	Prepared by	**SOP #**	VIDE End User Experience Office 365
OculusIT We Manage IT	Rajesh Malpotra Consultant	**Version #**	2.0
		Requirement #	Microsoft O365 Migration Project
Pages #	30	**Last Reviewed/Update Date**	August 14, 2015
SOP Owner	Virgin Island Department of Education	**Approved By**	Vikas Suryan

Standard Operating Procedure for end user experience for Office 365.

For Virgin Islands Department of Education

End user Experience

Contents

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 https://login.microsoftonline.com/ and enter their email address and password to login.
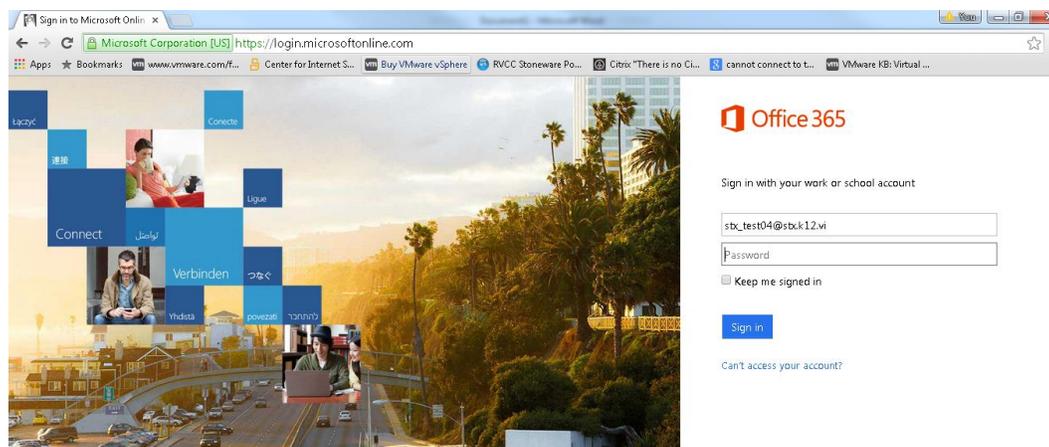
2. Logged in users will see below webpage, they can select Mail, calendar, people or other items as per requirement.
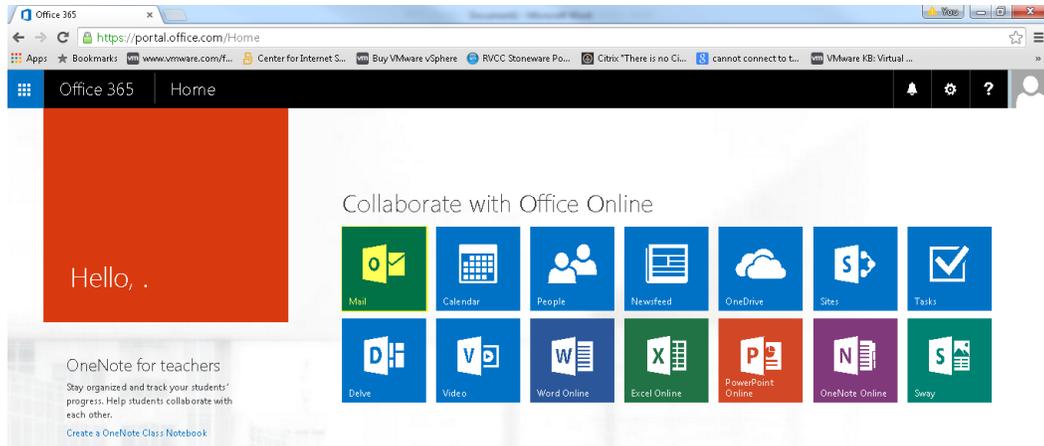
3. Once a user clicks on the mail icon, user will be redirected to language and home time zone page.
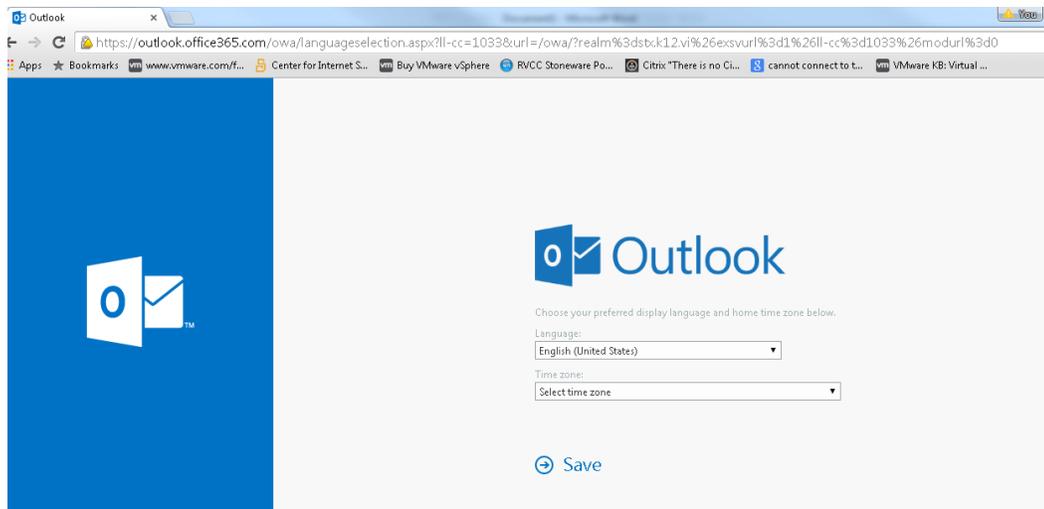
4. Once you click on the save emails will appear like below mentioned web page.
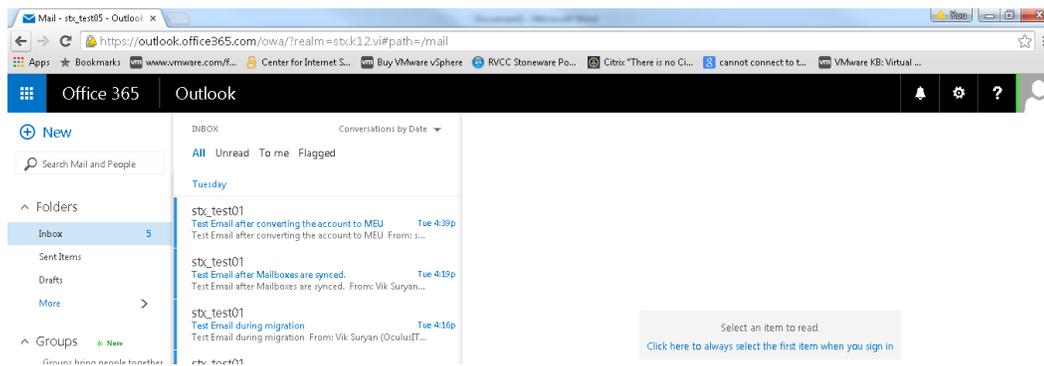
Outlook Client

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.

1. 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.
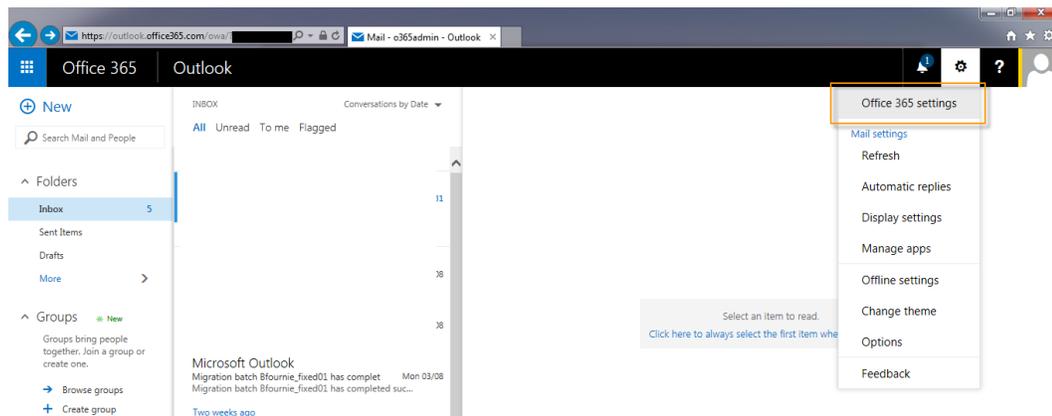
2. Click on **Install and manage Software**
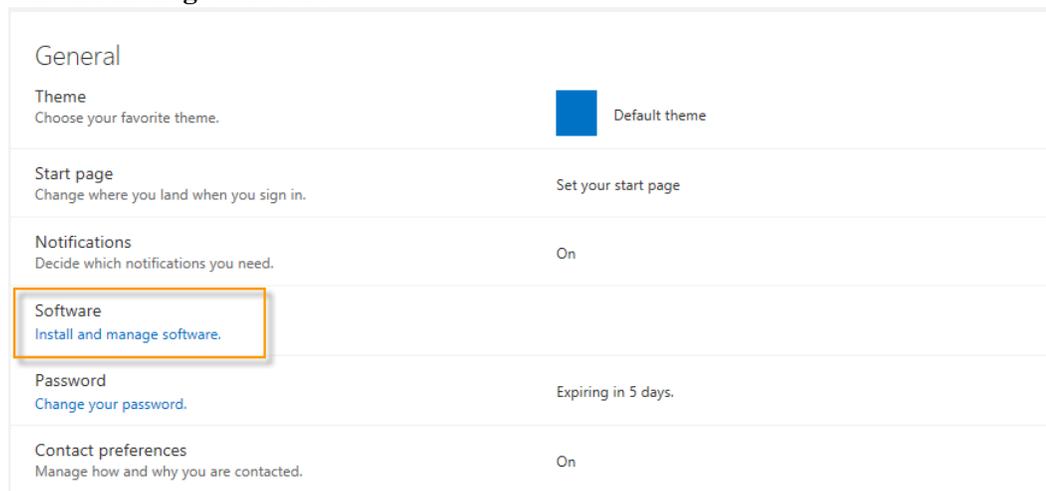
3. Click on Desktop Setup and select Setup
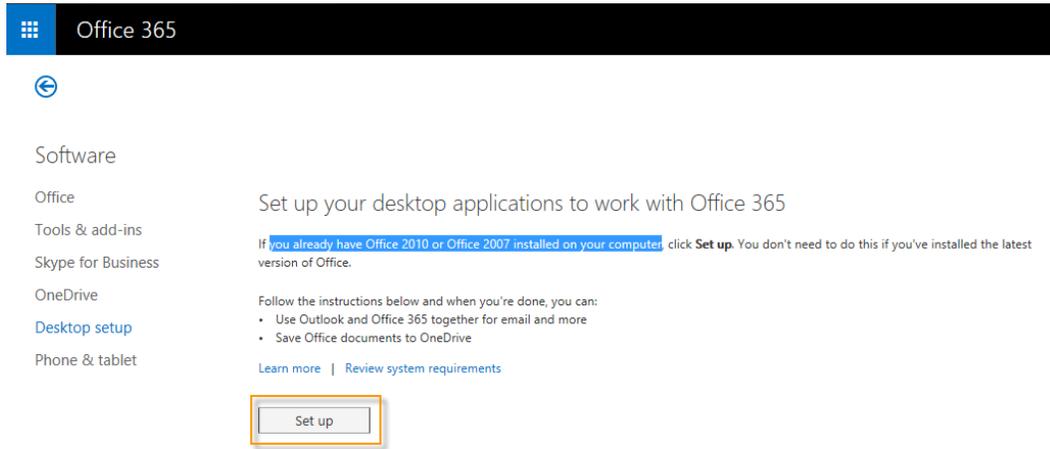
4. Close Outlook Client.
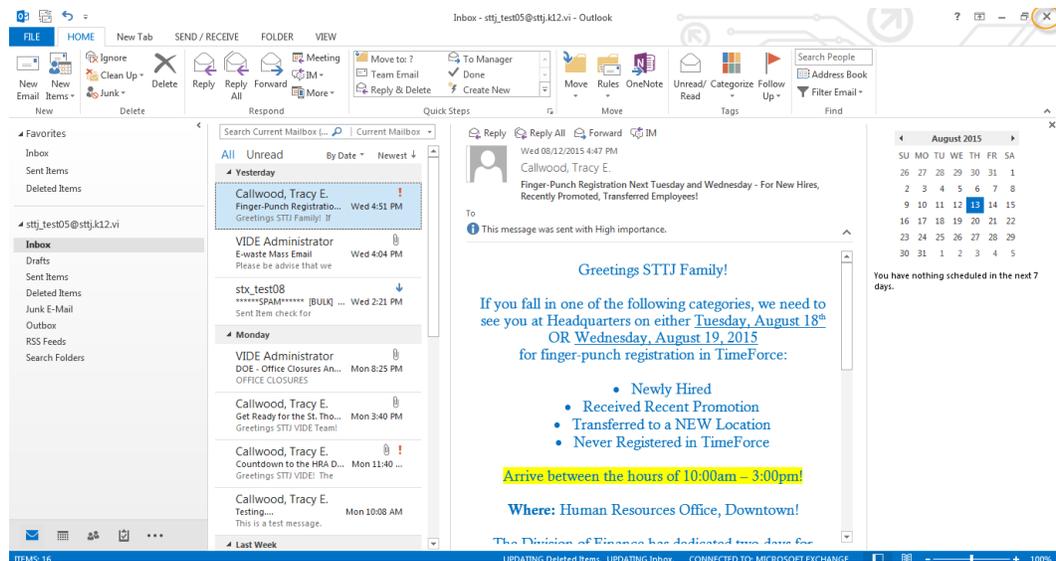
5. Open Control Panel
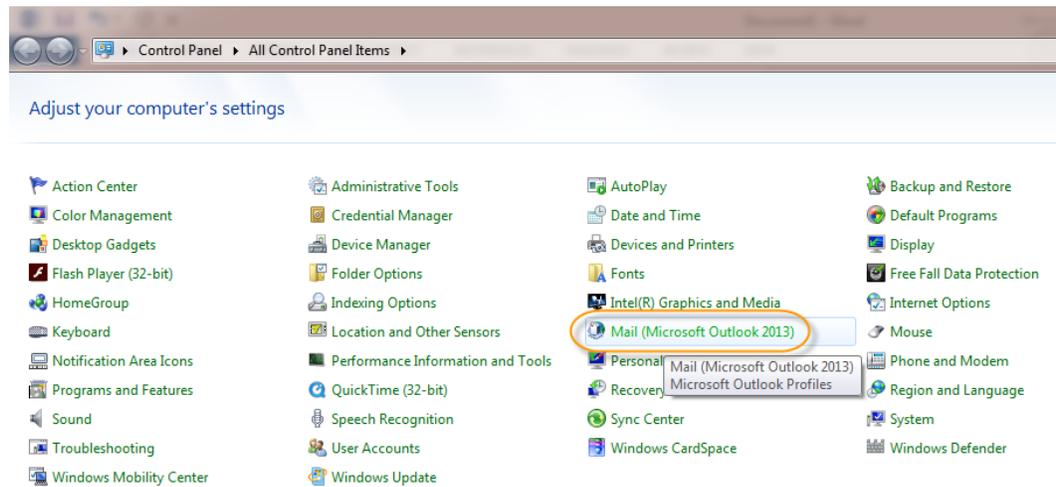
6. Open Mail and click on "Show Profiles".
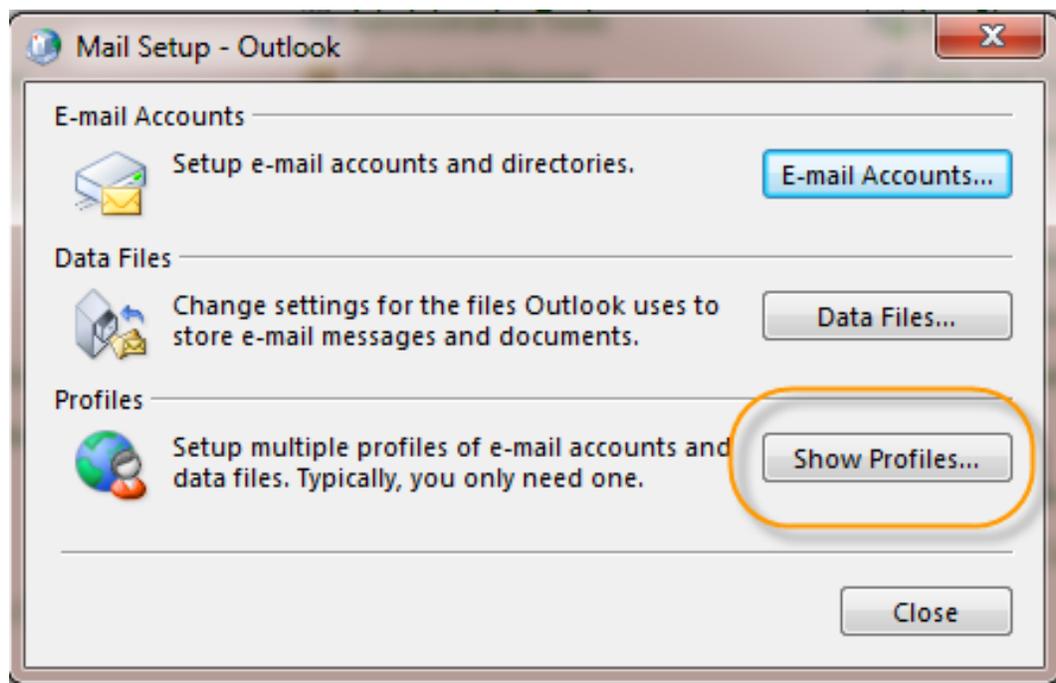
7. Select existing Outlook Profile and click Remove, it will remove the existing profile.
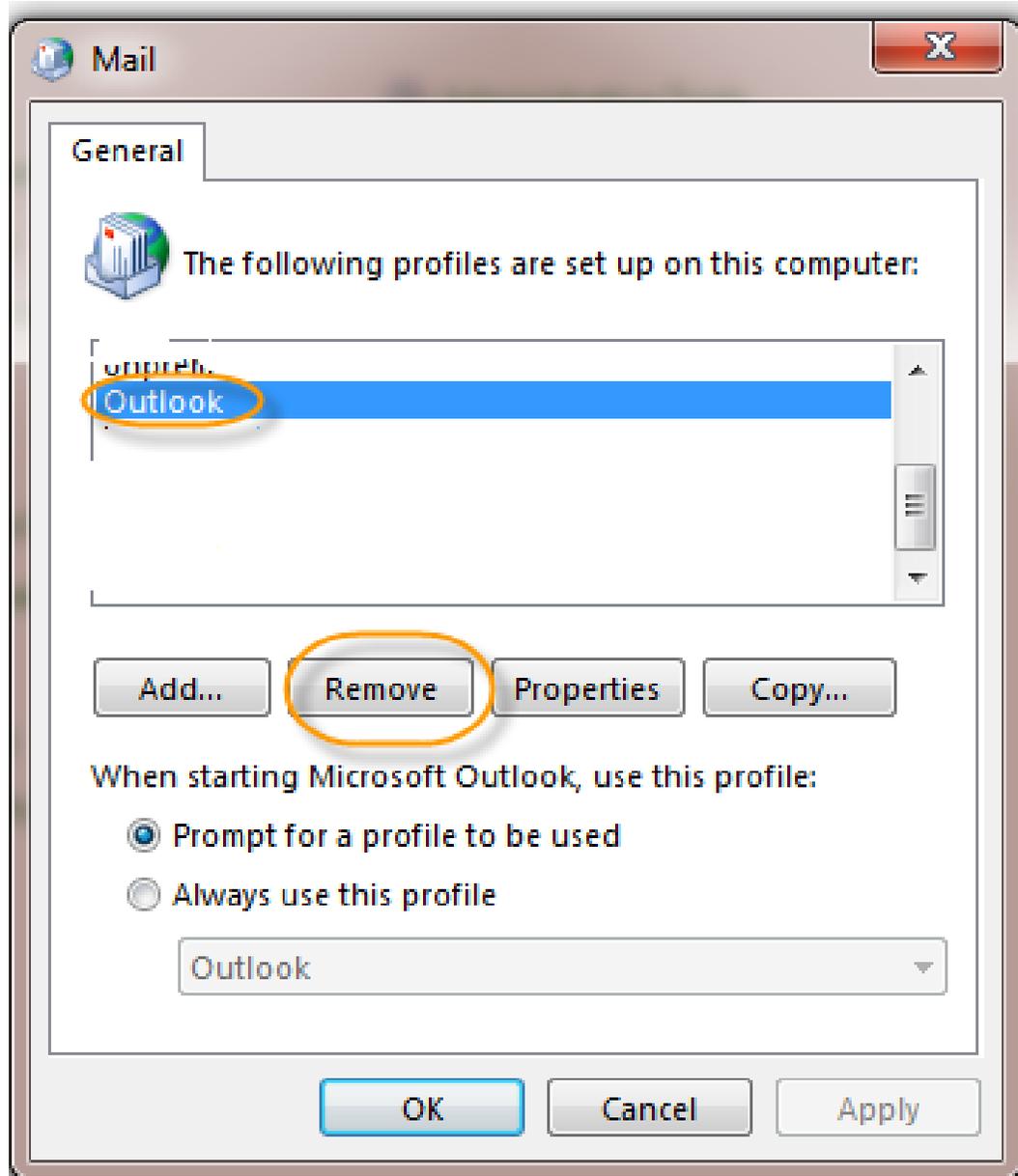
8. Click Add to add new profile.
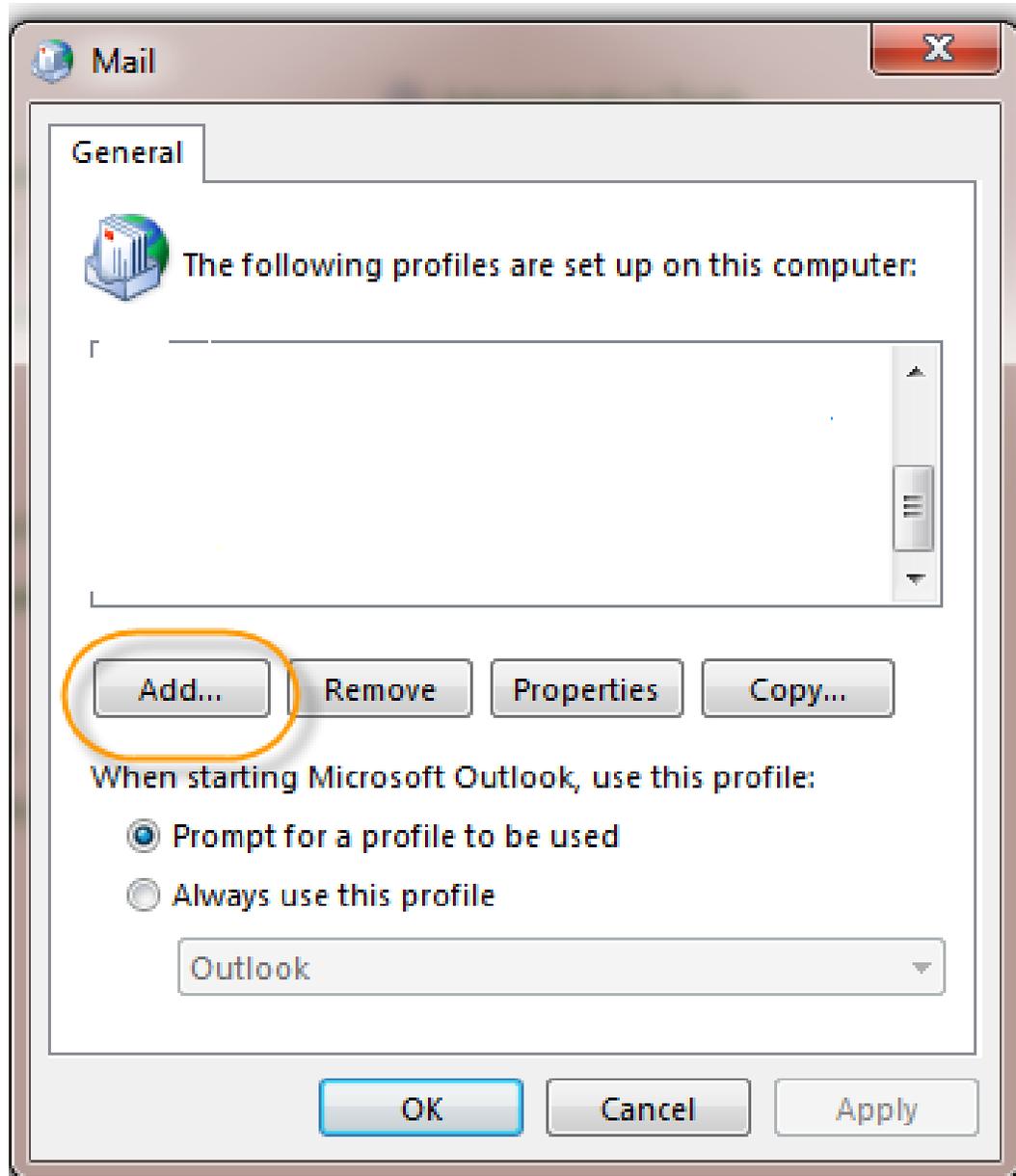
9. Enter the new profile name and click OK, it could be anything; example – your name or any word you wish.
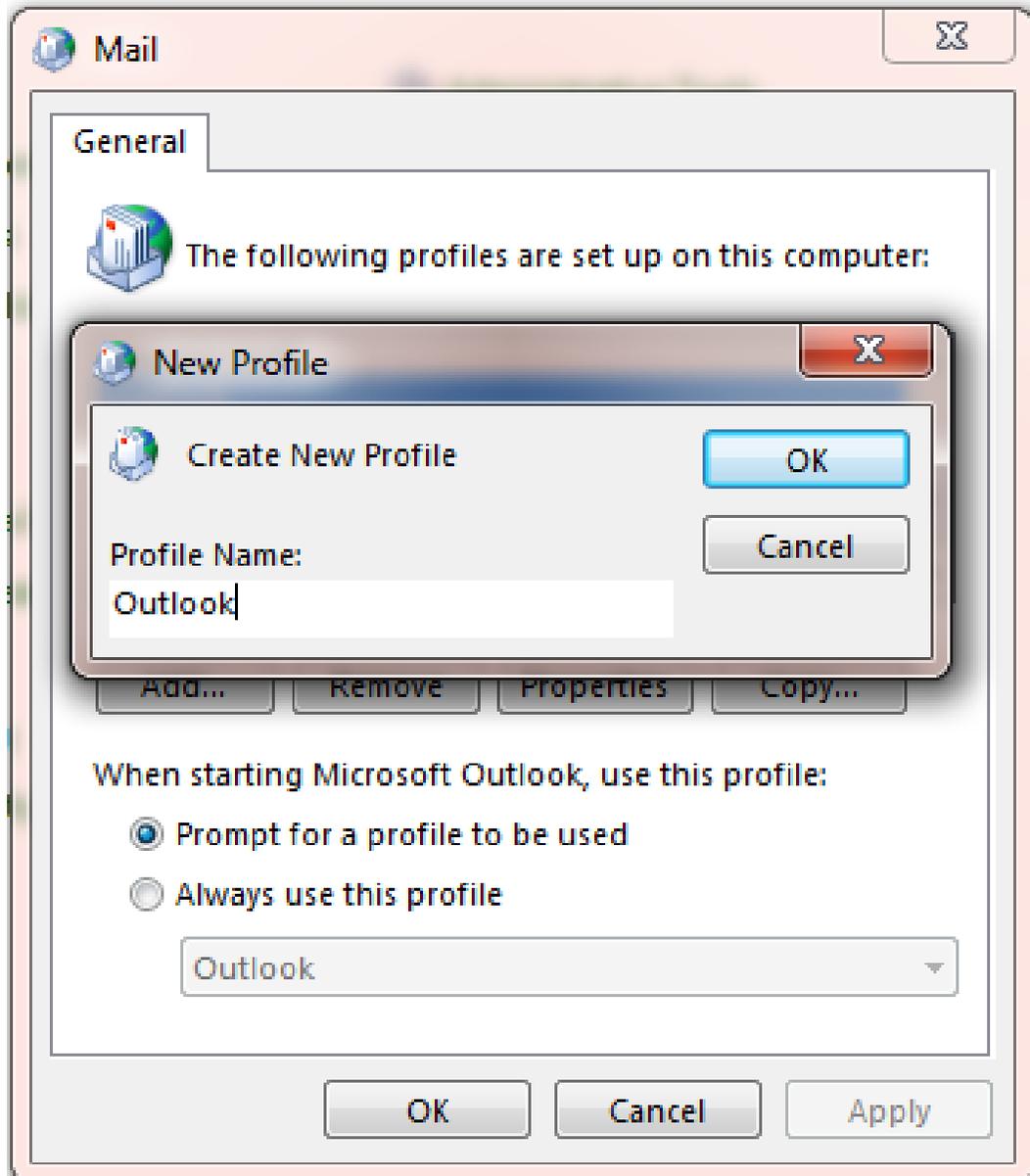
10. It should automatically pick up your username and Email address, you just need to enter your password. If required modify the values as per requirement and click next.
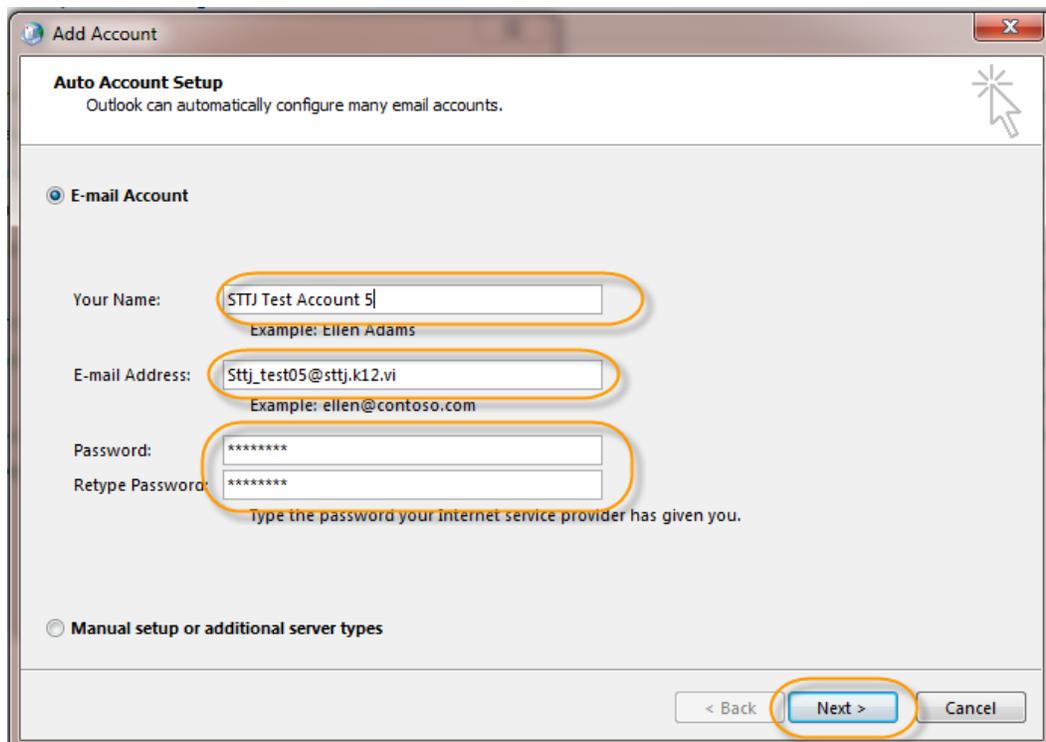
11. Outlook Client will search for your mail server settings.

]

1200 Route 22 East • Suite 2000 • Bridgewater • New Jersey 08807 • Tel: (844) 4OCULUS
info@OculusIT.com • http://www.OculusIT.com
Page 11
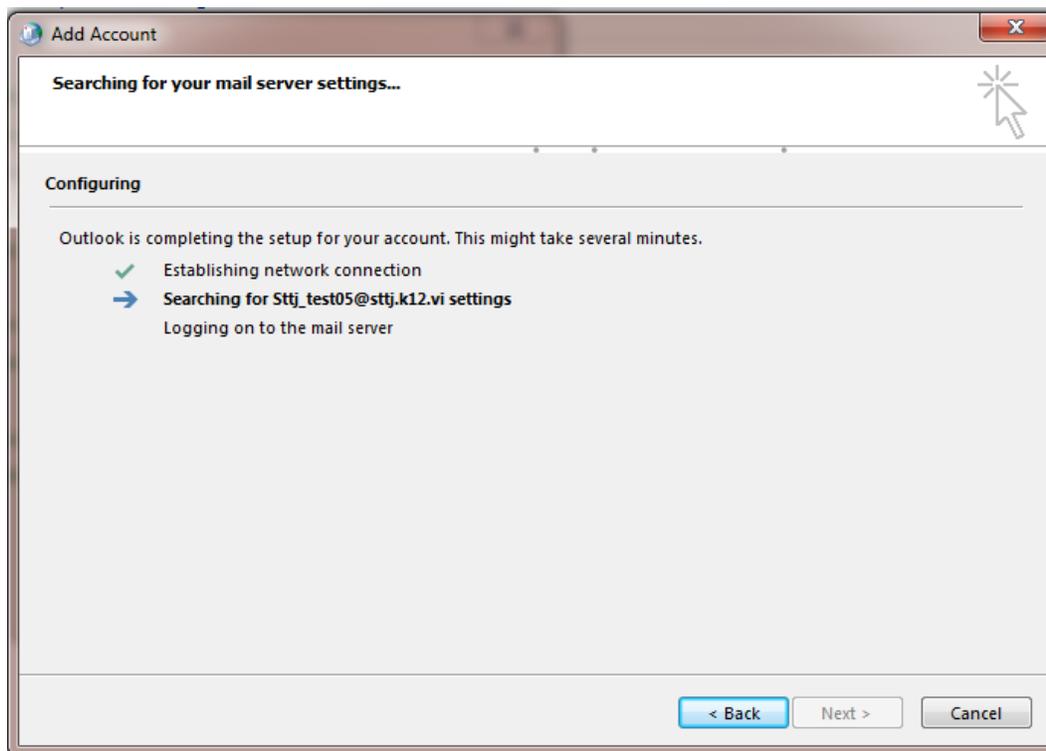
12. You will be congratulated once your email account is successfully configured. Click Finish and open Outlook to see your mailbox items getting updated. If configuration doesn't complete successfully, please contact helpdesk.
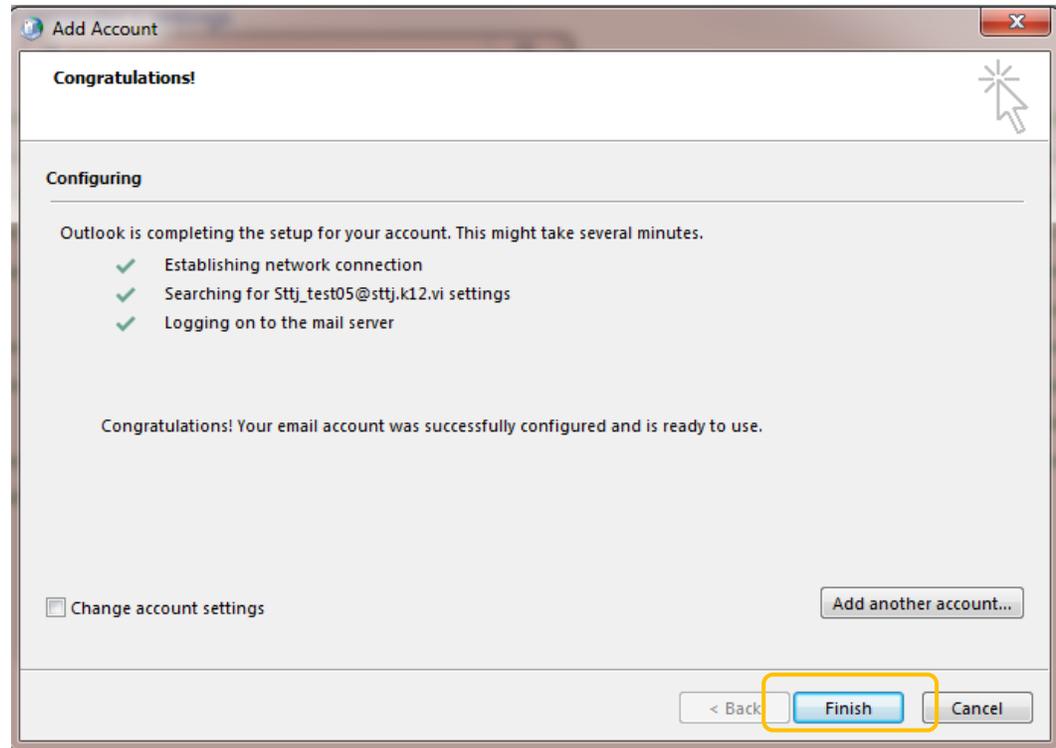
NOTE –
- Migrated users will not able to share free/busy and calendar information with on-premise Exchange 2007 users and vice versa.
- Migrated users will not be able to manage Distribution Groups through OWA\Outlook Client until migration of Distribution Groups is completed after decommissioning of 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.
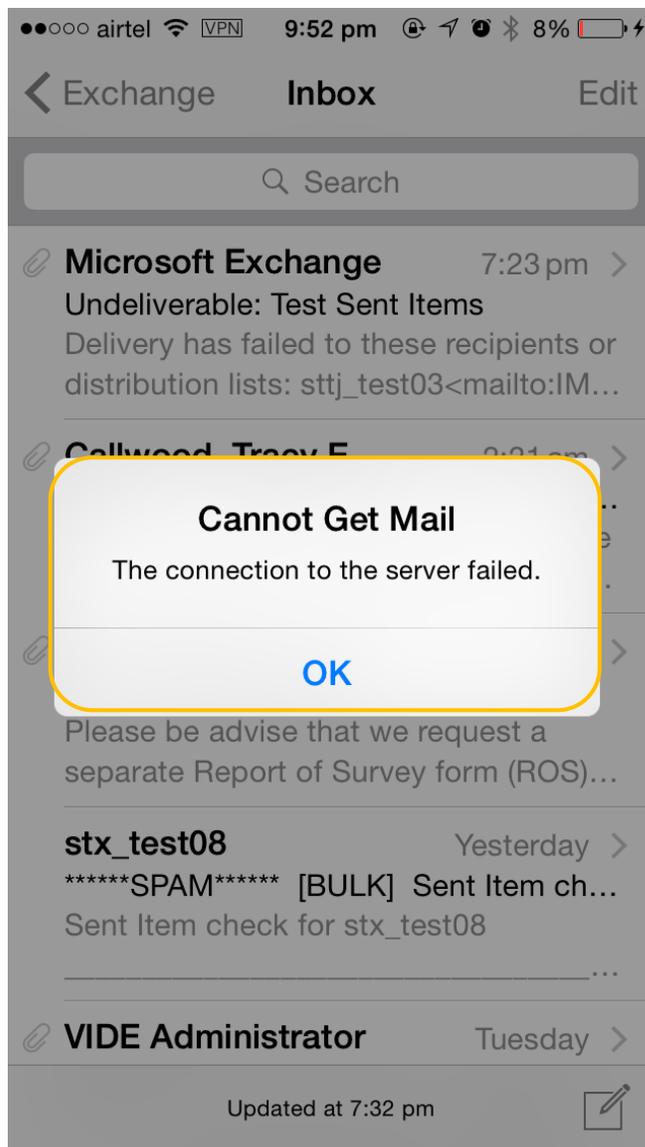
2. Go to Settings and Select Mail Contacts, Calendars.
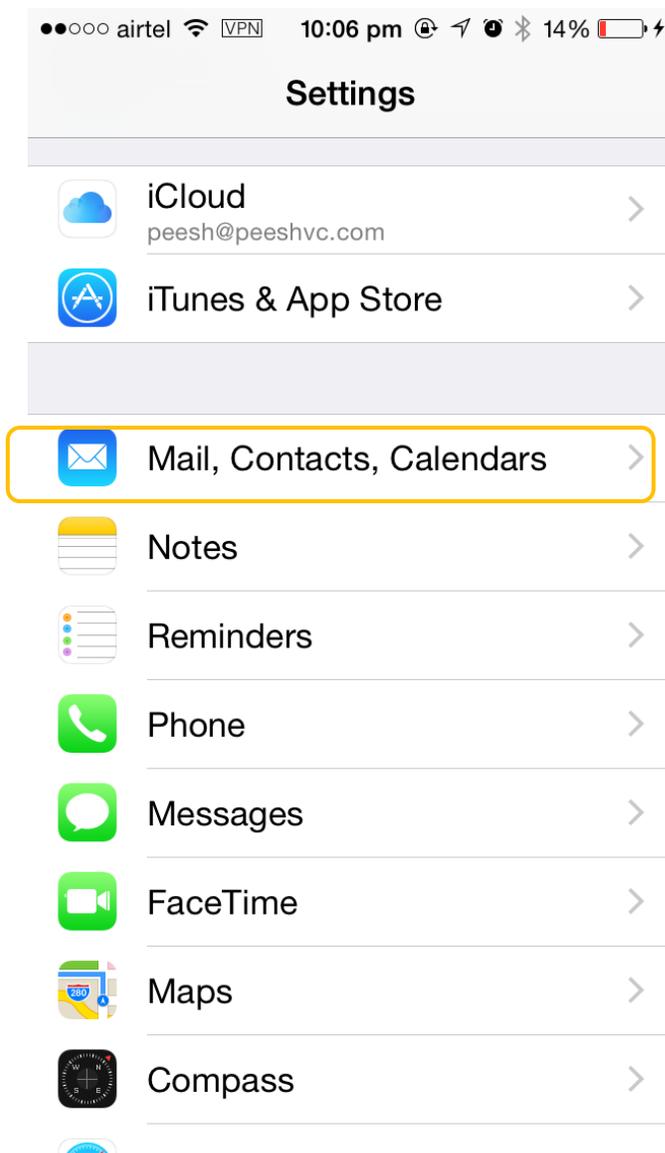
3. Select VIDE Email Account, in below example it is Exchange.

4. Scroll down to the bottom of screen and select Delete Account to delete.
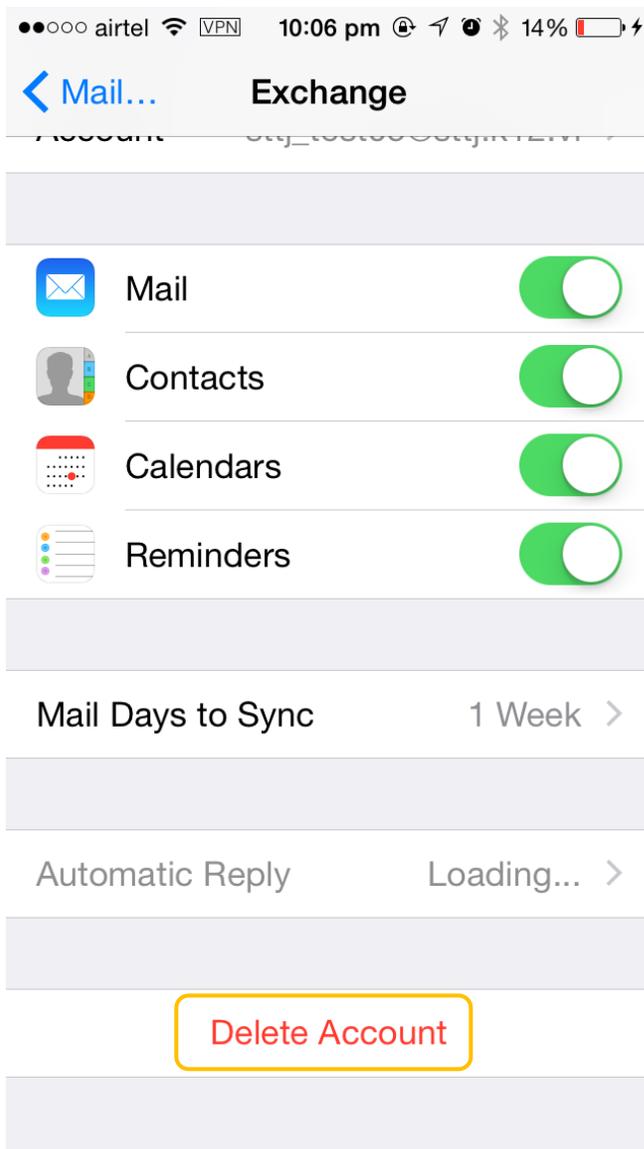
5. Select Delete from my IPHONE
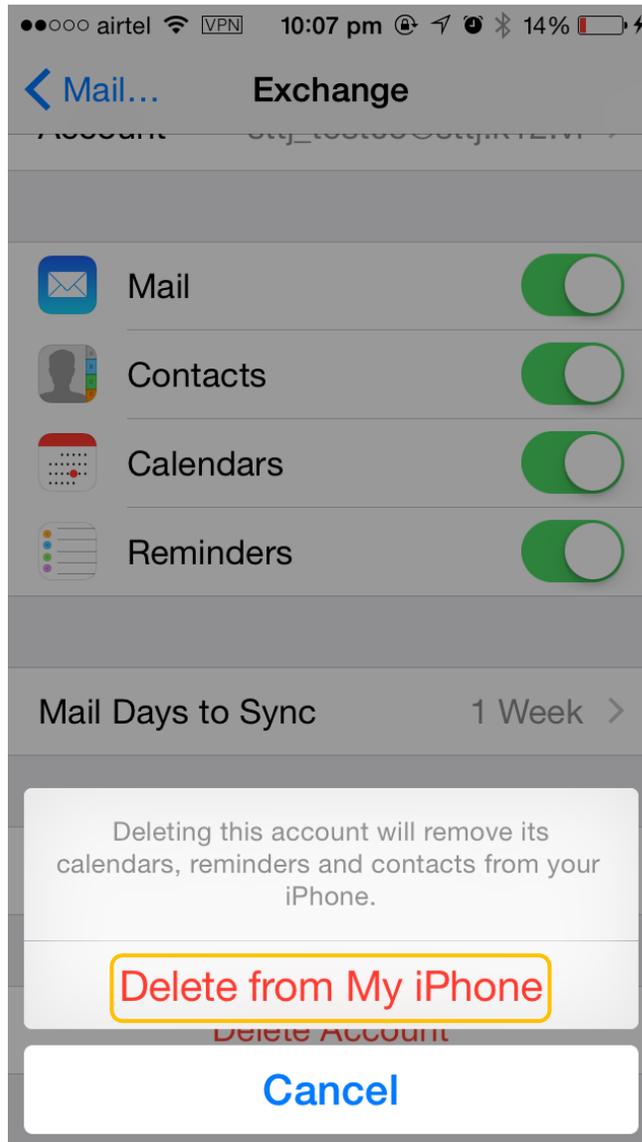
6. Re-add the account by clicking on Add Account.
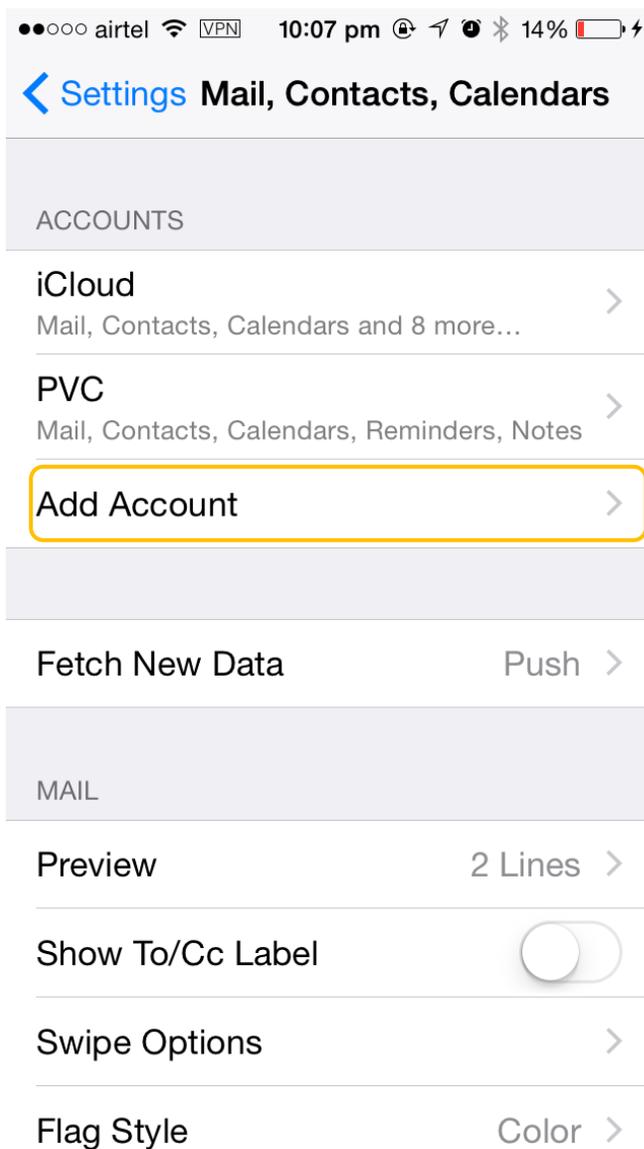
7. Select Exchange.

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

●●○○○ airtel 🛜 VPN   10:08 pm ⊕ ⌖ ⊘ ✳ 14% ⬛▸⚡

Cancel   **Exchange**   Next

Email   sttj_test05@sttj.k12.vi

Password   ●●●●●●●●|

Description   Exchange

Exchange Device ID

ApplC39LQWAKFNJK

Q W E R T Y U I O P

A S D F G H J K L

⬆ Z X C V B N M ⌫

.?123   space   return
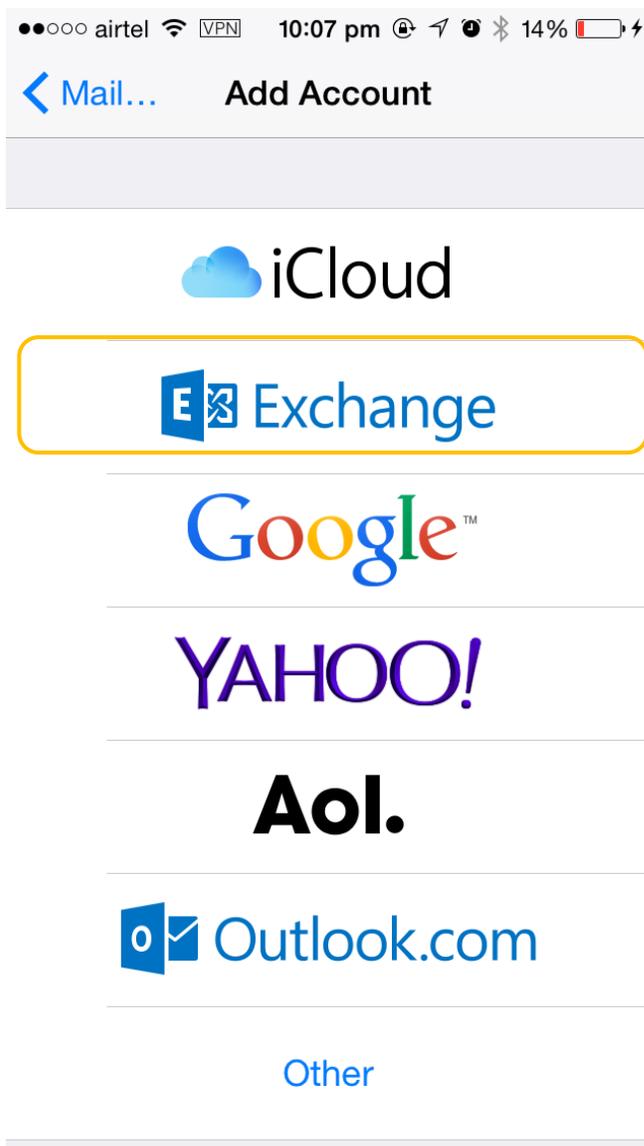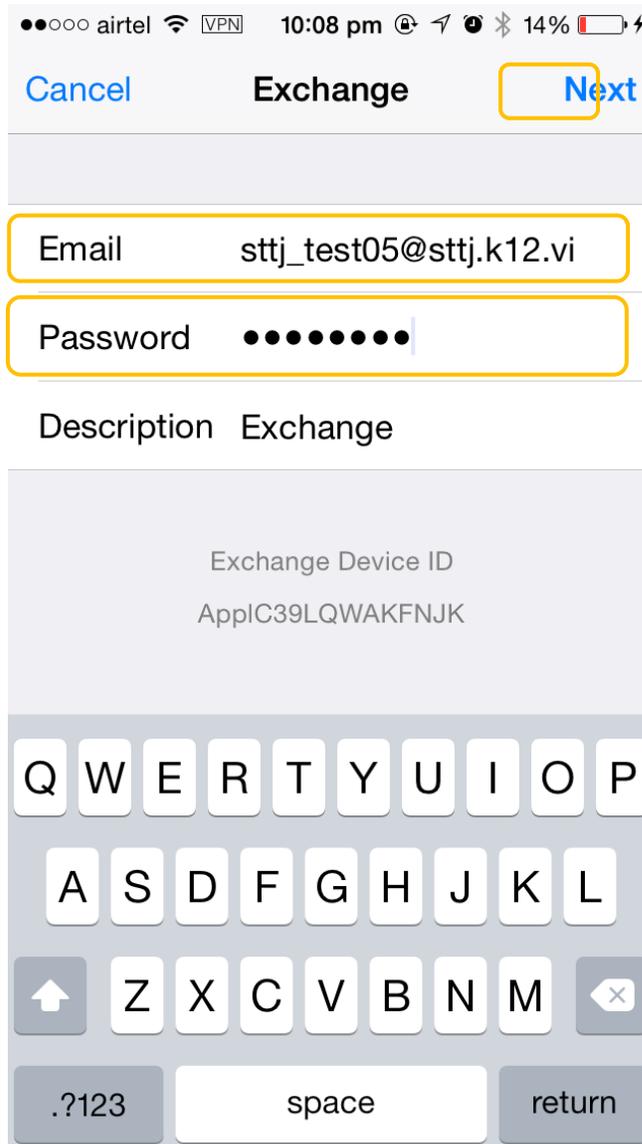
9. Your account will be verified, it may take couple of seconds.
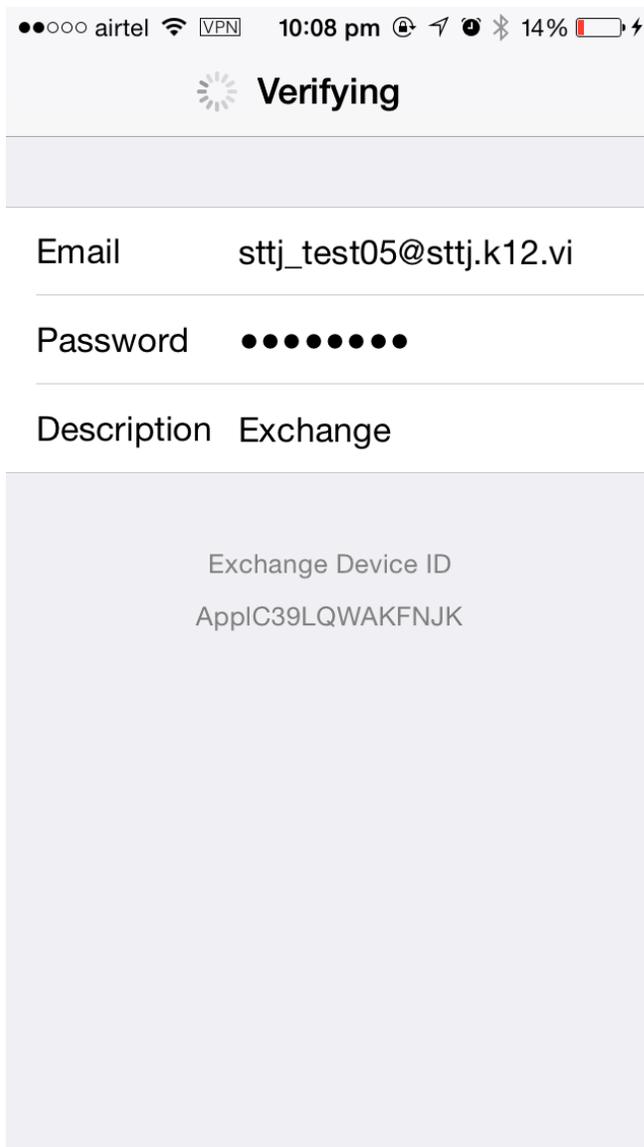
10. Once the verification succeeds, below screen will appear. Click Save. If you receive any error in place of this screen, please contact Helpdesk.
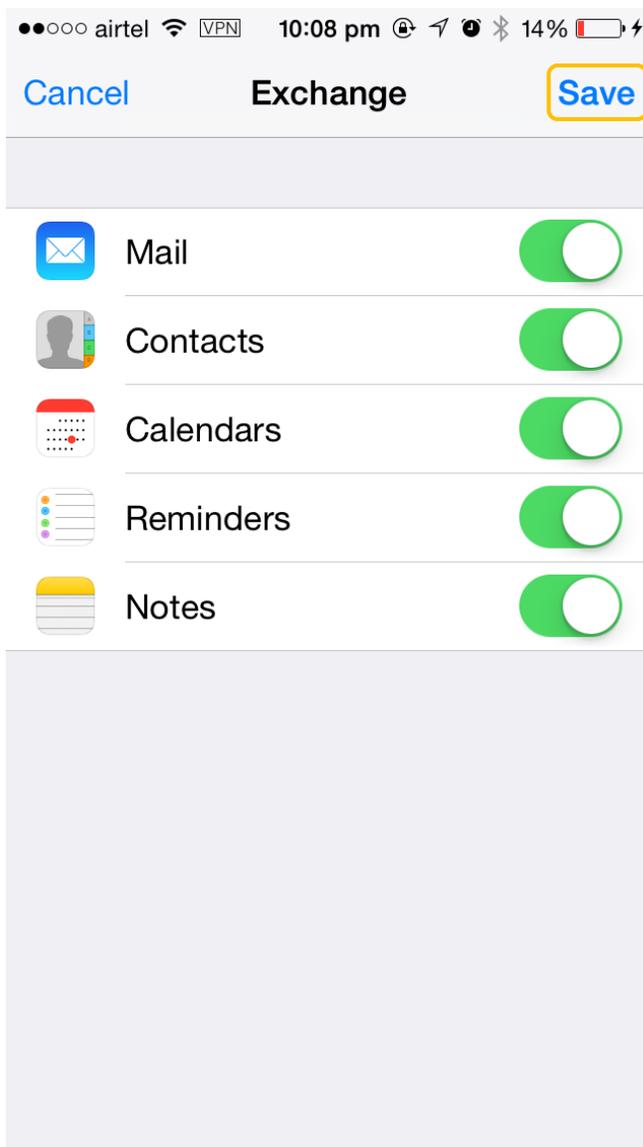
11. When you open Emails, you will also see your VIDE account.
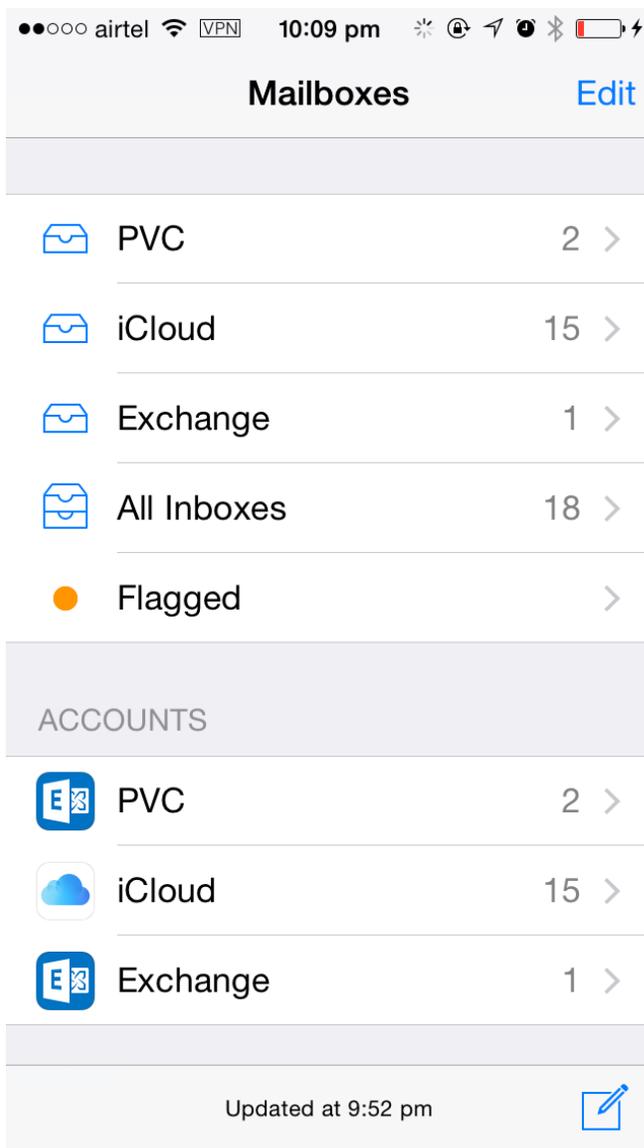
Windows Phone

(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
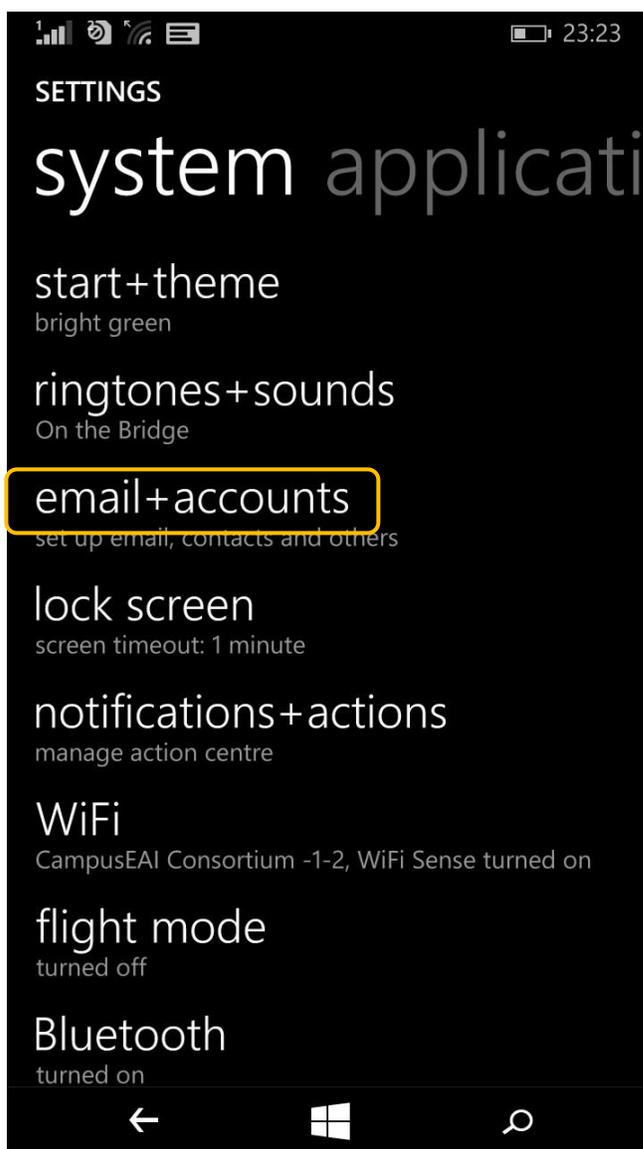
2. Tap on your VIDE account and hold you finger for few seconds, it will pop up sync and delete options. Select Delete.
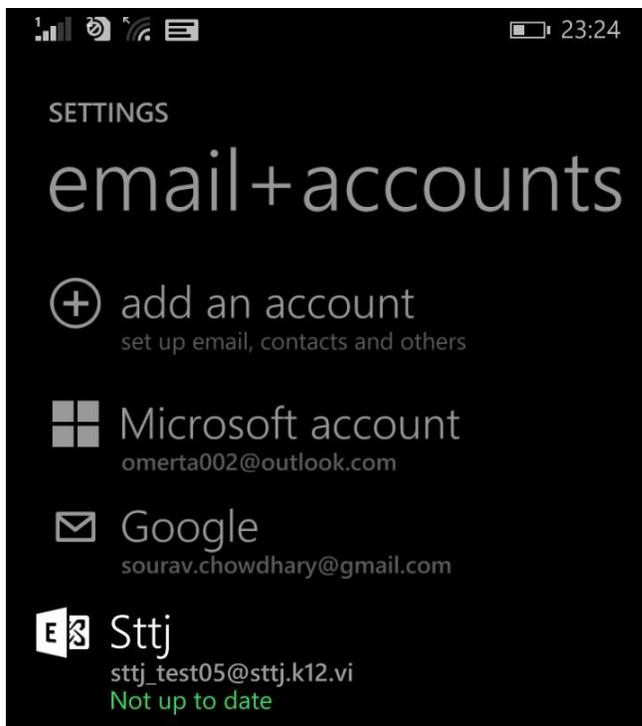
3. Once the account is deleted, Select add an account.
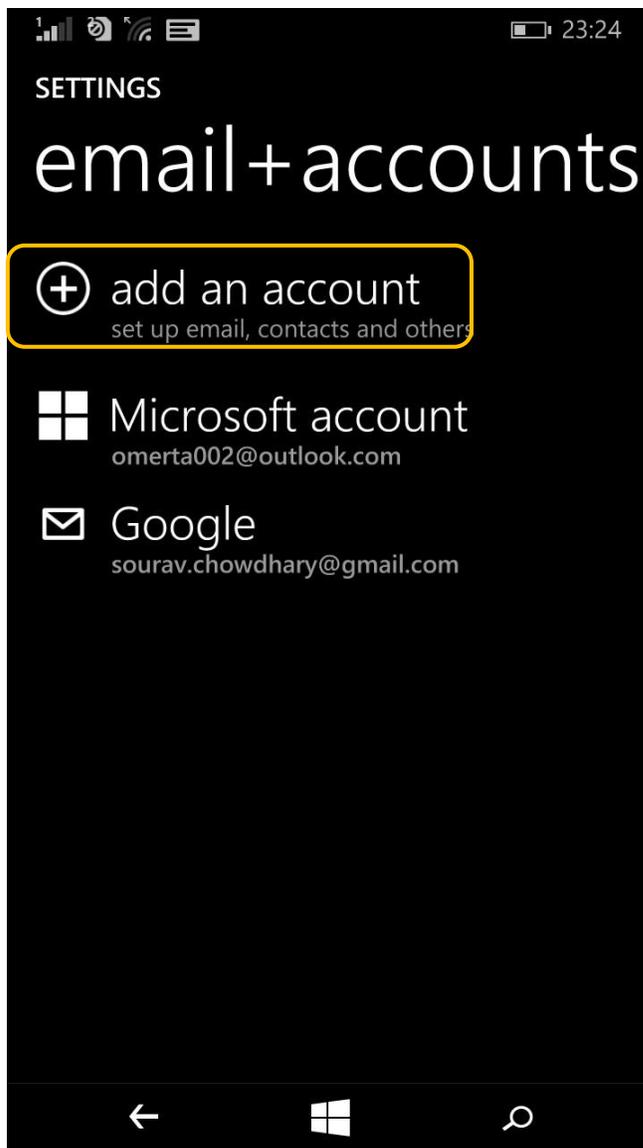
4. Select Exchange.
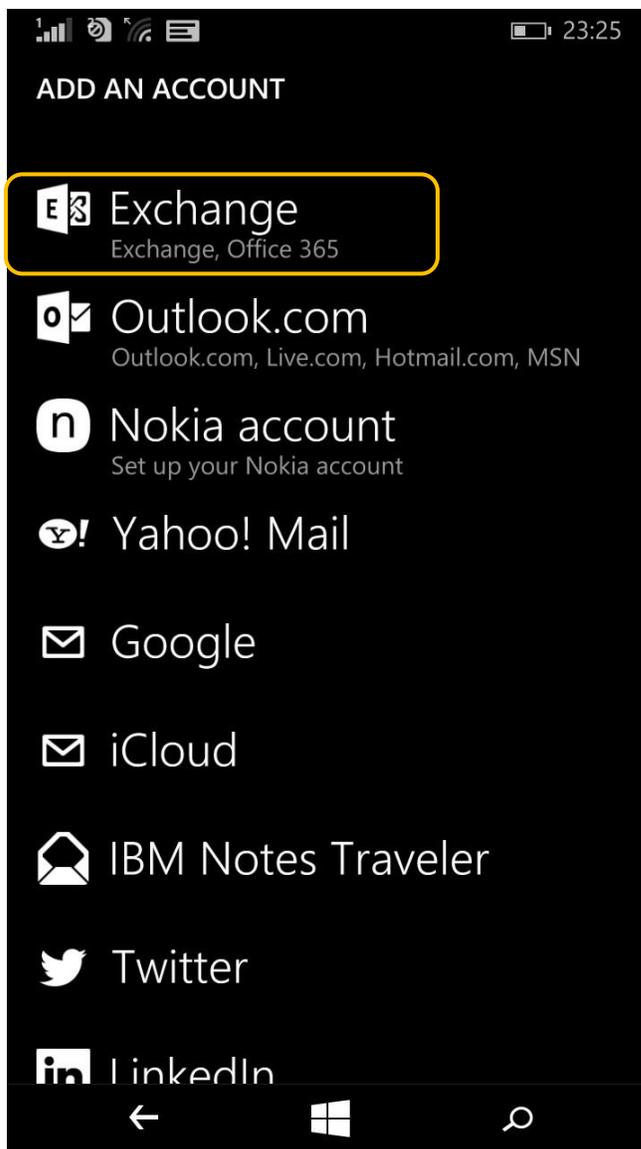
5. Enter your email address and Password and select Sign in.
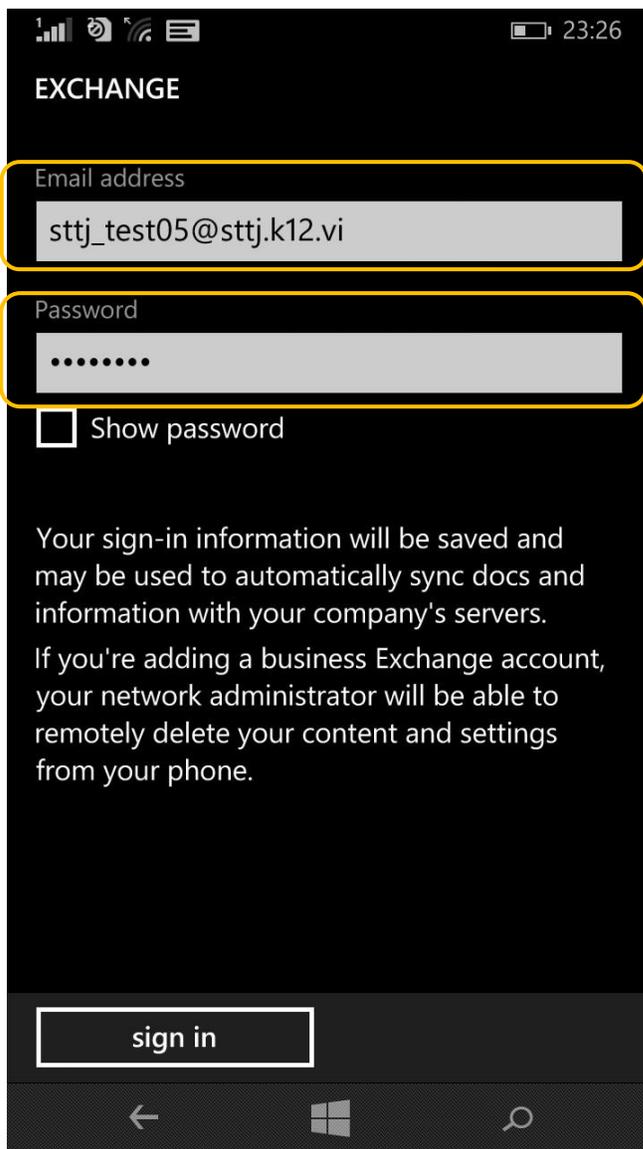
6. It will take a while to display below screen which says Account Added, Select Done.
   If you get any error, please contact Helpdesk.
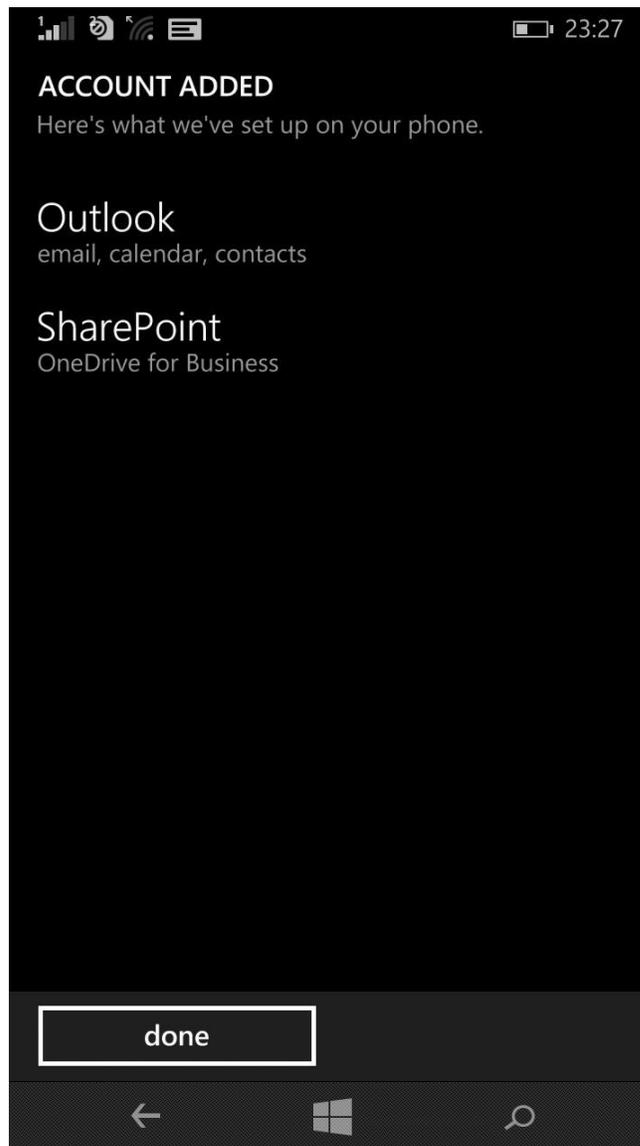
7. You will see your account is added under email+accounts, you may go to your home screen to see VIDE Emails Icon.

End of Document