go to outlook.office365.com**.

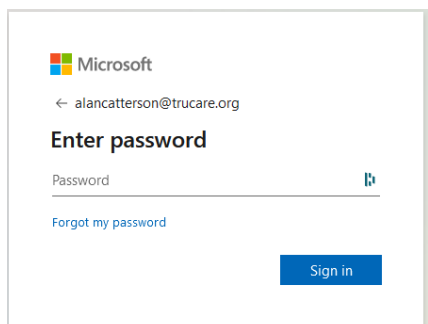
The first screen is the **Sign In** screen, where you will enter your username. **Your username is your TRU email address**. Click **Next**.

*If you have trouble, **do not** use the Create one!, Can't access your account? Or Sign-in options links. Ask your leader for assistance. If your leader cannot assist you, please follow the instructions at the end of this section to contact IT Support.*



The screenshot shows the Microsoft Sign in page. At the top is the Microsoft logo. Below it is the text "Sign in". There is a text input field containing "youremail@trucaire.org" with a small icon to its right. Below the input field are three links: "No account? Create one!", "Can't access your account?", and "Sign-in options". At the bottom are two buttons: "Back" and "Next".

The second screen is the Password screen. **Enter your TRU password**. This is the password you use to log into your computer as well as the old OWA at TRU.



The screenshot shows the Microsoft Enter password page. At the top is the Microsoft logo. Below it is the text "Enter password". There is a text input field containing "Password" with a small icon to its right. Below the input field is a link: "Forgot my password". At the bottom is a button labeled "Sign in".

Using Email in Microsoft 365

If you have followed the instructions and cannot access your Microsoft 365 OWA, you may call IT Support M-F 8am-5pm at 303-926-4747. In addition, on-site help is available as shown below:

Tele-Care Center (Mary Hammack's cube):

- Friday 1/29/21 from 8am – 5pm
- Saturday 1/30/21 from 8am – 2pm
- Monday 2/1/21 – Friday 2/5/21, from 8am – 5pm daily

Care Center

- Thursday 2/4/21 from 7am – Noon

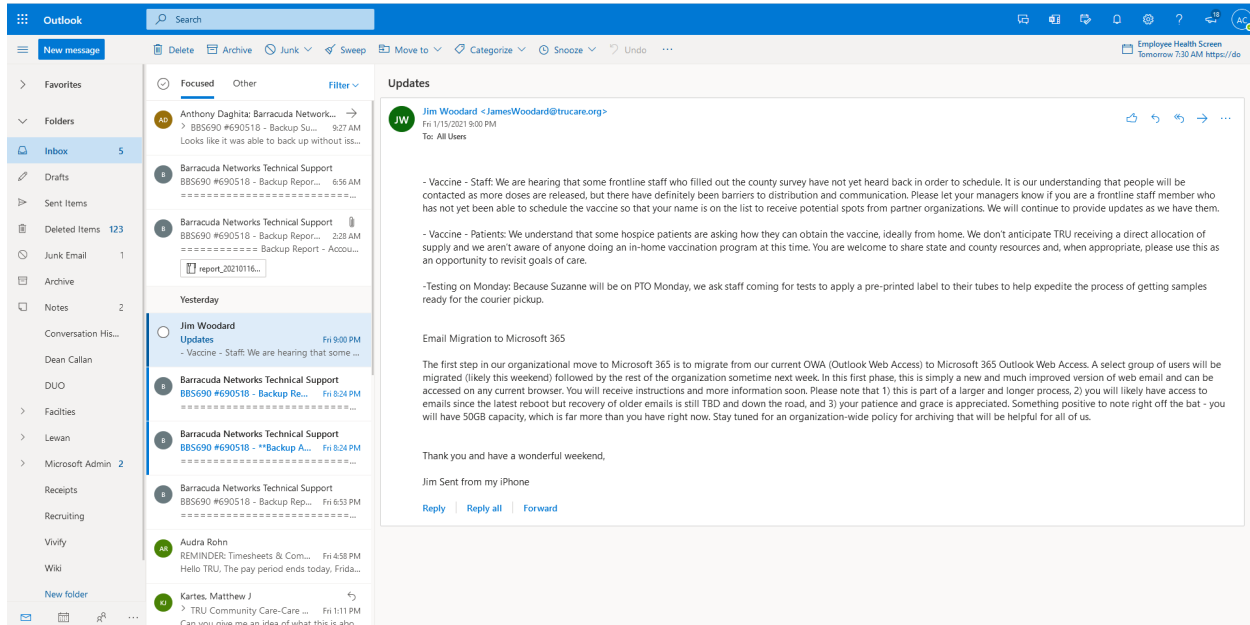
For off-hours support call the numbers below in the order shown:

- Hunter Bingham 720-839-9752
- Anthony Daghita 720-290-5270
- Alan Catterson 303-919-2057

Using Email in Microsoft 365

Using Email

The main screen looks a lot like the desktop version of Outlook that you are accustomed to using. As such, it is much more intuitive, and you should be able to start using it immediately.



Reading a Message

Clicking once on a message in the list presents it on the right-hand side of the page. Double-clicking on a message in the list presents it in a new popup window.

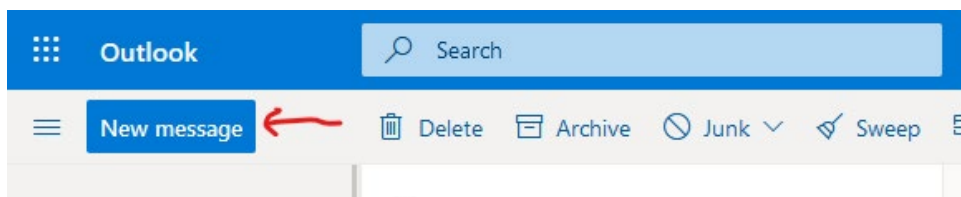
Reply/Reply All/Forward

The **Reply**, **Reply all**, **Forward**, and **More items** menus are in the upper right-hand corner of area/window when a message is being viewed.



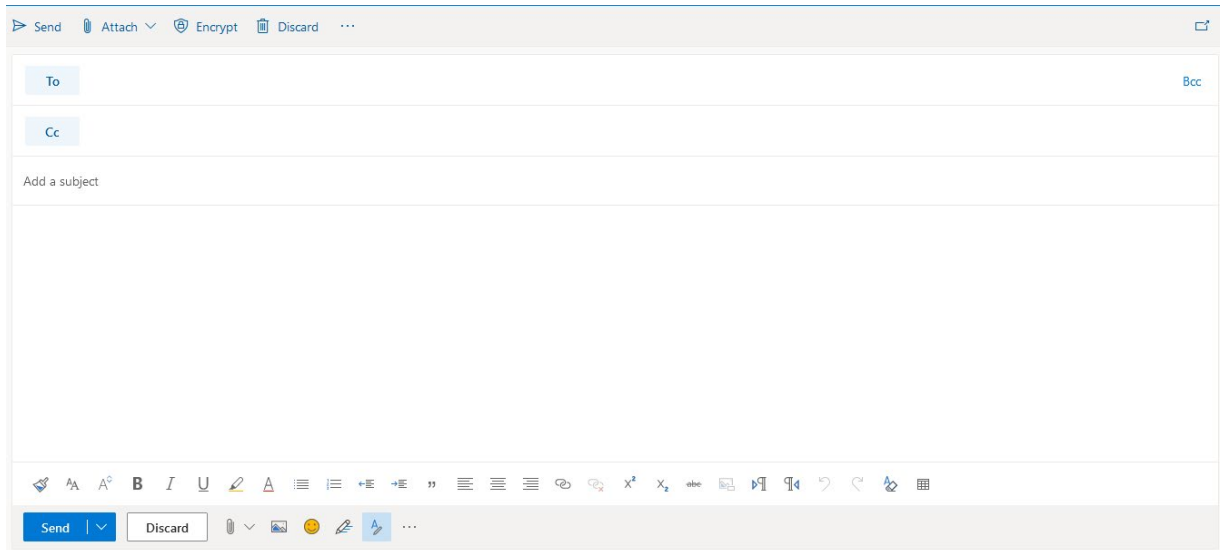
Creating a New Message

Use the **New Message** button in the upper right-hand part of the screen.



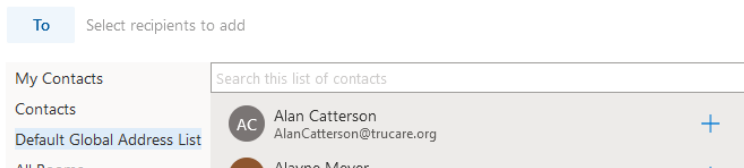
Using Email in Microsoft 365

The New Message area is straightforward and should be familiar to those who have used Outlook on the desktop.

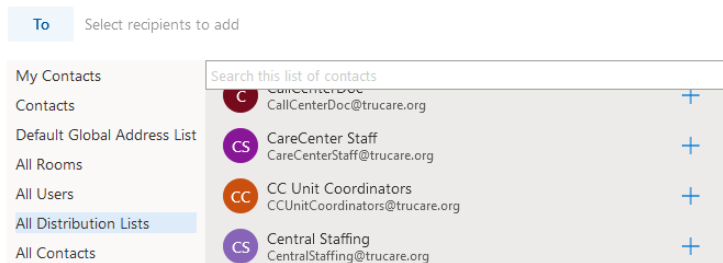


To button – allows you to pick recipients. Use the **All Users** or the **All Distribution Lists** selections to find recipients.

Add recipients

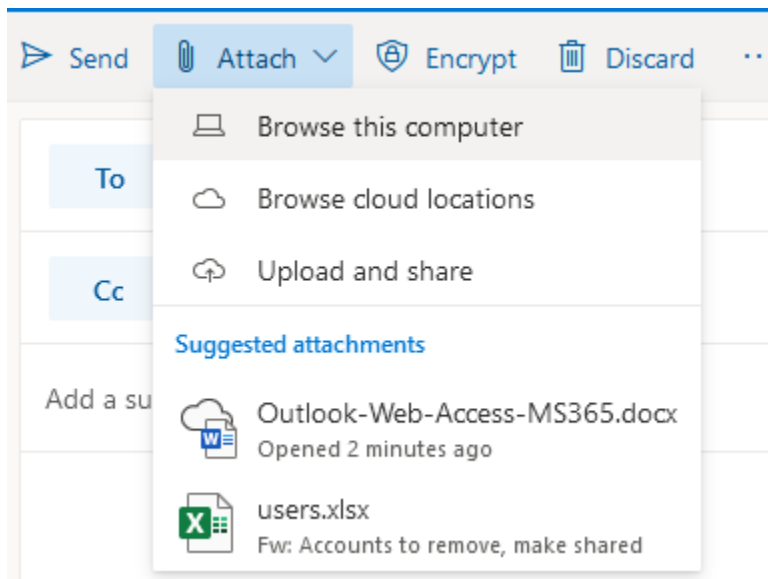


Add recipients



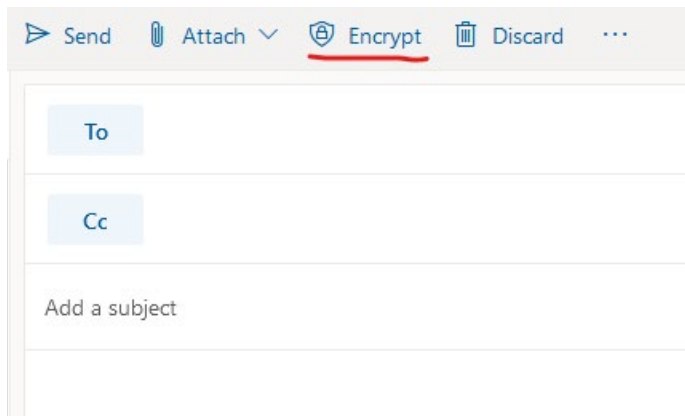
Attach – allows you to attach files. For now, we will only use the **Browse this computer** selector. As we move our shared files and personal files to the cloud, we will provide more information on using the other attachment options.

Using Email in Microsoft 365



Encrypting a Message Sent Externally

Microsoft 365 email contains a built-in encryption feature. Use this if you need to send an external email with sensitive information. The recipient will receive a notification email that contains simple instructions to view the encrypted email.

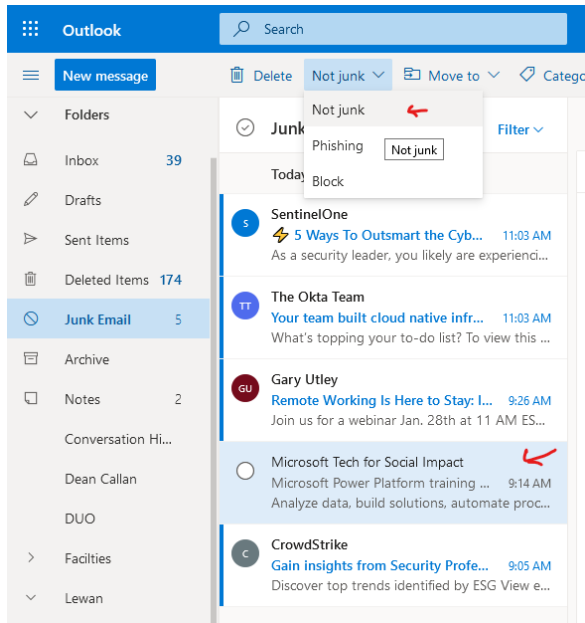


Using Email in Microsoft 365

Junk Mail

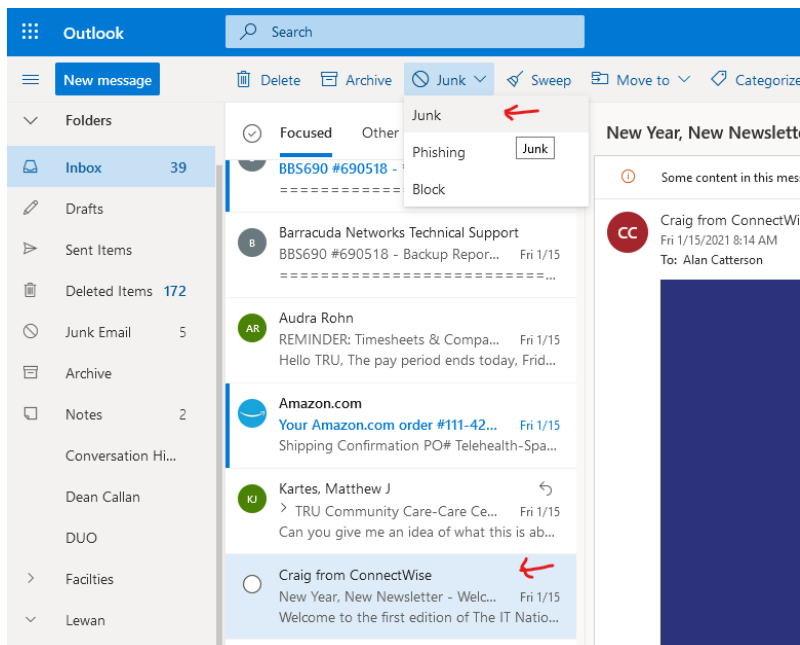
In your Junk Mail Folder

From time to time, you will see items in your Junk Mail folder. If you see a message that is not junk mail, select the message in the list and use the **Not Junk** menu to mark the item as **Not Junk**.



In Your Inbox

From time to time, you will see junk emails in your Inbox. In this case, you can select the message in the list and use the **Junk** menu to mark it as Junk, a Phishing attempt or to block the sender permanently.

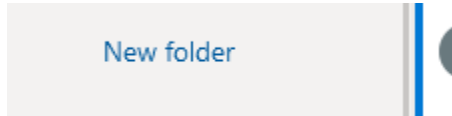


Using Email in Microsoft 365

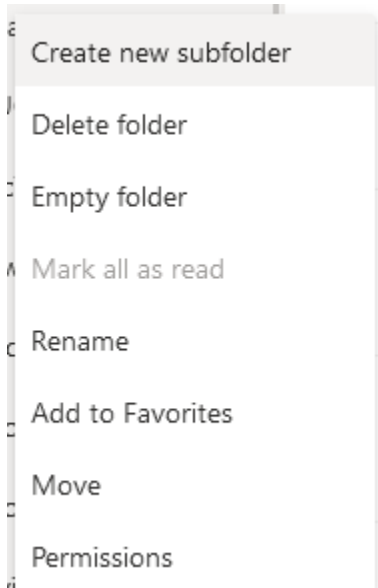
Creating Folders and Subfolders

You can create folders and subfolders to organize saved emails.

To create a new folder, use the **New Folder** item in the left-hand menu.

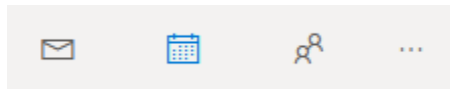


To create a subfolder, right-click on the parent folder and use the Create new subfolder item from the popup menu. Note the other folder-related commands that are shown in this popup menu.



Accessing Your Calendar

Like the desktop version of Outlook, icons at the bottom left side of the window, beneath the left-hand menu allow you to **switch between Email, Calendar, and Contacts**.



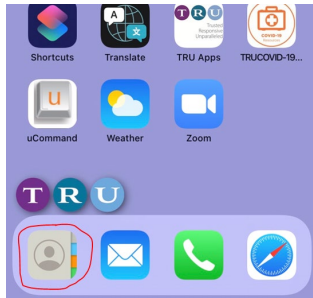
Using Email in Microsoft 365

Setting Up Your TRU Phone for Email on Microsoft 365

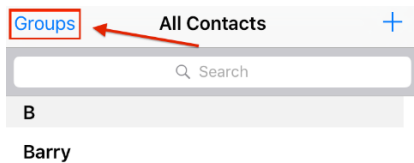
Step 1: Check for Local Contacts

Before you reset your iPhone, check your phone for any contacts that are stored locally on your phone. Locally stored contacts *will be erased* in the reset process. Follow the instructions below.

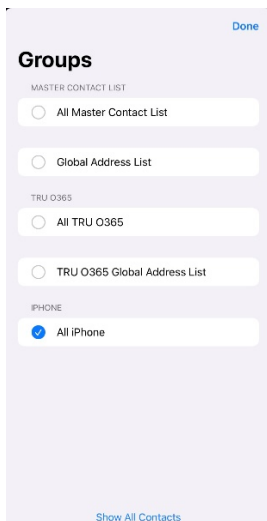
1. Go to **Contacts**



2. Click **Groups** in the upper left corner



3. Uncheck all the groups except **All iPhone**



4. Click on **Done** in the top right corner. Any contacts listed are locally stored contacts.

Using Email in Microsoft 365

If you need the locally stored contacts and there are a manageable number of them, please write them down and re-enter them after you have reset your iPhone (Step 2 below). If there are too many to save and restore manually please stop by and get assistance from IT using the schedule below. **In this case, do not proceed to Step 2.**

Tele-Care Center (Mary Hammack's cube):

- Friday 1/29/21 from 8am – 5pm
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- Monday 2/1/21 – Friday 2/5/21, from 8am-5pm daily

Care Center


- Thursday 2/4/21 from 7am – Noon

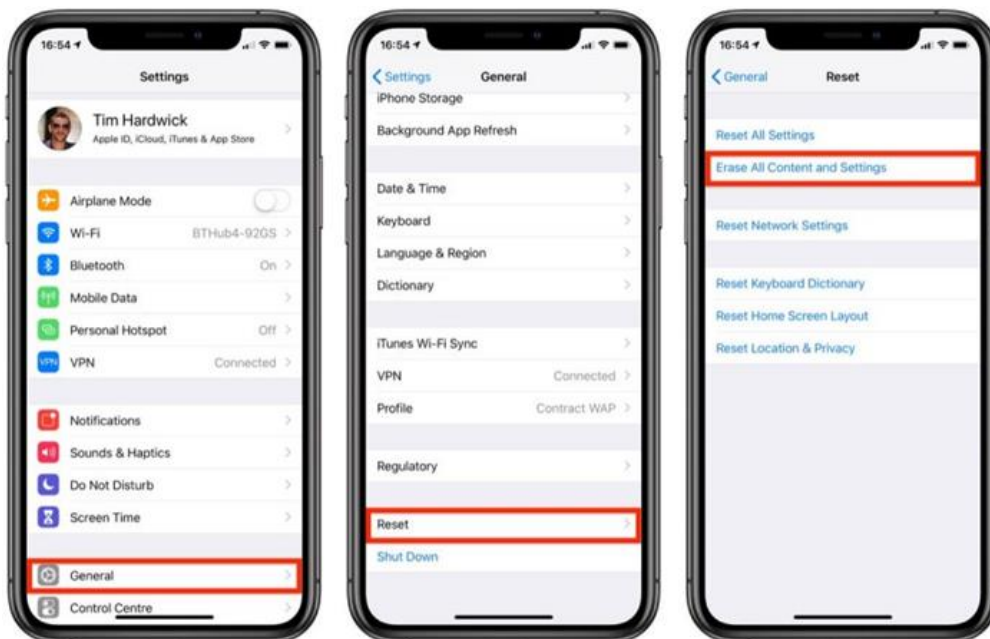
Step 2: Reset Your iPhone.

NOTE: Your screens may vary *slightly*. This depends on the version of the iPhone you are using.

NOTE: You will lose all photos and text threads when you reset your phone. You need to save elsewhere if you have anything there you want to keep.

NOTE: DO NOT SET UP FACE RECOGNITION. SKIP THAT SCREEN. ONLY SET UP A PASSCODE.

1. From the home screen select the **Settings app**. 
2. Scroll to and select **General**, then select **Reset**, and then select **Erase All Content and Settings**.



Using Email in Microsoft 365

3. Enter your passcode to reset the phone. When it finishes, you will be greeted with a “Hello” screen. Swipe up from the bottom to continue to the language selection screen.

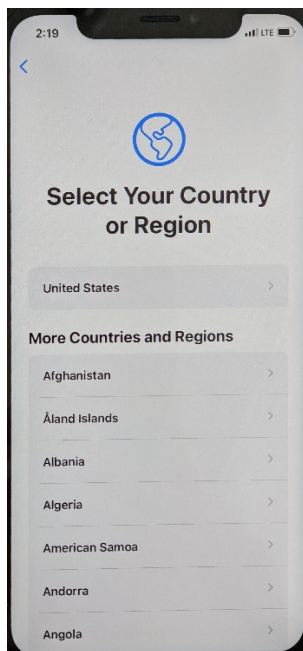


4. Select **English**.

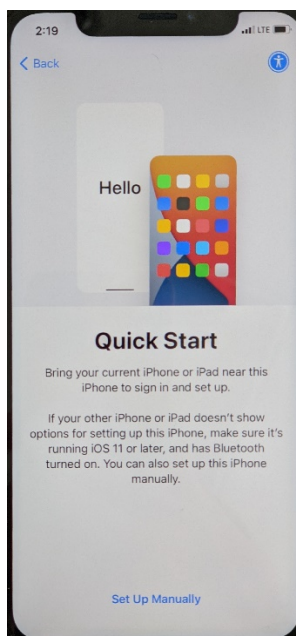


5. On the Select Your Country or Region screen, scroll down and select **United States**.

Using Email in Microsoft 365

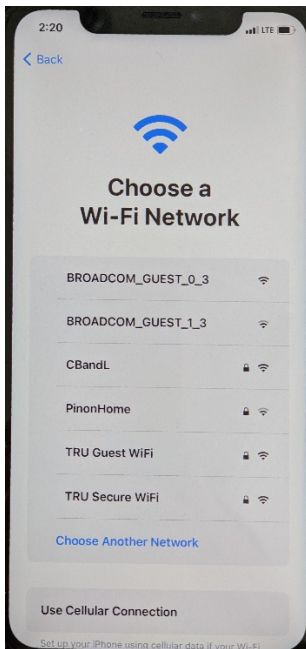


6. On the Quick Start screen click **Set up Manually**

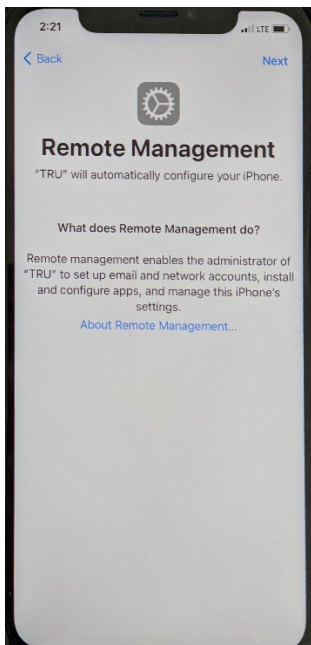


7. Select **Use Cellular Connection** at the bottom of the Choose a Wi-Fi Network screen.

Using Email in Microsoft 365

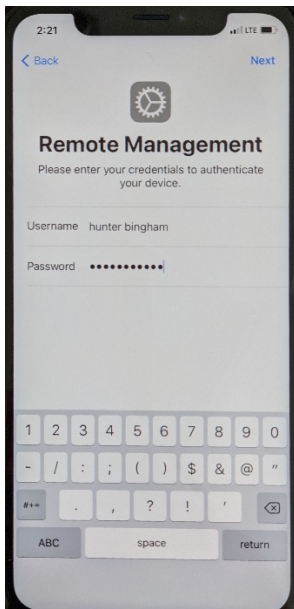


8. After your iPhone is done activating, you will see Remote Management screen. Click **Next** in the top right corner to continue.

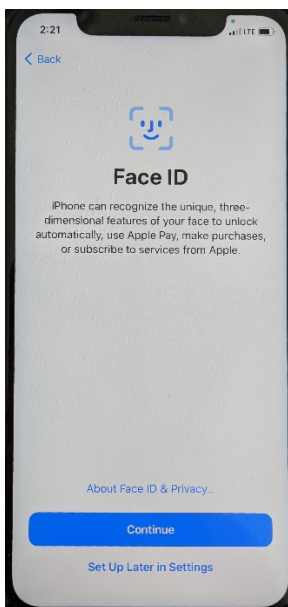


9. Enter your Username and Password. Your Username is your firstname Space lastname (e.g., **Alex Smith**). Your Password is your **Windows password**.

Using Email in Microsoft 365

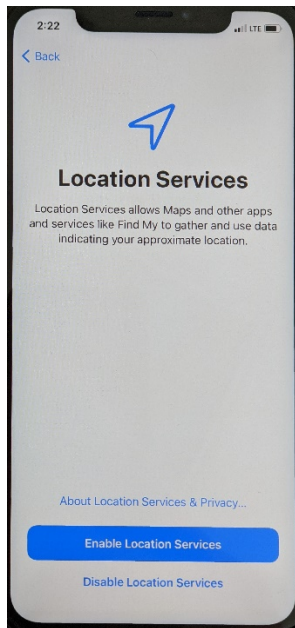


10. On the Face ID screen click **Set Up Later in Settings**



11. On the Location Services screen, click **Enable Location Services**.

Using Email in Microsoft 365



12. Your phone will start to set up, you will be prompted to set up a passcode. This is used to Unlock the Phone.
13. **SUBMIT A HELP DESK TICKET** to have your new Microsoft 365 email profile sent to your phone.
14. Wait for instructions from the Help Desk.
15. Open email, it will ask you to enter password for TRU O365. Enter in your **Windows password** here and it will sync your mail and calendar.