Office 365 E-mail Instructions (rev 3.0)

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After being migrated to Office 365, here are some helpful instruction to help you navigate the new mail system.
How to connect

Outlook Users
If you used Outlook before, nothing much should change. As your mailbox is migrated, you may see a message saying that the administrator has made changes to your mailbox, or your mailbox is unavailable, and you need to close Outlook and reopen it for the changes to take effect.

Web mail users
Navigate your browser to email.sals.edu and follow the link to logon to Office 365. If you happen to click the old “Sign On” link, you will receive a message with a link directing you to Office 365.

If your mailbox has been already migrated, you will see this...
Enter your e-mail address and password to logon. It's the same password you had before 😊

You should **NOT** check the “Keep me signed in” box if you share your computer with anyone else.

**Navigating your Office 365 mail**

Once logged in you will see the Office 365 home page. From here, you can go directly to any feature available to you, like Mail!

One in your mail, you will see the familiar mail layout.
You can navigate to your mail, calendar, people (contacts), or tasks by clicking on the icons in the lower left hand corner.

You can return to the main menu at any time by clicking here.

Customizing your logon view

You can change the default screen you see after logon, if you don’t wish to see the menu, and want to be taken directly to a specific location, such as mail.

In the upper right-hand corner click the settings icon.
Then select Office 365

Under the **Start Page** section you can select what you want to see first when you logon. Select what you want and click save.

Sending an encrypted message

From time to time, it is necessary to send confidential information via e-mail. Please use the following guidelines to ensure confidential data is encrypted as required. Any email containing confidential information **must be encrypted**.

- **Confidential Library Patron data:**
  - Addresses, phone numbers, email addresses, driver’s license numbers, reading history for staff and/or ILS patrons

- **Confidential Personnel and Financial data:**
  - Payroll, banking, social security numbers or any other confidential personal information.
- Credit Card data should **NEVER** be sent via e-mail.

How to encrypt a message

There are several ways to encrypt a message. Either by adding a key word in the subject of the message you are sending, or by changing the confidentiality settings of the message you are sending.

Encrypting with a keyword

To encrypt an e-mail you are sending using a keyword; simply add the word **[Encrypt]** to the subject of your message. **You MUST include the brackets for this to work.**

Office 365 will do the rest and include directions for the recipient to decrypt the message, using either their Office 365 credentials, or a onetime passcode for users outside the organization.

Encrypting with confidentiality settings

To encrypt a message with confidentiality settings, simply compose the message, as you normally would, then set message options for the message you are typing to **Confidential**. Office 365 will do the rest and include directions for the recipient to decrypt the message, using either their Office 365 credentials, or a onetime passcode for users outside the organization.

In Outlook mail

Go into message options, and set the Sensitivity to Confidential
In Office 365 web mail
Go into message options, and set the Sensitivity to Confidential

Additional Message Options for Encryption
Office 365 is constantly evolving, since the original documentation was written, the following options have added regarding encryption.

Additional Web based mail encryption options.
Within the Web based mail version of Outlook, there are now four new options for encryption mail. When you are typing a new message, you will see a button that says protect.

Clicking protect enables encryption on the message, and you will see this banner appear at the top of your message. To use one of the other four options, click Change Permissions. You will be presented with the four options to change encryption permissions.
All of them encrypt the message, but each has additional features associated with it.

- **Do Not Forward** (This is the default protection option)
  Recipients can read this message, but they cannot forward, print, or copy content.
- **Encrypt**
  This just encrypts the message, recipients cannot remove encryption, but they could forward it.
- **MVLS/SALS Joint Automation Project – Confidential**
  This content is proprietary information intended for internal MVLS/SALS users only. This content can be modified but cannot be copied and printed.
- **MVLS/SALS Joint Automation Project - Confidential View Only**
  This content is proprietary information intended for internal MVLS/SALS users only. This content cannot be modified.
Additional Outlook Encryption Options
When you are composing a message, select the options tab. Then click the down arrow under permissions. Here you will have three encryption options, plus one that says Unrestricted Access, this option is for no encryption.

All three of these options encrypt the message, but each has additional features associated with it.

- **Do Not Forward** (This is the default protection option)
  Recipients can read this message, but they cannot forward, print, or copy content.

- **MVLS/SALS Joint Automation Project – Confidential**
  This content is proprietary information intended for internal MVLS/SALS users only. This content can be modified but cannot be copied and printed.

- **MVLS/SALS Joint Automation Project - Confidential View Only**
  This content is proprietary information intended for internal MVLS/SALS users only. This content cannot be modified.
Opening an encrypted message

Opening an encrypted message does require following written instructions. When you first open the message, this is what you will see:

Save the attachment to your machine as instructed and open it...

If you have Office 365 credentials, you can click Sign in, and the message will either open or prompt you for your credentials.
If it prompts you to choose between your Microsoft account, or your Work or school account. You should **choose Work or school account.**

Depending on your current login status, you may then be prompted for your credentials (e-mail address and password). Enter them and the message should open in your browser.

If the recipient is external to our e-mail system, they click One Time Pass Code and will be e-mailed a code good for 15 mins to open the file.
Enter it and click continue, and the message will open.

**Changing your password**

You cannot change your password via Office 365, you **MUST** use our password page to update your password. SAR, CPH, and GLE can also do this from within their own domains, from Windows, but not from within your O365 account.

To change your password, navigate your browser to email.sals.edu and follow the link to **Click here to change your password**. Then follow the on screen instructions. Even if you do not have an e-mail account within our system, this is how to change your password.
Please note, there may be up to a 15 min delay between changing your password and the time it replicates to Office 365 mail. The change will be immediate to logon to Polaris.

Creating a contact list
If you are trying to e-mail a group of people, you can create a contact list.

In Office 365 web mail
1. Click on the People Icon on the bottom left hand side of the mail window.
2. Select New> Contact List
3. Give it a name, add the addresses, and click save.

4. You can find your list, under Your Contacts

5. You sort it, and scope to just your lists on the right hand side.
In Outlook mail

In Outlook, it’s called a Contact Group.

1. Click on the People Icon on the bottom left hand side of the Outlook window.

2. From the top right, select New Contact Group

3. Give it a name

4. Click the Add members button to add from your Outlook Contacts or the Global Address book.
Mobile Devices
YES!!!... We are making e-mail available on your phones and tablets via the Outlook app. Using the Outlook app is more secure, and easier, than getting to your mail in your web browser. Your device must meet the security requirements to receive approval to connect.

Security Requirements
- You must have at least a 4-digit passcode installed on your device.
- Your device, and Outlook app, must support Exchange Active Sync v16.1 or higher. In testing, installing the current version of the Outlook app accomplishes this.
- Your device must meet all security requirements and be approved by the JA staff.
- If your approved device is lost or stolen, you must notify JA (we will remove it’s access to your email).

Installation
You can download and install the current version of the Outlook app from the Google Play store, or Apple App store.

When you install the app, a request will be sent to the JA staff. We will review your request to ensure your device meets all security requirements before access is allowed.

If there is a problem, we will contact you to see if we can help find a resolution.
Best practices

Because some of the information that may come into your e-mail may be considered confidential (e.g. any patron information). We recommend that you encrypt your device’s data as an added layer of protection in case it is ever lost or stolen. This is done by default on Apple devices, and is optional on Android devices. The methods of encrypting your device will vary depending on the manufacture. Generally, they are located under the settings and security.