Office 365 Email & Calendar Fundamentals

Training Manual v 1.0

March 21, 2016

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Introduction

Overview

Athabasca University's Email & Calendar service will move from Zimbra to Office 365, Microsoft's cloud based service On March 30, 2016.

Microsoft Office 365 is a modern collaboration platform that provides a full-featured email system with web access, integrated calendaring, a contacts directory, support for mobile device access, and 50 gigabytes of email storage and 1 terabyte of document storage per account.

Features

- Convenient web and desktop access to your email and integrated calendar. Full-featured web interface for accessing email and calendar (Outlook Web App), as well as email and integrated calendar compatibility with desktop email clients such as Microsoft Outlook and Apple Mail.
- Large message storage capacity. 50 gigabytes of email storage for each user.
- Access from portable devices, including iOS and Android-based phones and tablets. Access to your email, calendar entries, and contacts from your mobile device.
- Built-in anti-spam message filtering. Integrated anti-spam tools for smoother control of email filtering and identification.
- OneDrive for Business, an online document storage and sharing tool that faculty and staff can access through the Outlook Web App (OWA). 1 terabyte of document storage for each user.

Access

You can access Office 365 via a number of methods:

- Web interface(Outlook Web App)
- Desktop clients such as Outlook, Apple Mail, and Thunderbird
- Mobile devices

If you currently use the Outlook, Apple Mail or Thunderbird client on your computer, you will see no significant difference (but your client must be updated with new configuration settings). Any mail you have saved to your desktop will not be affected by the change. If you currently use Zimbra webmail and web calendar the look and feel of Office 365 will be different.

Learning resources

There are a number of resources at your disposal to familiarize yourself with the look and feel of Office 365 including:

- Online instructor led classes.
- This document
- O365 training site in Moodle
- AU's O365 Sandbox (coming soon)
- Microsoft.com
- Numerous web sites & videos including You tube

Access Office 365

It is recommended to use Internet Explorer 11 as your Internet browser, to have the same screen images that we have in this manual.
In this section, you will learn how to:

Access Office 365

1) Go to: http://outlook.office.com.
2) Change **Language** and **Time zone**, and then click **Save**.

3) In the Sign in screen,
   - In the **User name** field, enter your au.local Active Directory (AD)*[1]* username@athabascau.ca.
   - In the **Password** field, enter your au.local Active Directory (AD) password.
   - Click **Sign in**.

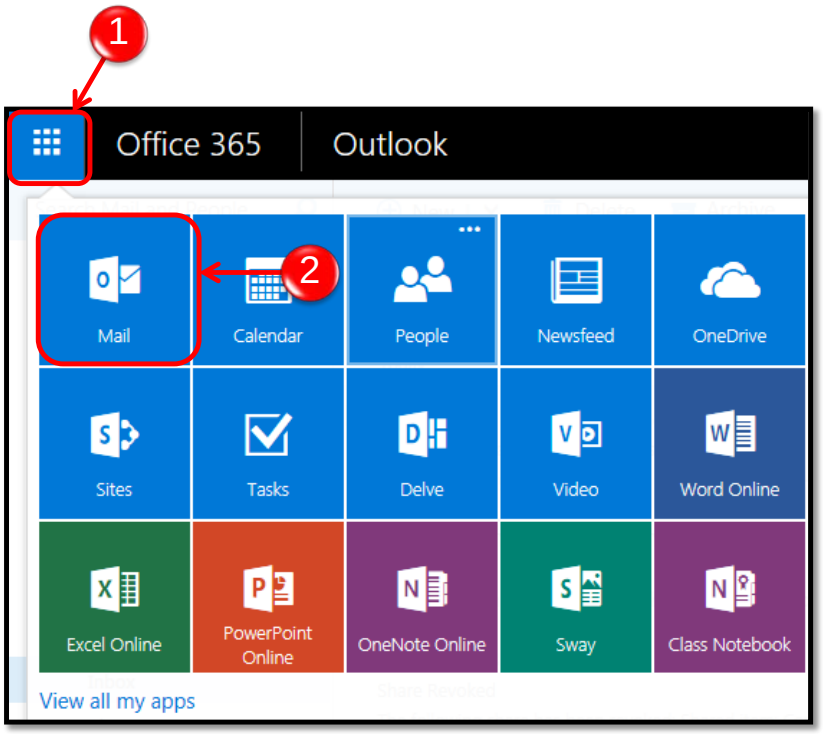
*[1]*Your au.local Active Directory (AD) account is also used for AU Windows laptops and desktops, Virtual Desktop (Citrix) and NAS File Shares (files01 and files02).

Mail Navigation

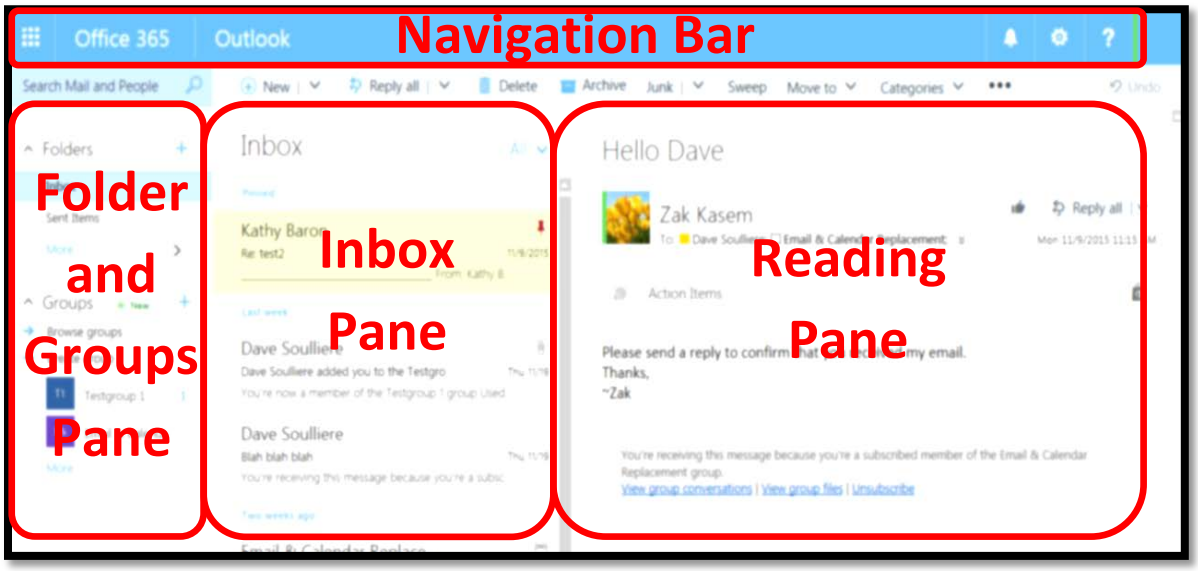
In this section, you will learn how to:

- Navigate the the mail Outlook Web App graphical user interface.
- Pin or Unpin an App.
- Navigate between the apps.
- Search for an email or person contact.
- Create a new email or a new meeting.

Please before you start this section, access the Outlook Web App through Internet Explorer 11 by clicking the **Mail** icon from your Office 365 account.



Navigate the Mail Outlook Web App graphical user interface

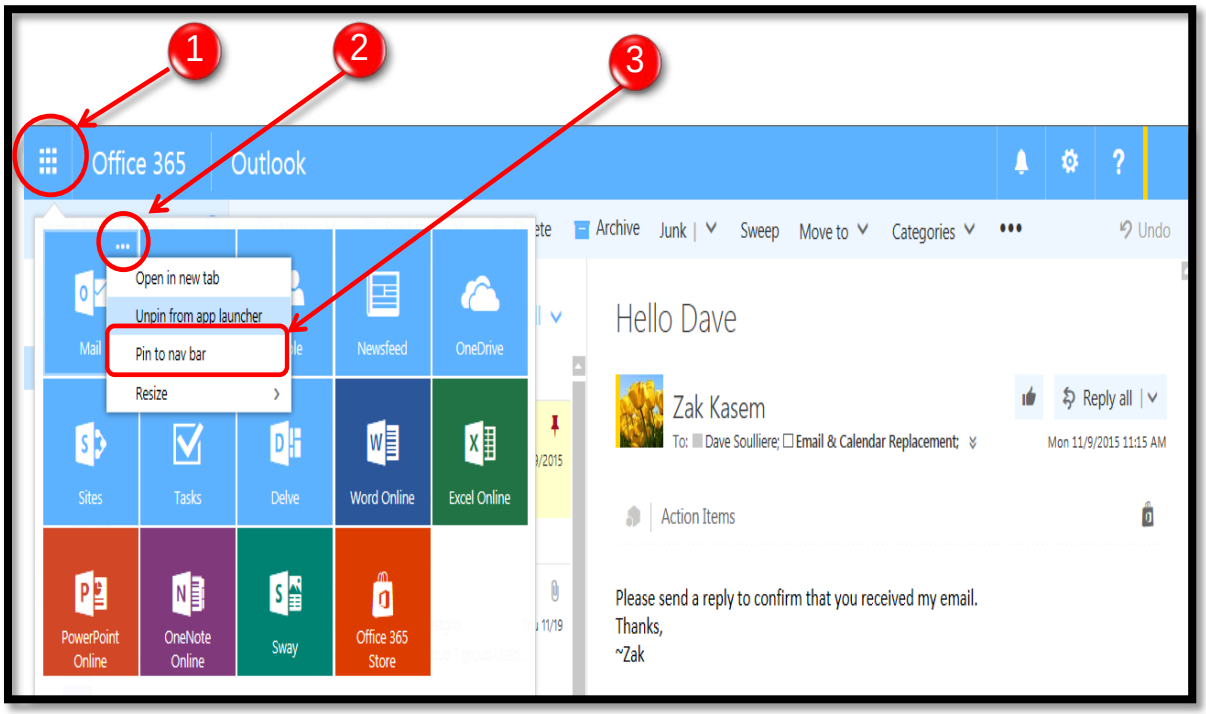


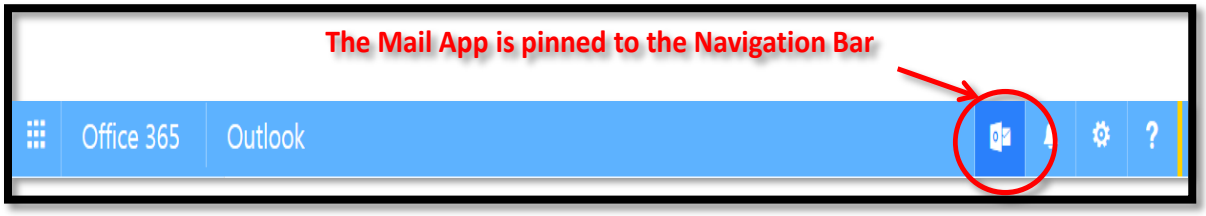
4) The **Outlook Web App** graphical user interface consists of four areas, the **Folder and Groups** pane, which is used to organize emails into folders, and contains any groups you are a member of.
5) The **Inbox** pane is used to display the contents of the selected folder.
6) The **Reading** pane displays the full email message selected in the **Inbox** pane.
7) The **Navigation Bar** extends the top of the screen and contains:

a. **App Launcher**, the nine dot grid, and it is used to switch between the different Office 365 apps.
b. Any pinned apps which is used to access any other Office 365 Apps. You can pin up to three Apps by clicking the **App Launcher** and click the three dots on the upper right corner of any App.
c. The new mail **Notifications** which displays new emails.
d. The **Settings** icon is used to access the settings, options, and preferences for Outlook Web App and Office 365.
e. The **Help** icon is used to access the help menu and the help search function.
f. The **Avatar** on the, upper right corner, is used to sign out of Outlook Web App, sign in or sign out of the **IM** *(instant messenger)* open another **Mailbox**, and view **About Me**.

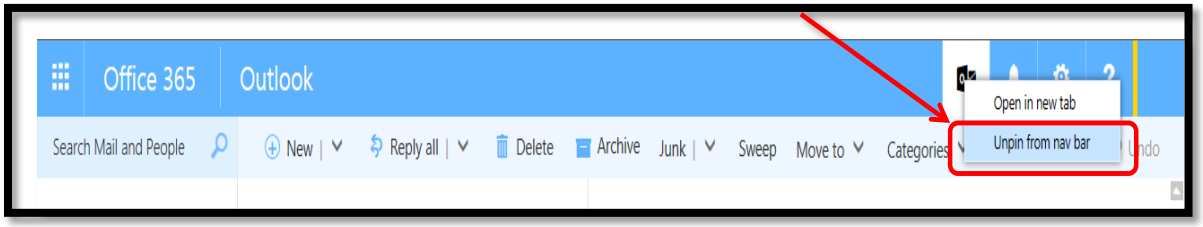
Pin or Unpin an App

1) To pin an app to your navigation bar, click on the **App Launcher**, hover over the app that you would like to pin and then click on the three dots (**…**) on the upper right corner of this app. Then click **Pin to nav bar**.



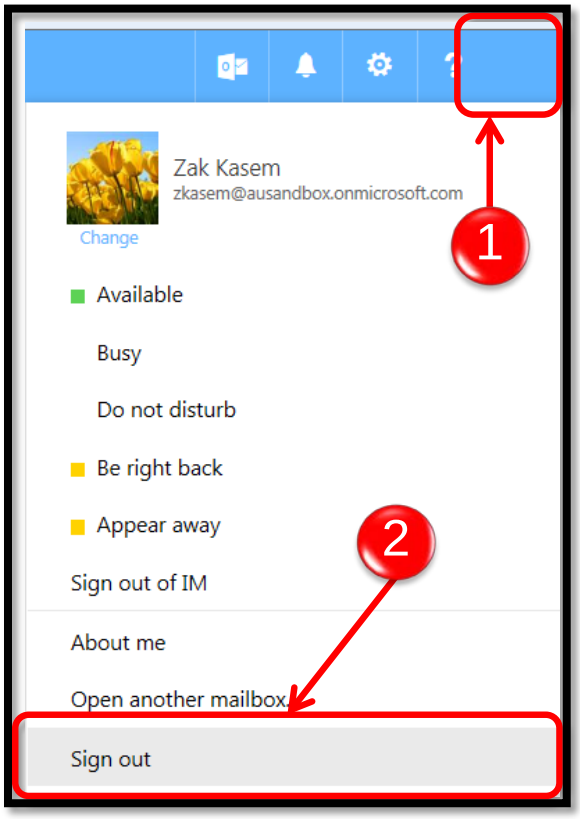


2) To unpin an app from the **Navigation bar**, right click the pinned app and choose **Unpin from nav bar.**



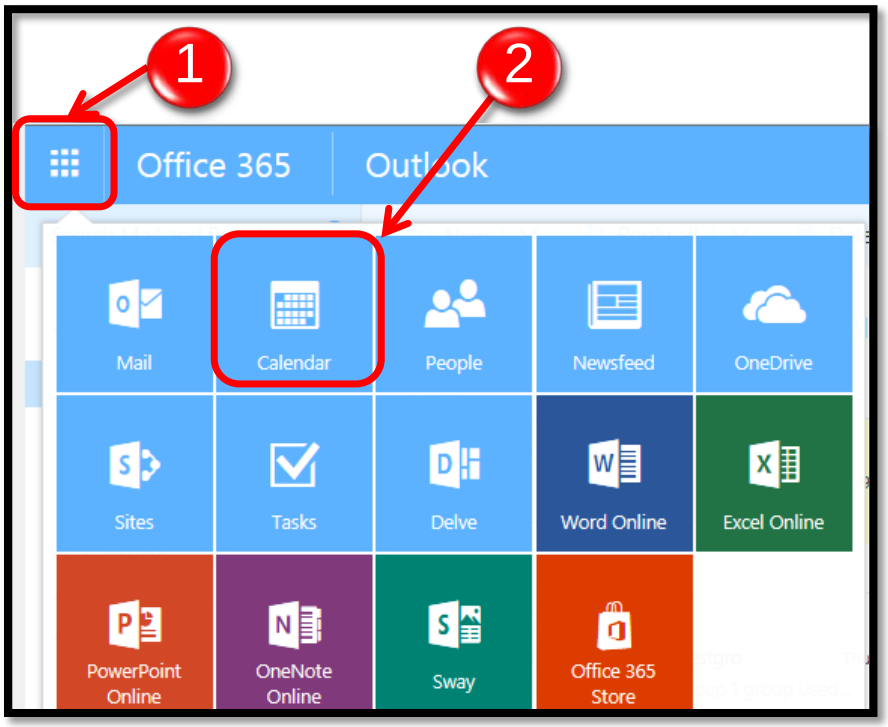
Navigate between the apps

1) To sign out of Outlook Web App, click your **Avatar** and then click the **Sign out** option.



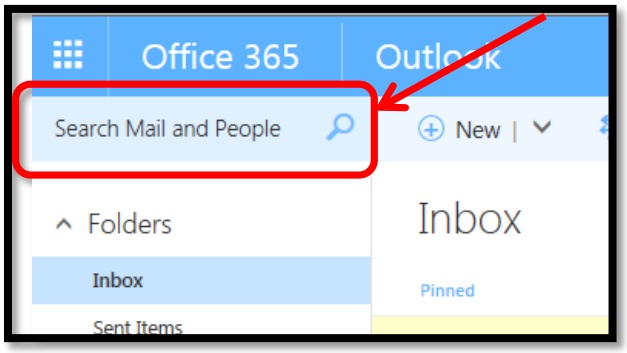
2) To return to Office 365 from Outlook Web App, click the **Office 365** from the **Navigation Bar**.

3) To open the **Calendar** App, click the **App Launcher** and then click **Calendar**.



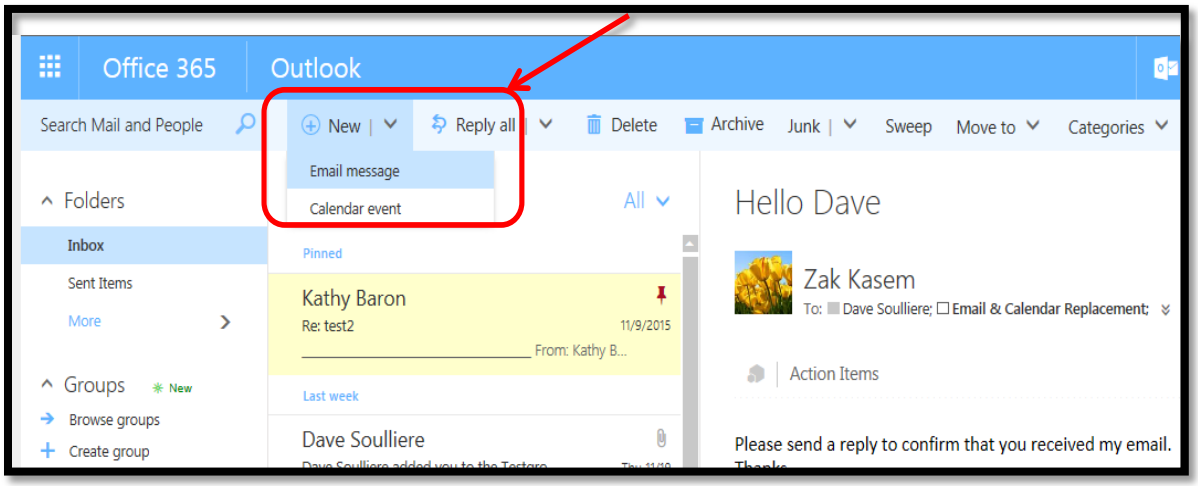
Search for an email or person contact

1) To search for an email or person contact, type the search criteria in the **Search Mail and People** textbox under the **Navigation Bar**.



Create a new email or a new meeting

1) To create a new email or new meeting, click **New** under the **Navigation Bar**, and then click **Email message** or **Calendar event.**



4. Send an email using Inbox

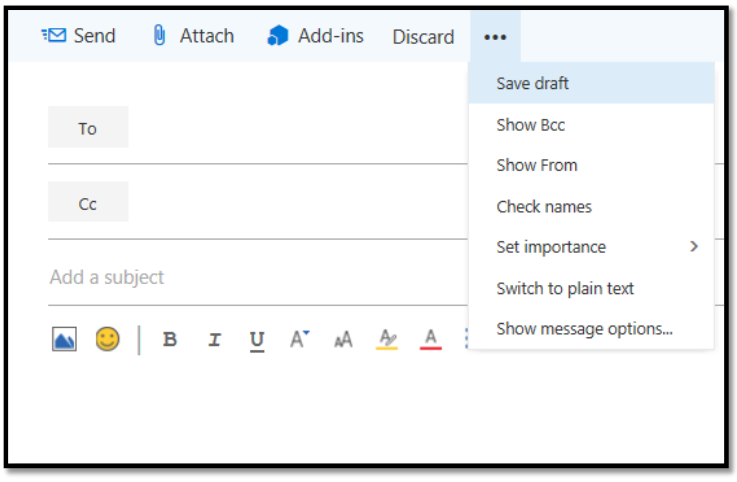
In this section, you will learn how to:

- Create a new email
- Attach a file to an email
- Save an email draft
- Send an email

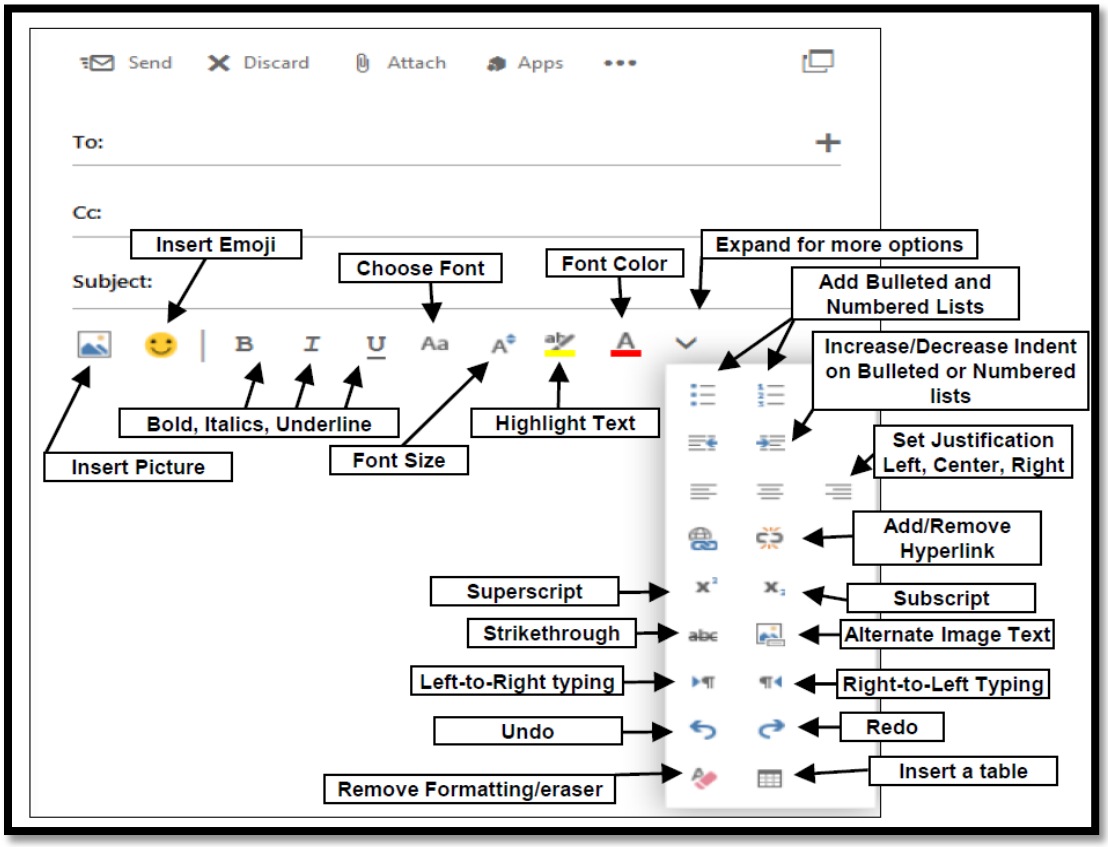
Please before you start this section, access the Outlook Web App through Internet Explorer by clicking the **Mail** icon from your Office 365 account.

Create a new email

1) To create a new message, click **New** or press the **Ctrl+N** keys on your keyboard. A new blank email message will appear in the Reading pane.
2) Enter the email address of the recipient in the **To** field. A **Search directory** box appears when you start typing. Click on an email address in the **Search** box if it matches.
3) To open your **My Contacts** list, click **To**.
4) To adjust the sort order of the **My Contacts** list, click **By First Name** and choose a different option.
5) To close the **My Contacts** list after you have selected the email recipients, click **OK**.
6) To send a carbon copy of the email to a different recipient(s), enter an email address(es) in the **Cc** line .
7) To add a blind carbon copy line, click the **(…)** More dots and click **Show Bcc**.
8) Enter an email address(es) in the **Bcc** line to add them to the email list. Recipients in the **Bcc** line will not be visible to the other message recipients.
9) Enter a text into the **Subject** line, to add a title for your email message.



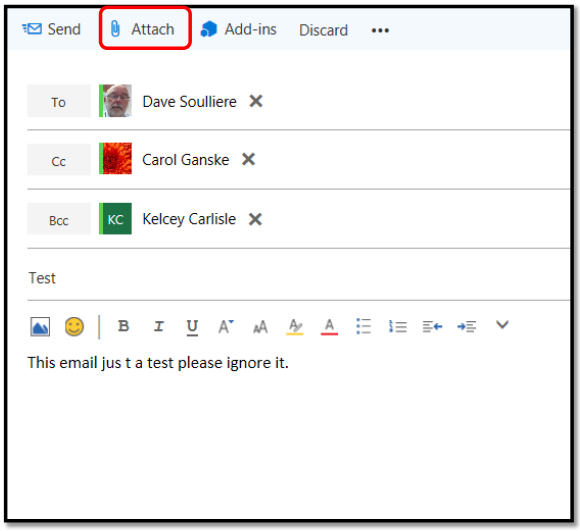
10) Click any formatting tool that you would like to use, as shown below. You can access many formatting tools by clicking ∨ on the right hand side.



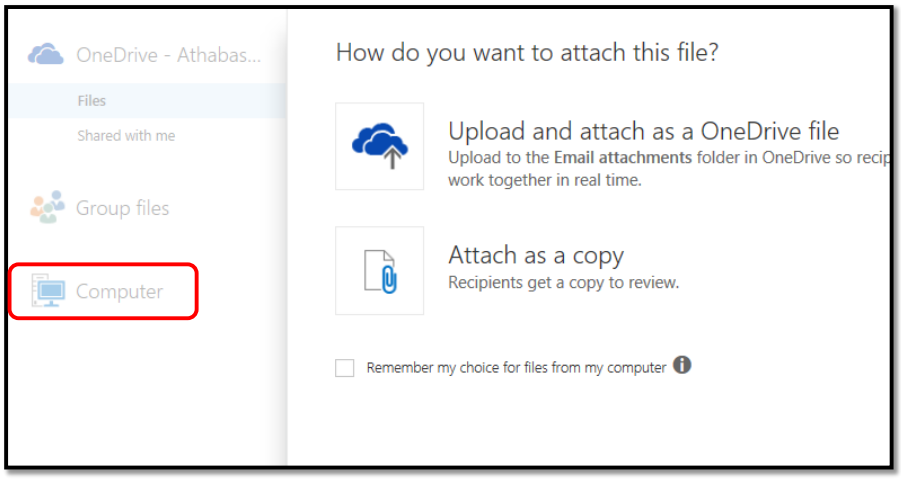
11) To add a picture to the body of your email, click the **Insert picture** icon at the top of the body text box for your email message. A file upload dialog box will open, navigate to the picture you want to add and click **Open** to add the picture to the body of your email at the cursor location. To remove the picture from the message, click the picture and press **Delete** button on your keyboard.

Attach a file to an email

1) To attach a file to an email message that is saved locally on your computer, click **Attach** in the message pane to open the file attachment pane.

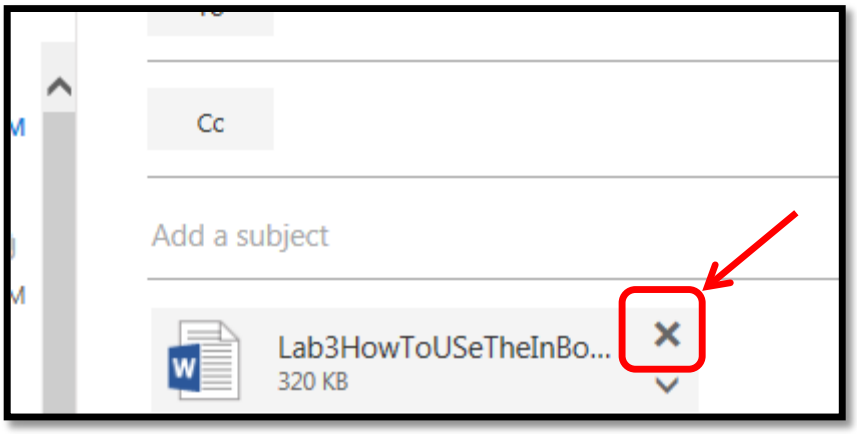


2) Click **Computer** to open a file upload dialog box. Navigate to the file location and click the file.
3) Click **Open** and choose **Attach as a copy** to send the file only. This option will attach the file to the email message directly. The maximum file size for an attachment in the Outlook Web App is 35MB. You can add as many files as you like as long as you do not exceed the size limit.

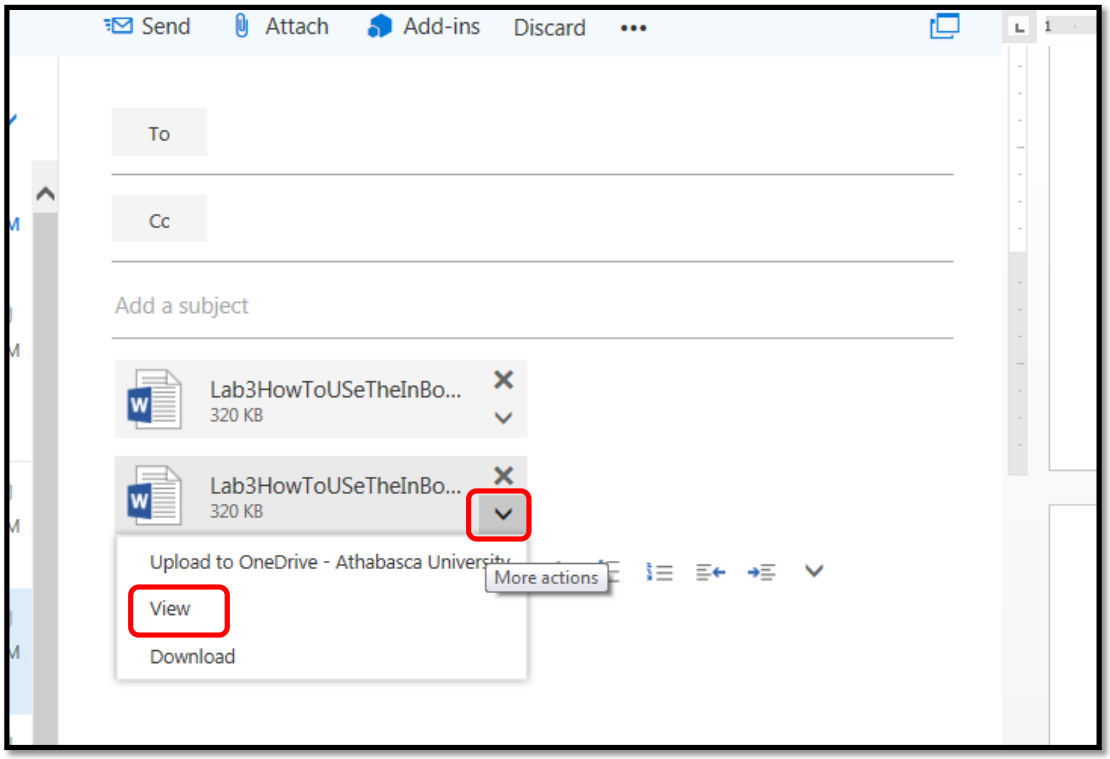


4) Choose **Upload and attach as a OneDrive file** to upload the file to your OneDrive cloud storage account and share a link to the file.

5) The attachment will be displayed in a box below the Subject line of the email message. To remove an attached file, click the **X** in the attachment box.

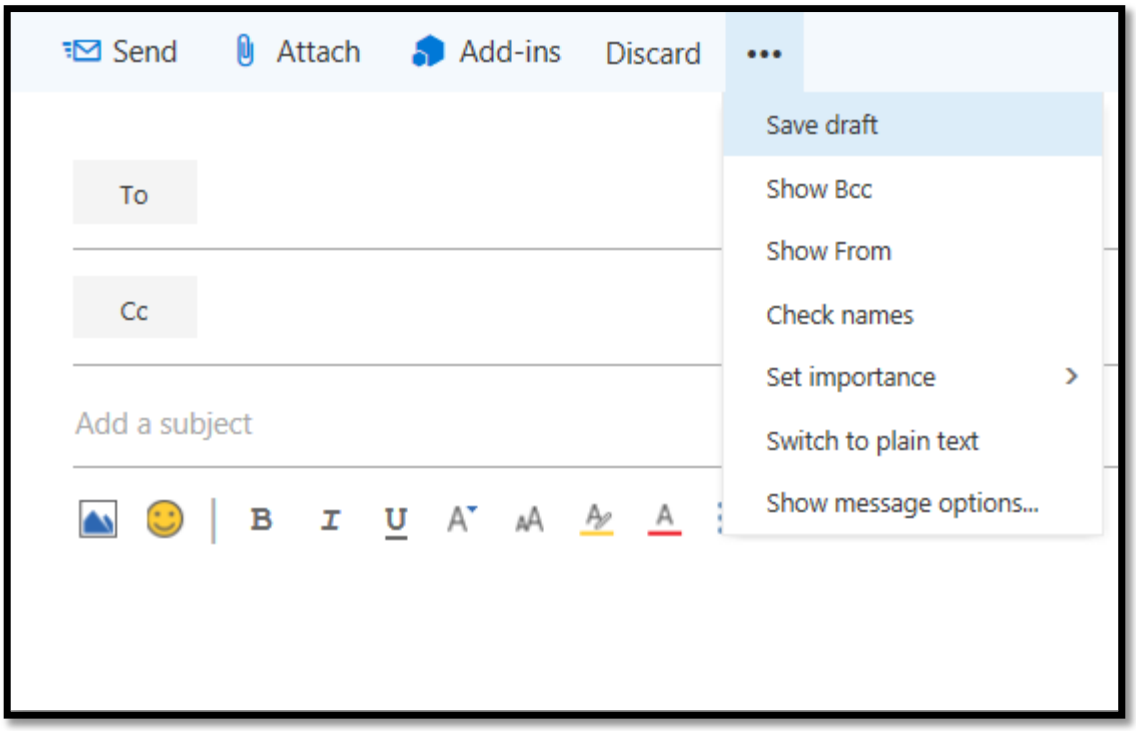


6) To view the attachment, click the downward facing arrow in the attachment box and click **View**. This works for attached files and linked files. If the file type works with a program in Office 365, the file will open in a new pane and you will be able to edit the file, for example, an Excel sheet will open in Excel Online, within the Outlook App.



Save an email draft

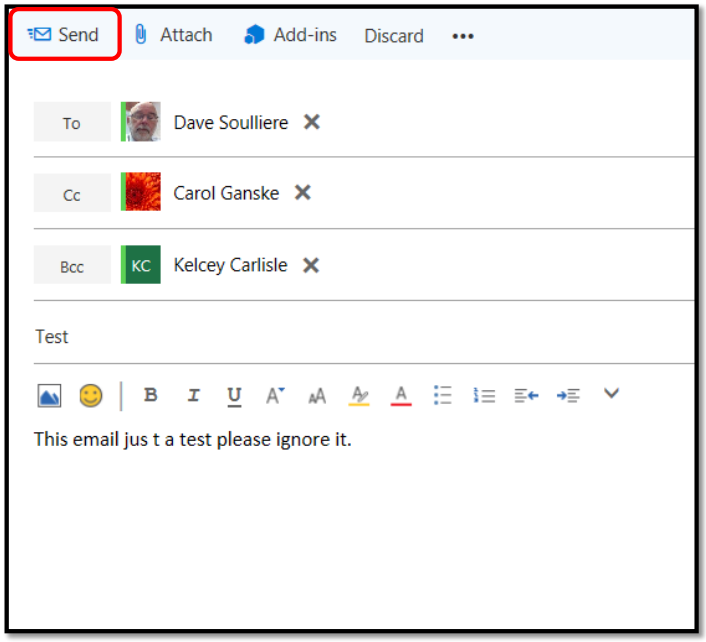
1) The Outlook Web App automatically saves emails being created every three minutes. To manually save a draft email message, click the (**…**) More dots and choose **Save draft.** All draft messages are saved in the **Drafts** folder. To open a draft message, click the **Drafts** folder.



2) To delete a draft message, hover over the message in the Drafts folder and click the trashcan icon. All discarded draft message are sent to the **Deleted Items** folder. By default, the Outlook Web App saves emails in the **Deleted Items** folder for 30 days. After 30 days, emails will be automatically deleted.

Send an email

1) To send the message click **Send** located at the top of the message creation pane. A copy of the message will be saved in the **Sent Items** folder.



5. Work with Received Email

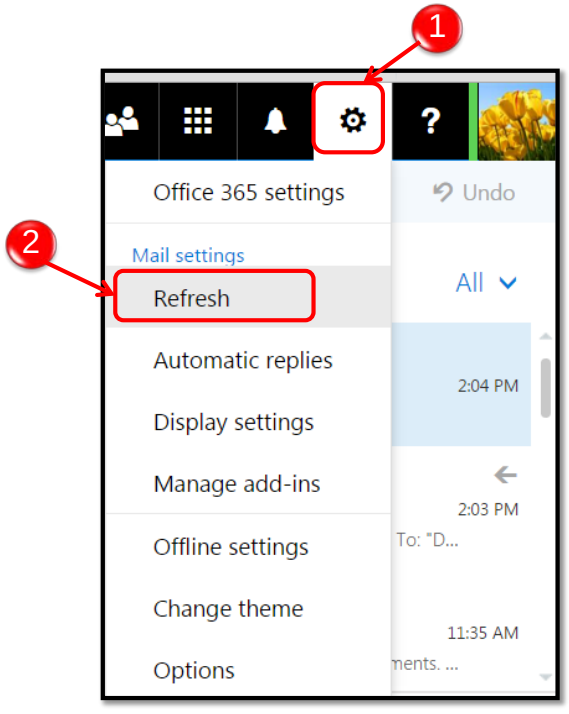
In this section, you will learn how to:

- Check for new email
- Open an email
- Print an email
- Download an attachment
- Reply, forward, pin, or mark an email as unread
- Delete an email
- Recover a deleted email

Please before you start this lab, access the Outlook Web App through Internet Explorer by clicking the **Mail** icon from your Office 365 account.

Check for new email

1) When you sign in to the Outlook Web App, the new emails will be listed in the **Inbox**, **Clutter**, or **Junk** folder. The Outloo k Web App automatically checks for new emails in real time and is always checking for new email **every three minutes**. A new email notification will play an alert sound and a small popup box will display below the Avatar each time a new email is received. To manually check for new email messages, click the **Settings** icon and click **Refresh**.

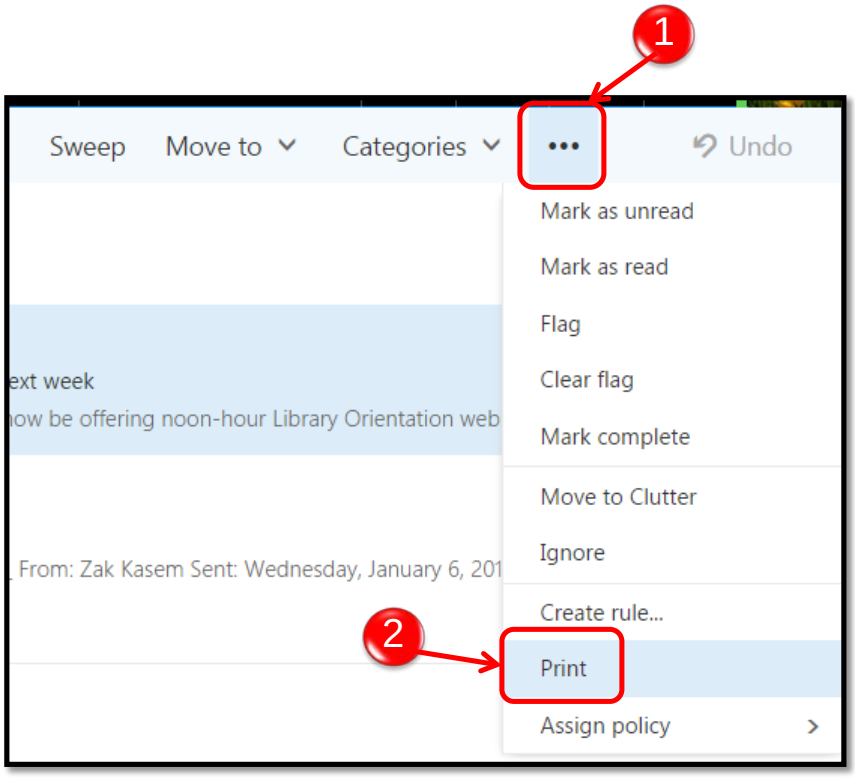


Open an email

1) To open an email you have received, open the folder that contains it. Click the email you would like to open to show the detailed of the selected email in the **Reading** pane. You can open an email in a new window by double clicking the email in the **Reading** pane.

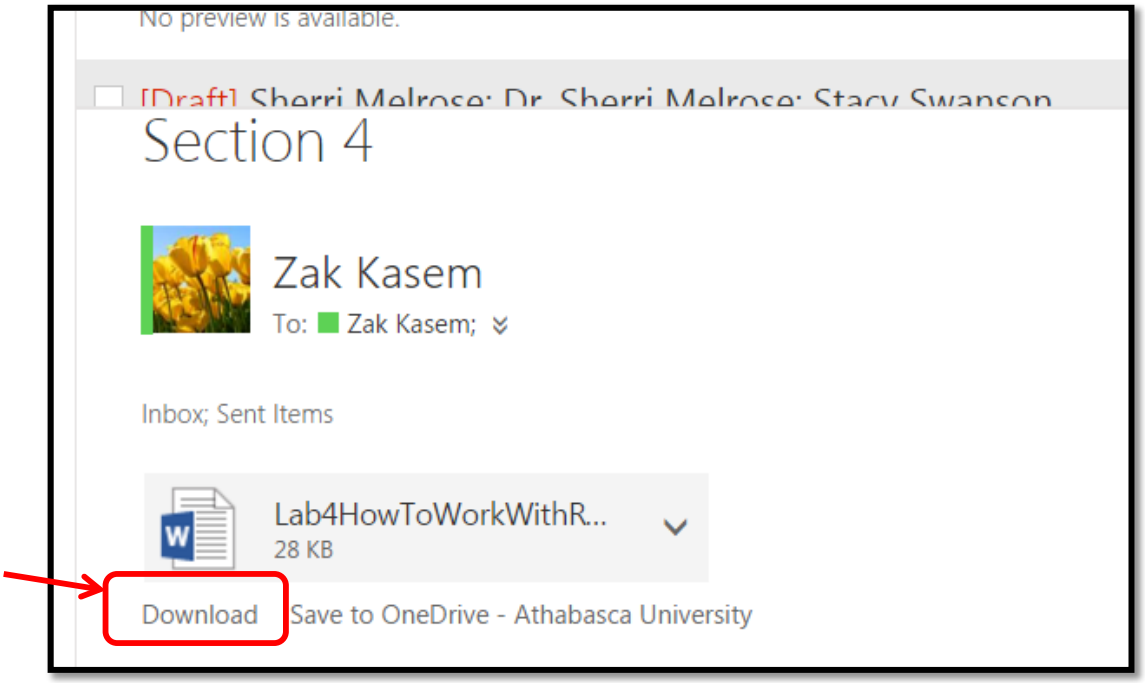
Print an email

2) To print an email, first you have to open it in the reading pane, and then click the **(…)** More dots and choose **Print**. You cannot print multiple emails once.



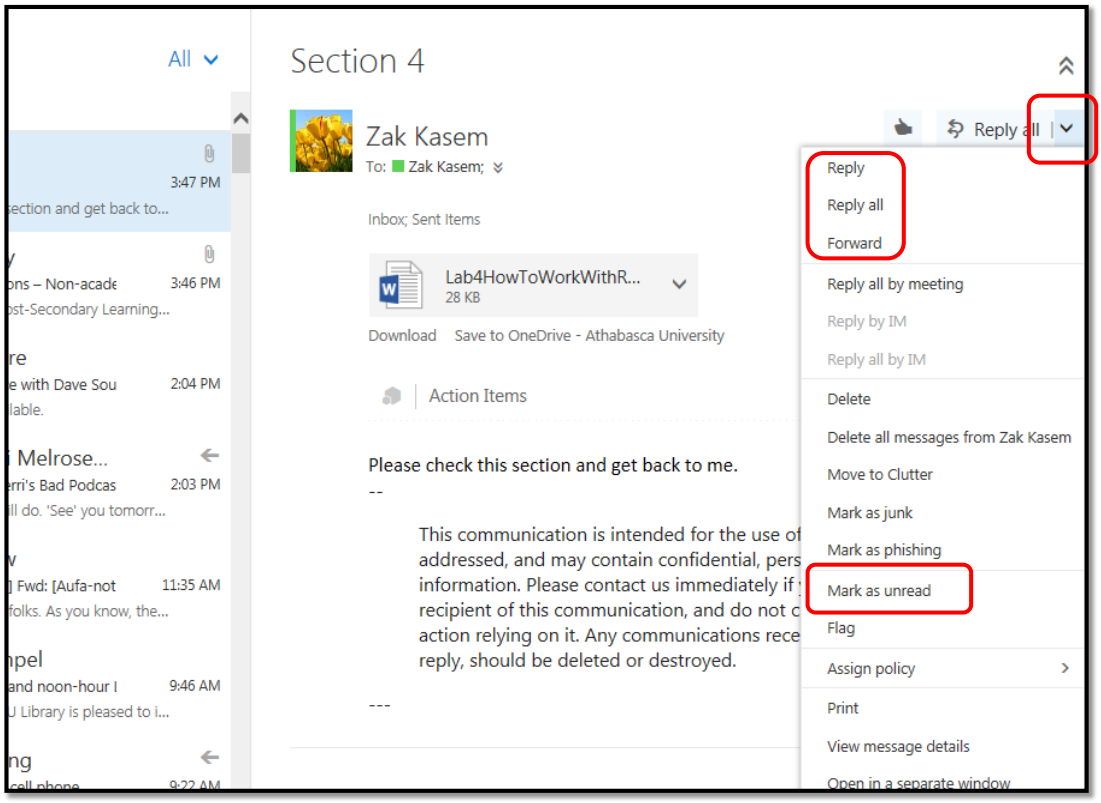
Download an attachment

3) To download an attachment, click **Download** from the list of available options under the file name. A file download dialog box will appear. Click **Save File** and choose **OK** to download the attachment. If there are multiple files attached, you can also click the **Download all** option that is displayed below the attached files. Multiple attachments will be downloaded as a .zip file.

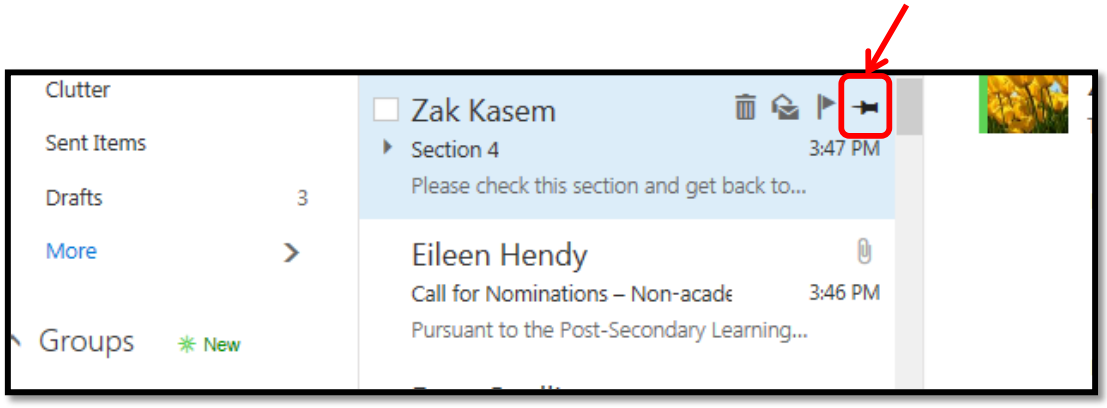


Reply, forward, pin, or mark an email as unread.

1) To reply to an email, click the ∨ facing down arrow and click **Reply** or **Reply All**.
2) To forward an email, click the ∨ facing down arrow and click on **Forward**.
3) To mark an email as **Unread**, hover over the email and click the message icon beside the trashcan icon.

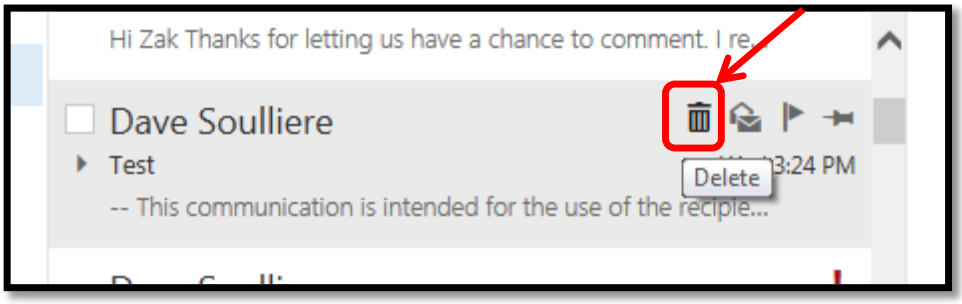


4) To pin an email to stay at the top of your folder, hover over the email and click the **Pin** icon.

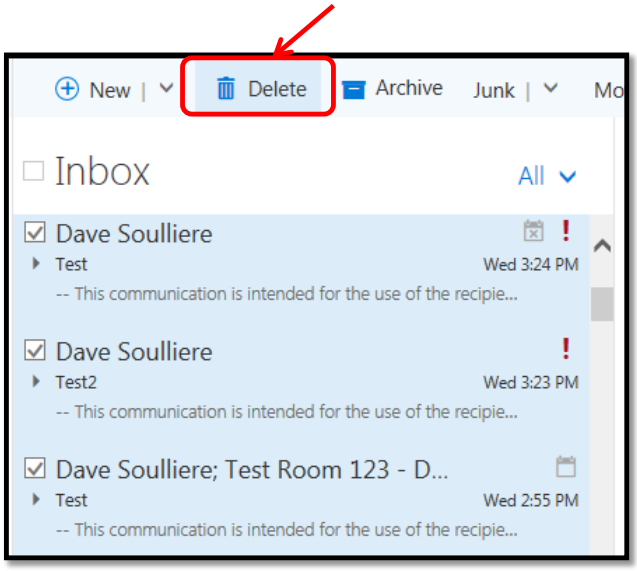


Delete an email

1) To delete a single email message, hover over the message in the **Inbox** pane and click the trashcan icon.

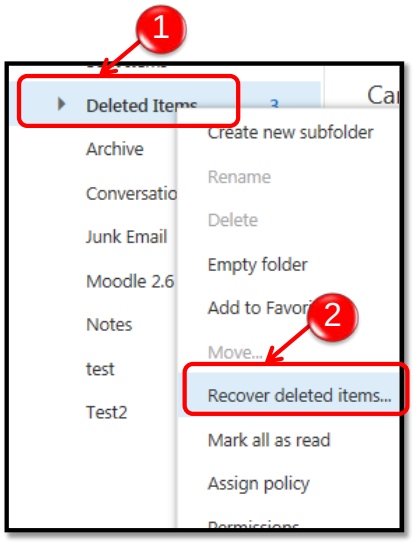


5) To delete multiple email messages, click the first message then hold the **Ctrl** key on your keyboard and click on the rest of the messages you want to delete to select them. And then click **Delete** in the Reading pane. All deleted emails are sent to the **Deleted Items** folder. By default, the Outlook Web App saves emails in the **Deleted Items** folder for 30 days. After 30 days, emails will be automatically deleted.

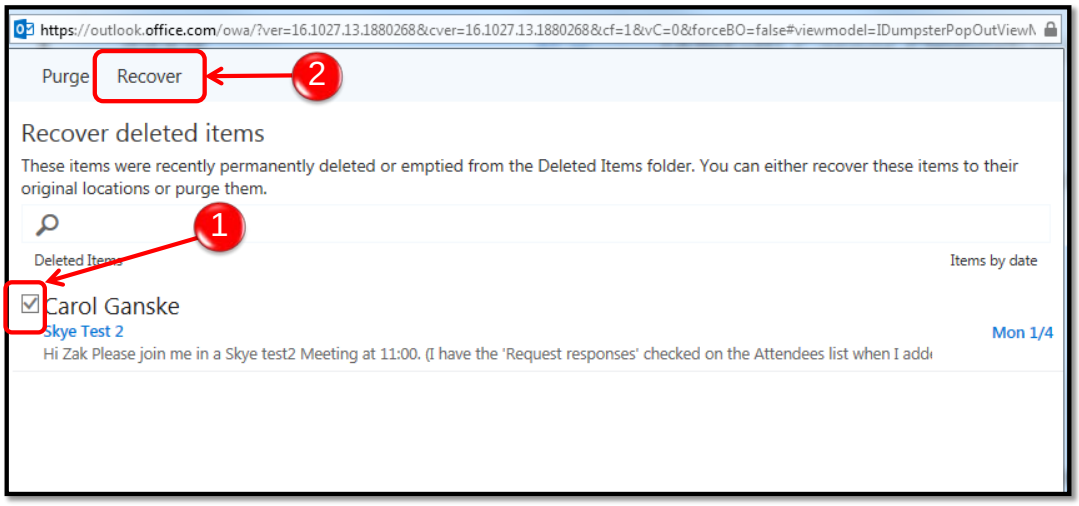


Recover a deleted email

1) To recover a deleted email right-click the **Deleted Items** folder and choose **Recover deleted items…**



2) A new window will display the items that were emptied out of the **Deleted Items** folder, sorted by the date they were received from newest to oldest. Check the checkbox next to the items you wish to recover and click **Recover** at the bottom of the window.



6. Organize your Email Messages into Folders

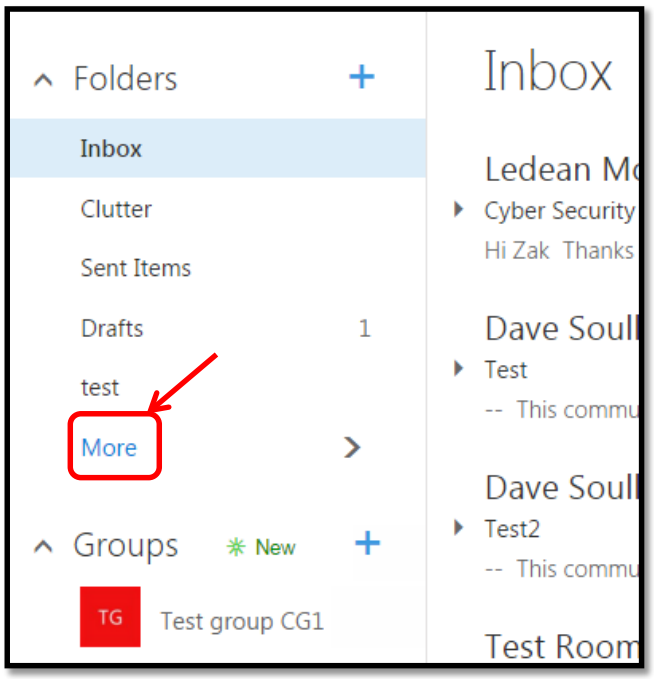
In this section, you will learn how to:

- **Create a new folder**
- **Add a folder to Favorites**
- **Using the pre-existing filters**
- **Change the way you view your email**
- **Move and copy email**
- **Search for an email**

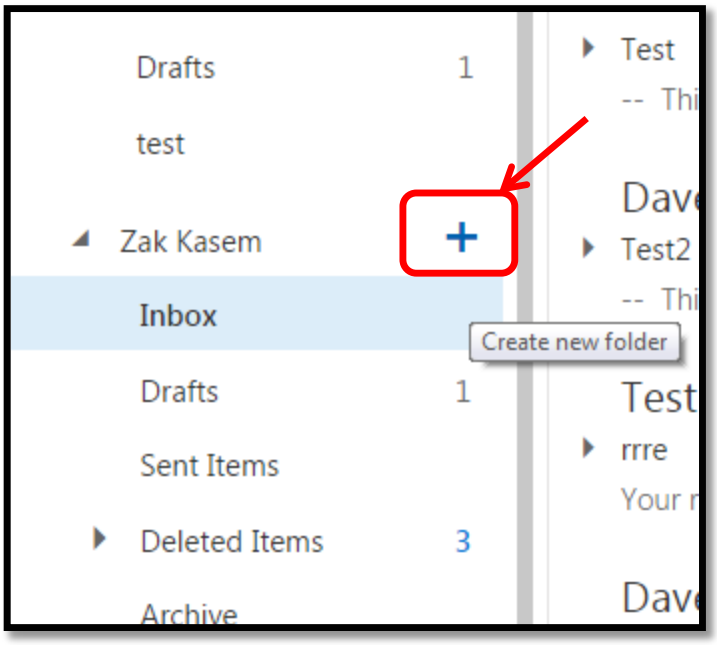
Please before you start this section, access the Outlook Web App through Internet Explorer by clicking the **Mail** icon from your Office 365 account.

Create a new folder

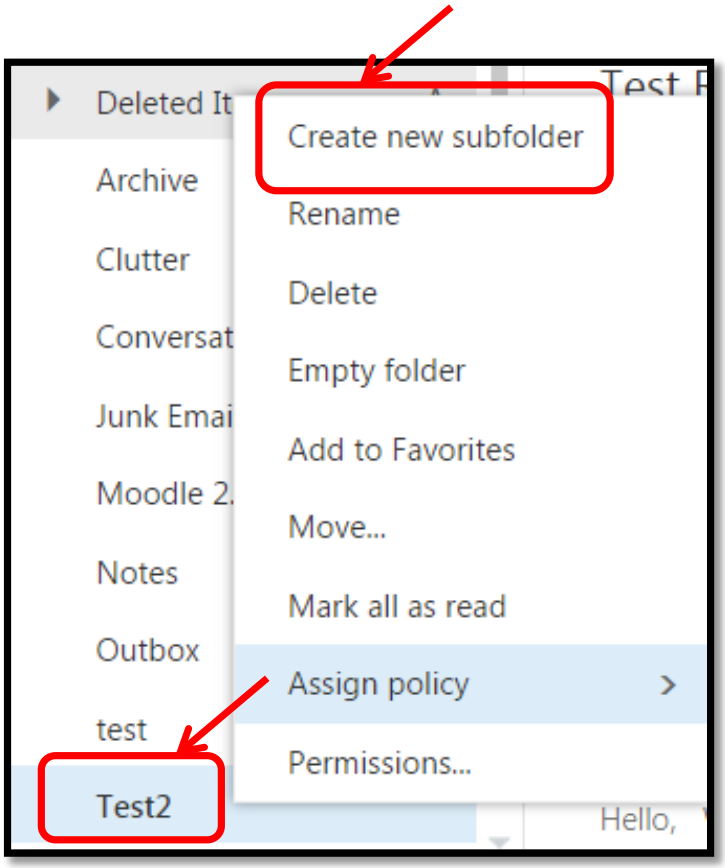
1) Outlook Web App has many pre-existing Folders, such as **Inbox**, **Send Items**, **Drafts**, and **Deleted Items**. We can create as many new folders as we need to organize your emails. To create a new folder, click **More** in the **Folder** pane.



2) Click the + icon next to your name. A new blank text box will appear, type the name of the new folder in the text box and press the **Enter** key on your keyboard. .



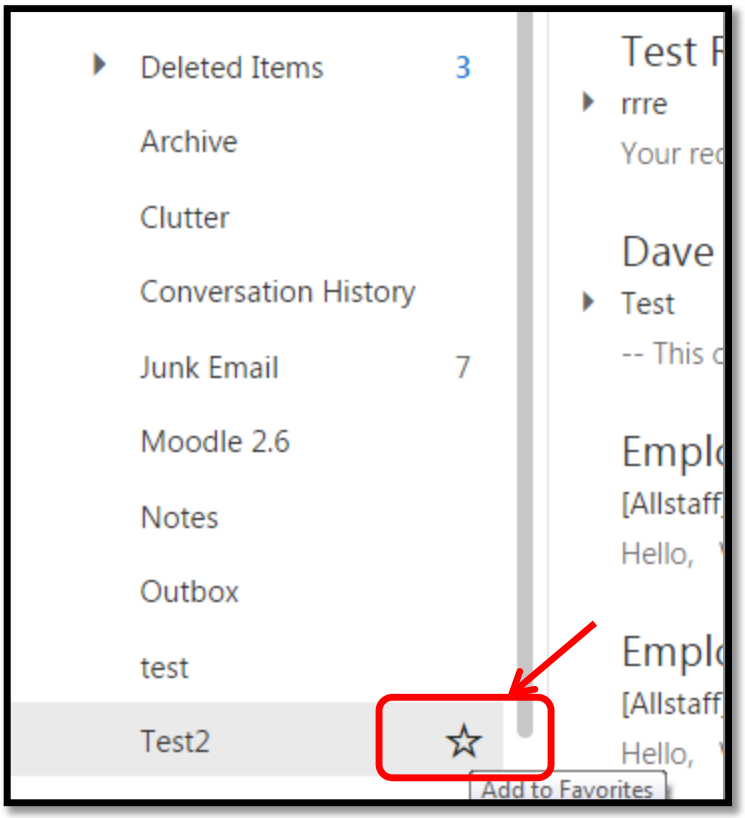
3) To create a subfolder, right-click the folder name and select **Create new subfolder**.



Add a folder to Favorites

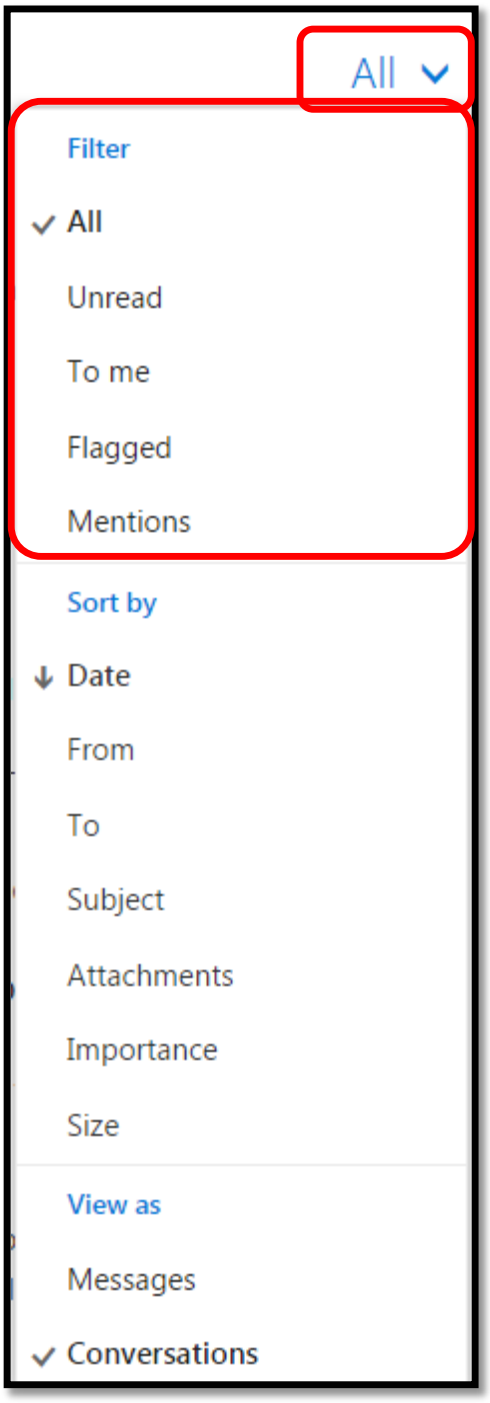
The Folders list, displayed on the main page of the Outlook Web App, includes your **favorite** folders. This list is populated with the most commonly used folders, such as **Inbox**, **Sent Items**, **Drafts** and **Deleted Items**. You can change the list to show your most used folders in your day to day operations.

1) To add or remove folders from the **Folders** list, click **More** at the bottom of the list. This will open up the **Favorites** folder list. To add an existing folder to **Favorites**, hover over the folder name, a star icon will appear on its right-side. If the star is filled in, the folder is in **Favorites**. If the star is empty, the folder is not in **Favorites**. Clicking the star icon will add or remove the folder from **Favorites**. If you remove folders from the **Favorites**, a popup box will appear asking you to confirm the removal. Click **OK** to confirm the removal.



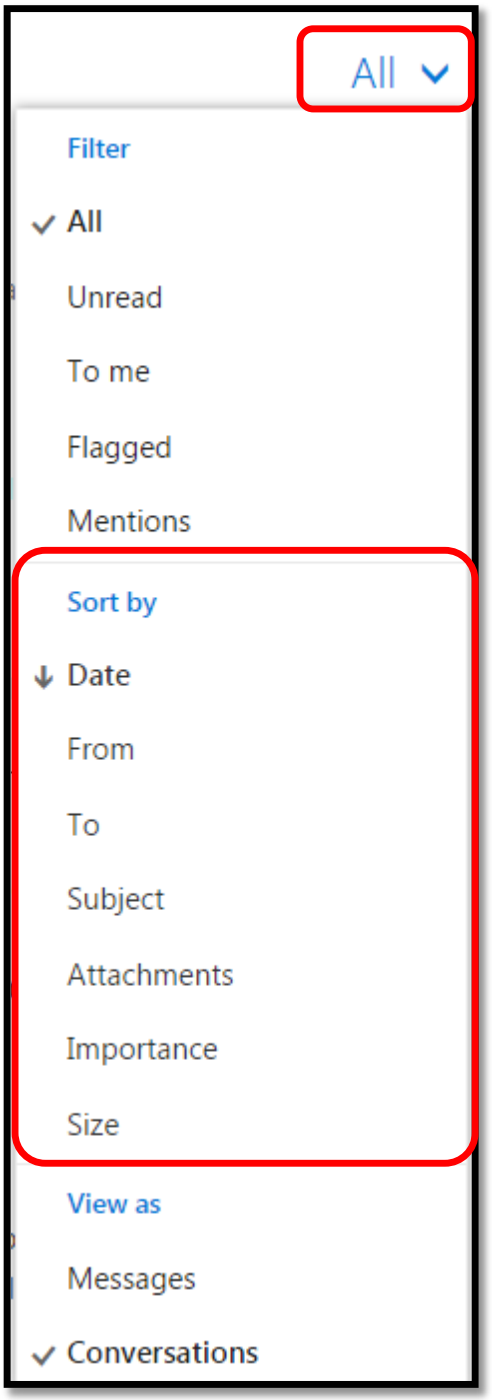
Using the pre-existing filters

1) You can filter the emails contained in the Inbox pane by clicking one of the options above the Inbox pane: **All**, **Unread**, **To me** or **Flagged**. Selecting one of these options will filter the Inbox pane to show only the emails that match the chosen criteria. **All** will display all emails. **Unread** will only show unread emails. **To me** will show emails that have your email in the **To** field. **Flagged** will only shows flagged emails.

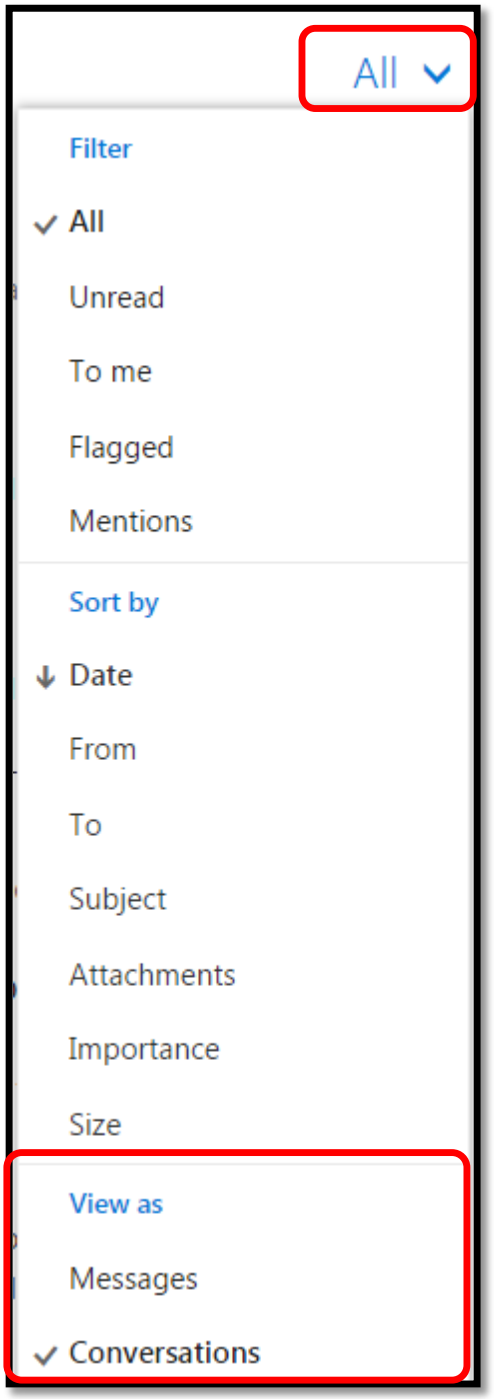


Change the way you view your email

1) You can set the sort order for emails in the Inbox pane by clicking one of these options; **Date**, **From**, **To**, **Subject**, **Attachments**, **Importance**, and **Size**. Selecting one of them will determine by what criteria the emails are sorted. Click the same option another time will sort the emails in a reverse order.

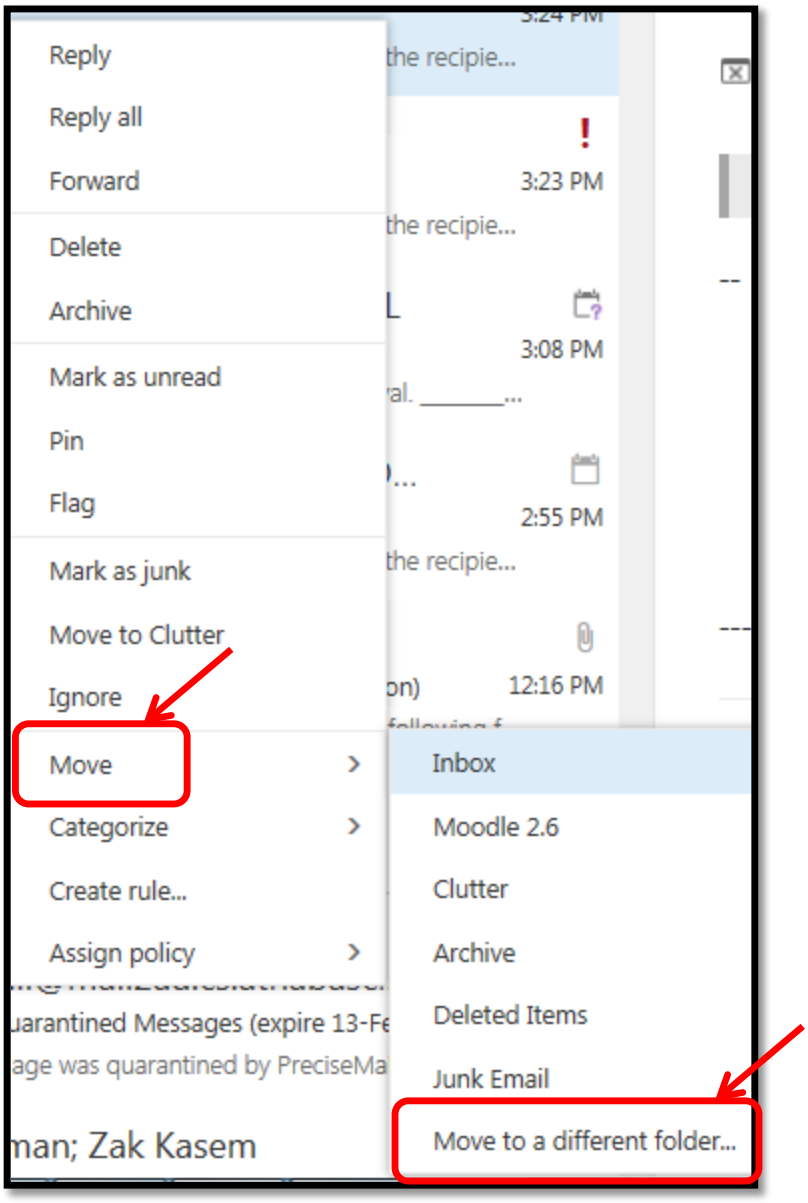


2) You can change the emails view contained in the Inbox pane by clicking one of the options above the Inbox pane: **Messages** or **Conversations**. If you decide to select **Messages**, emails will not be separated into conversations. Each email will stand alone, in the order it entered the inbox, as if it is not a part of a **conversation.** Deleting an email will delete only that email and no others from that sender or group of senders. When **Conversations** is selected, any email in a **conversation** is treated like a part of the whole conversation. Deleting one email in a conversation deletes all emails in the conversation.

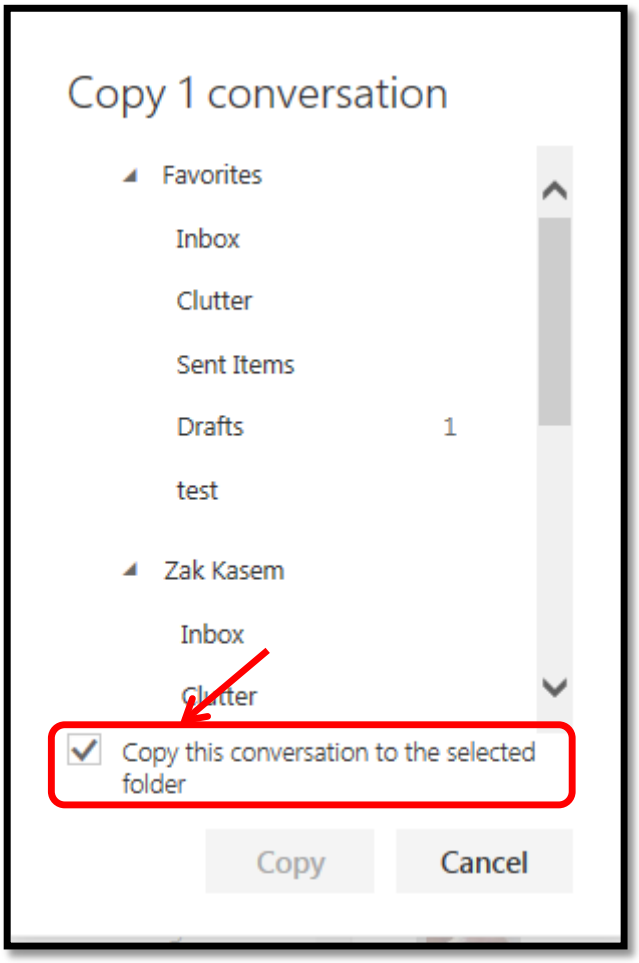


Move and copy email

1) To move an email from one folder to another, right-click the email that you want to move and hover over the **Move** option. Choose a folder from the list or click **Move to a different folder…** to open the complete list of your folders. Click the folder name to move the message to the new folder. You can also move email by clicking on and dragging the message into the folder you want to store it in.

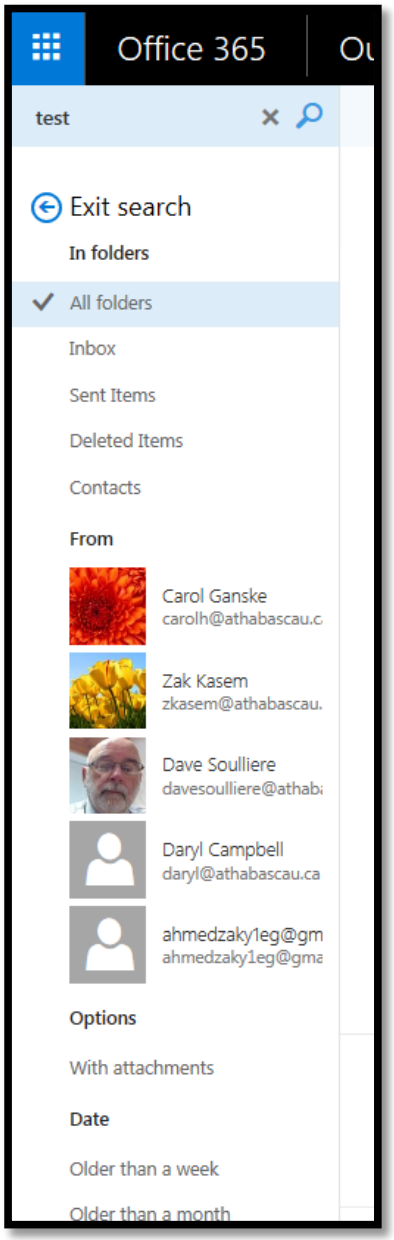


2) To create a copy of an email, right-click the email and hover over the **Move** option. Click **Move to a different folder…** and select the folder you want to move the email to. At the bottom of the list, check **Copy this conversation to the selected folder**. This will leave the original email in the original folder and move a copy of it to the new folder.



Search for an email

1) To search your email messages and contact list, enter a search term into the **Search Mail and People** search bar above the Folders pane. Suggestions will be displayed in the list under the search bar. If you see what you are searching for, click the suggestion. Search suggestions are pulled from **Keywords** and the **From** field in email. Click the magnifying glass icon or press the **Enter** key on your keyboard to perform the search. A search box will open with some options narrow down your search. To clear the terms you are searching for and return to the Mail App main page, click the **X** in the search bar.



7. Email Options

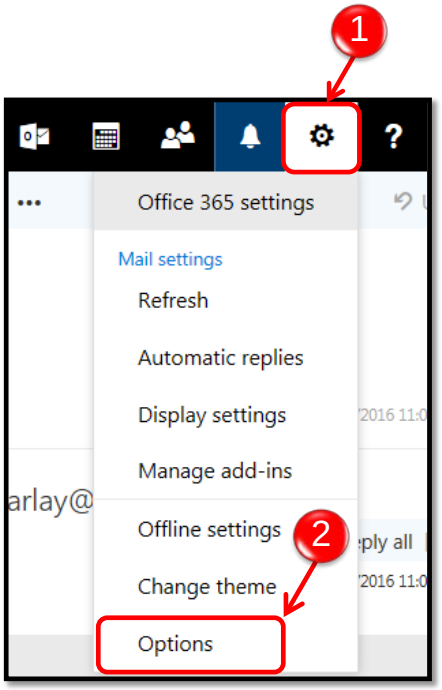
In this section, you will learn how to:

- Create an email signature
- Use automatic replies
- Check your email usage

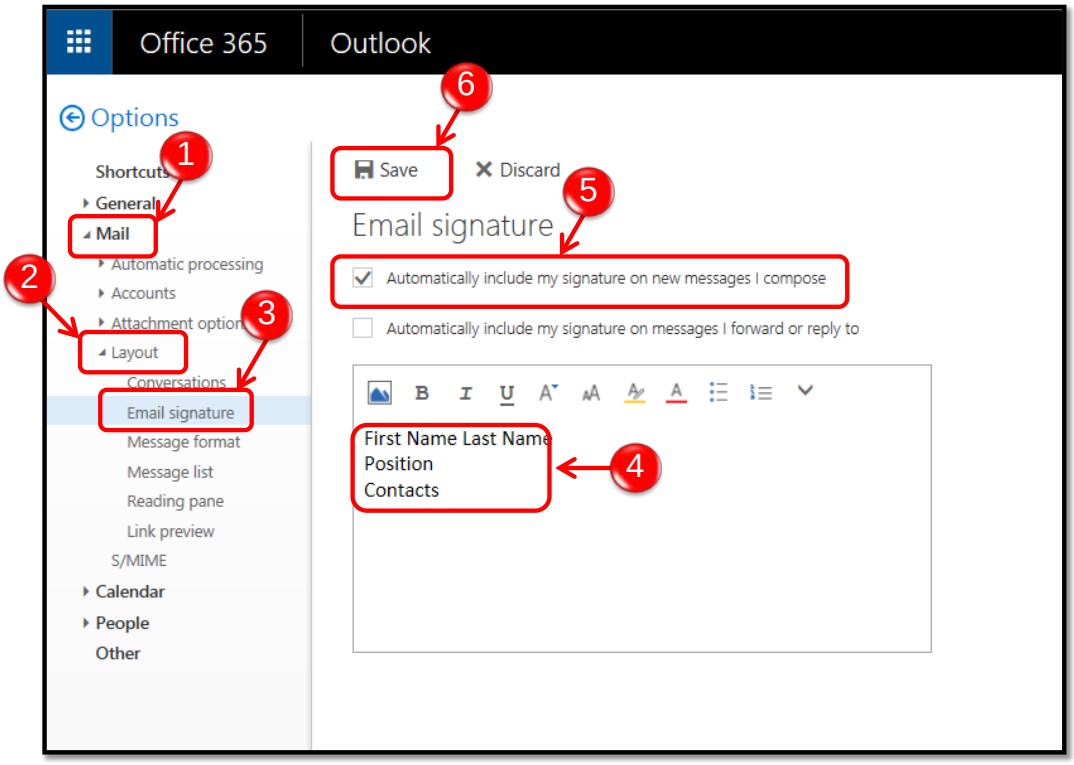
Please before you start this section, access the Outlook Web App through Internet Explorer by clicking the **Mail** icon from your Office 365 account.

Create an email signature

1) To create an email signature, click the **Settings** icon and then click **Options.**



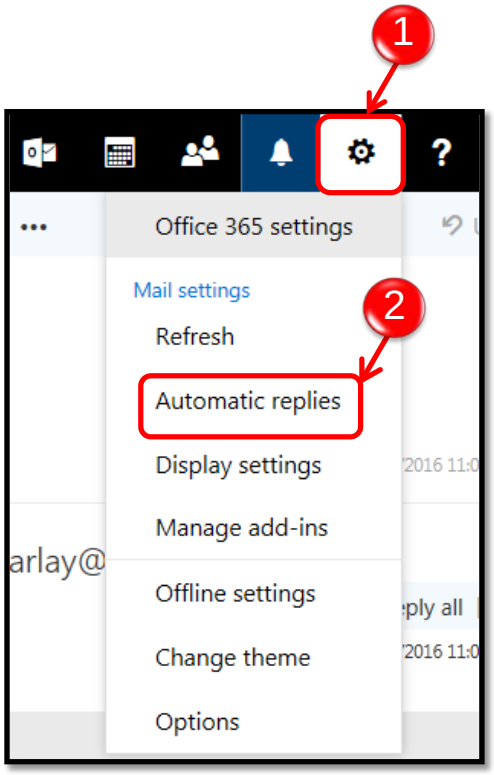
2) Under the **Layout** section, click **Email signature.** In the displayed text box, type your signature. To append your email signature to all outgoing email messages, check **Automatically include my signature on messages I compose**. Click **Save** to save your new email signature.



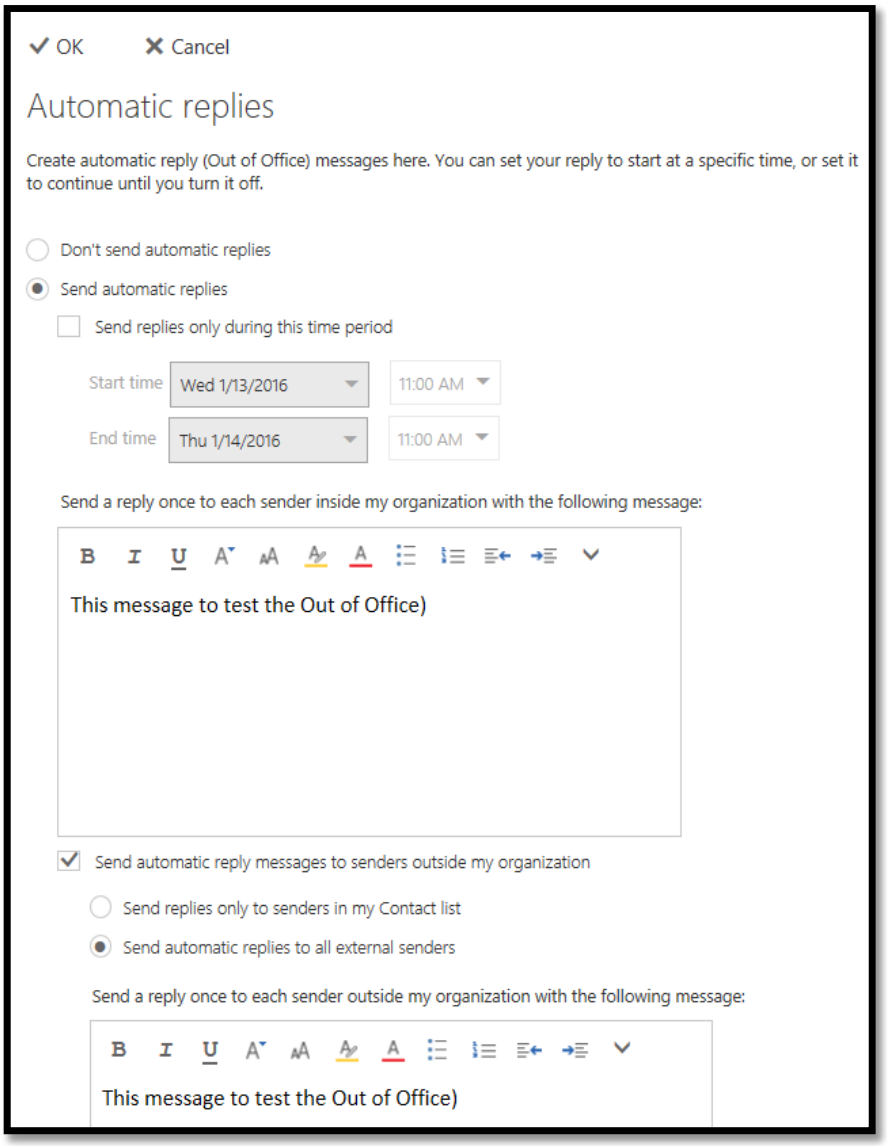
Use automatic replies

This is usually used for notifying people you will be away for a period of time, or to let them know how you will respond to their email.

1) To setup an automatic reply, click the **Settings** icon and click **Automatic Replies.**

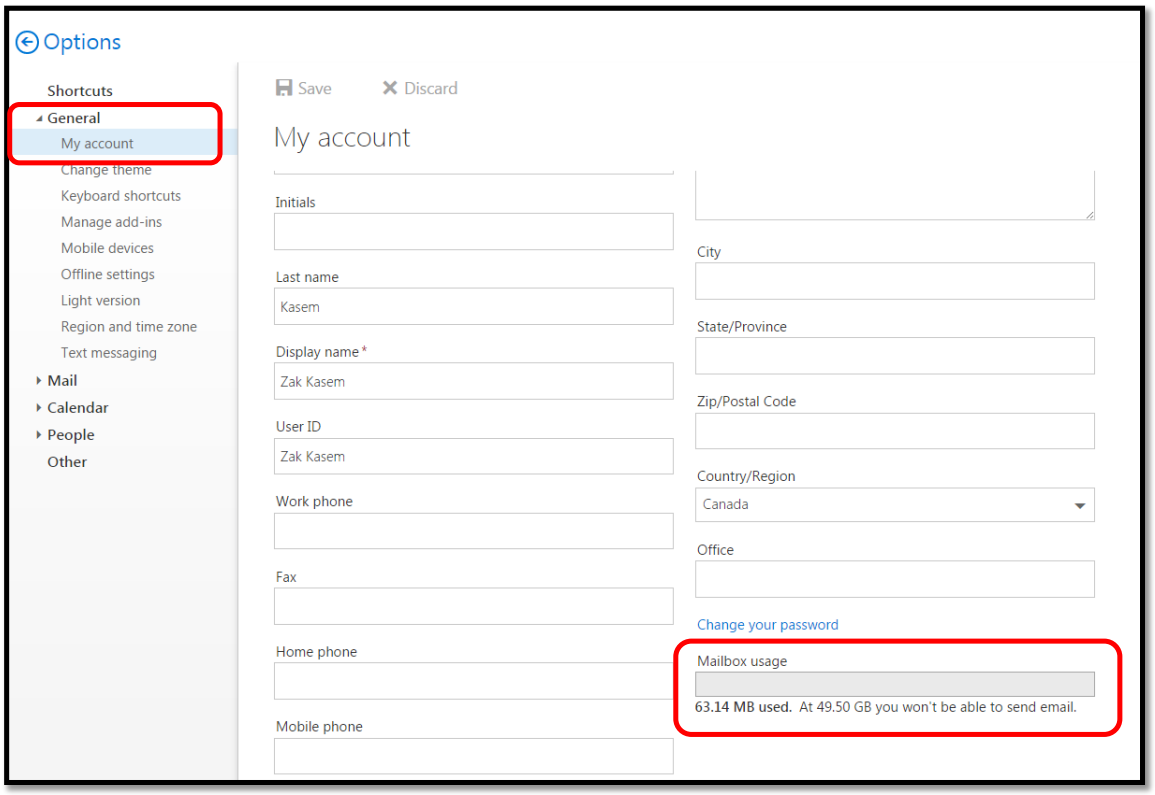


2) Click the **Send automatic replies** radio button to start the process. To send automatic replies only during a specific time period, check **Send replies only during this time period**. Select a **Start time** and an **End time.** In the first text box, type the reply that senders inside AU will receive. To send automatic replies to senders outside AU, check the **Send automatic reply message to senders outside my organization,** and type the reply for external senders in the text box below the radio buttons. Click **OK** to finish creating your automatic reply email. If you set a **Start time** and **End time,** you will not need to turn off **automatic replies**.



Check your email usage

1) To check your mailbox usage, click the **Settings** icon, and then click the arrow next to the **General** section to expand it and click **My account.** On the right side of the pane, at the bottom, is a **Mailbox usage** information line. The bar will display a shaded bar that is your usage. Below the bar, a numerical representation of your usage will be shown.

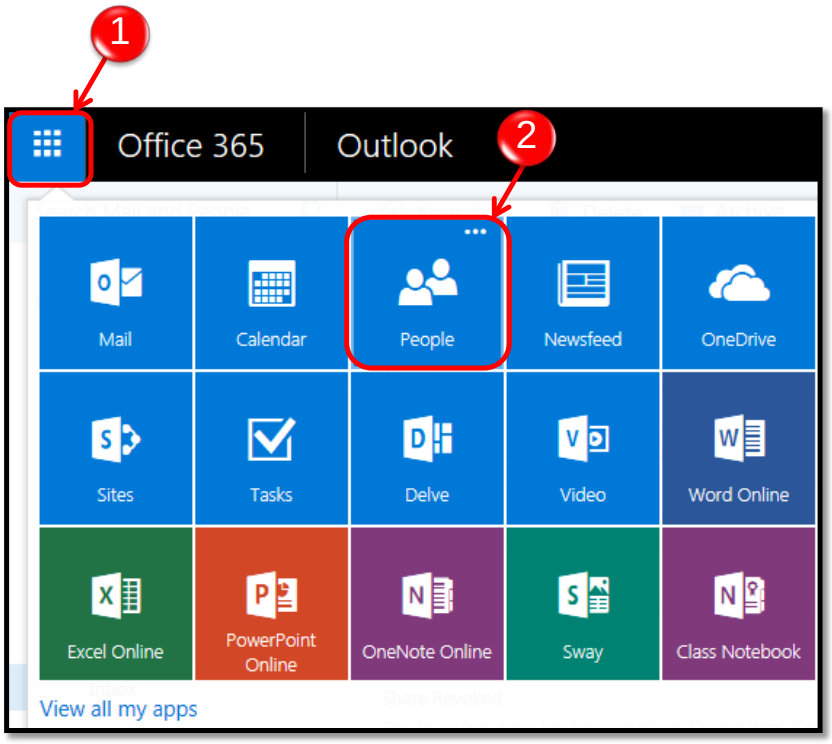


8. Manage Contacts

In this section, you will learn how to:

- Create a contact from scratch
- Create a contact from an email message
- Create a contact list
- Edit a contact or contact list
- Use the Directory

Each of your contacts and contact lists is stored in a contact folder. You can create contact folders to keep certain contacts or contact lists together and find them more easily. **My Contacts**, which is in the left pane of the Outlook **People** App, contains all of your contact folders. You can click it to expand and see all of your contact folders.

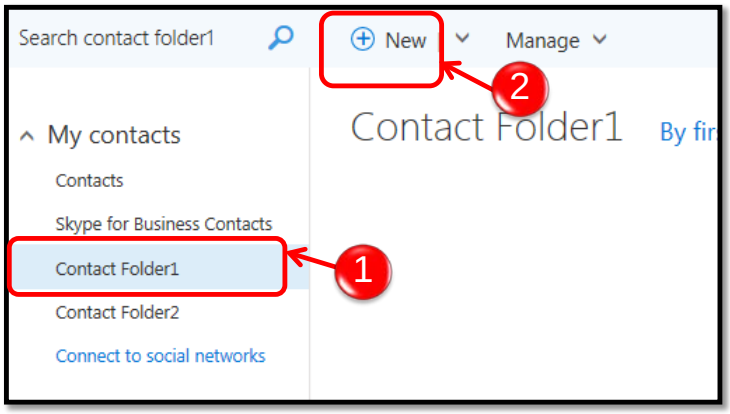


Before you create a new contact or a contact list, make sure you select the folder in the left pane that you want to create it in. After you create a contact, it isn't possible to move it to a different folder. To store a contact in a different folder after you create it, you can delete the contact and then re-create it in the other folder.

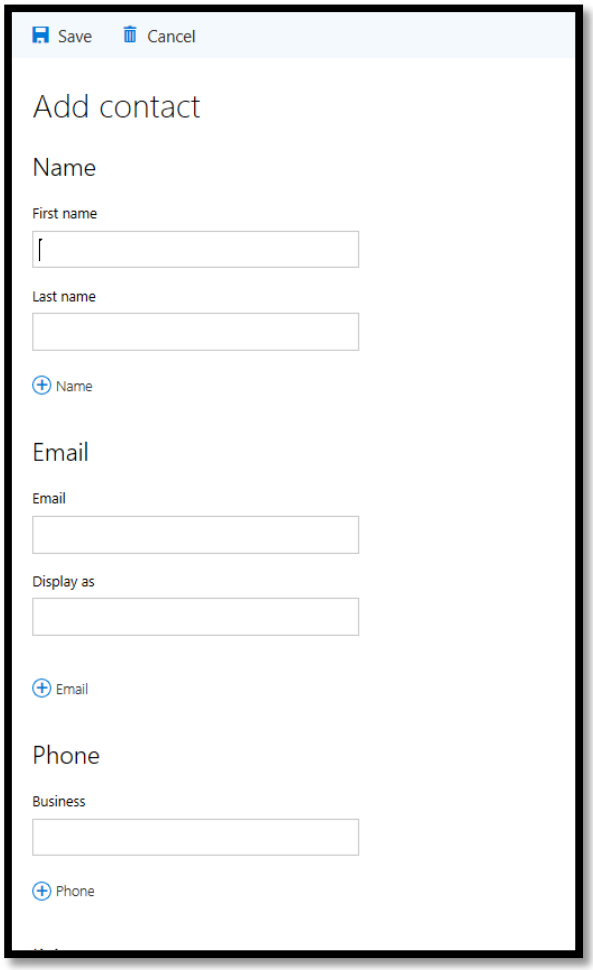
Please before you start this lab, access the Outlook Web App through Internet Explorer and click the **People** icon.

Create a contact from scratch

8) Under **My Contacts** in the left pane, select the folder that you want to create the contact in, and then click **New** on the toolbar.

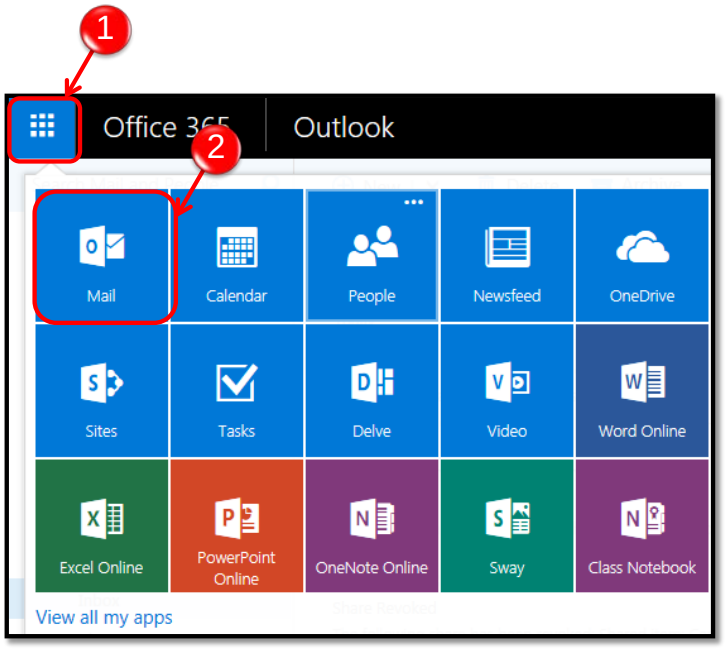


9) In the **Add contact** form that opens, fill in the details that you want and then select **Save** to save your changes.

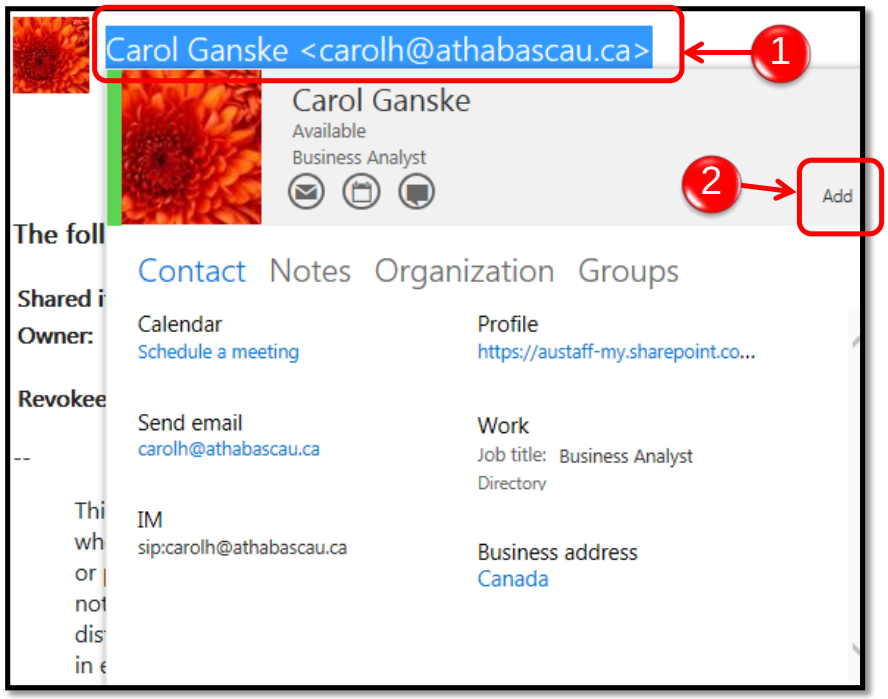


Create a contact from an email message

1) To quickly add any sender or recipient that's in an email message to your **Contacts** folder, click **App Launcher**, and then click **Mail**.

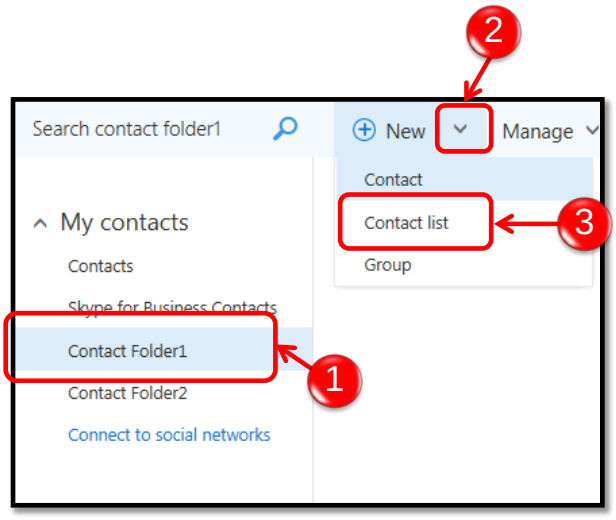


2) In an email message in the reading pane, select the name of the sender or recipient that you want to add to your contacts. On the contact card that appears for that person, select **Add**.

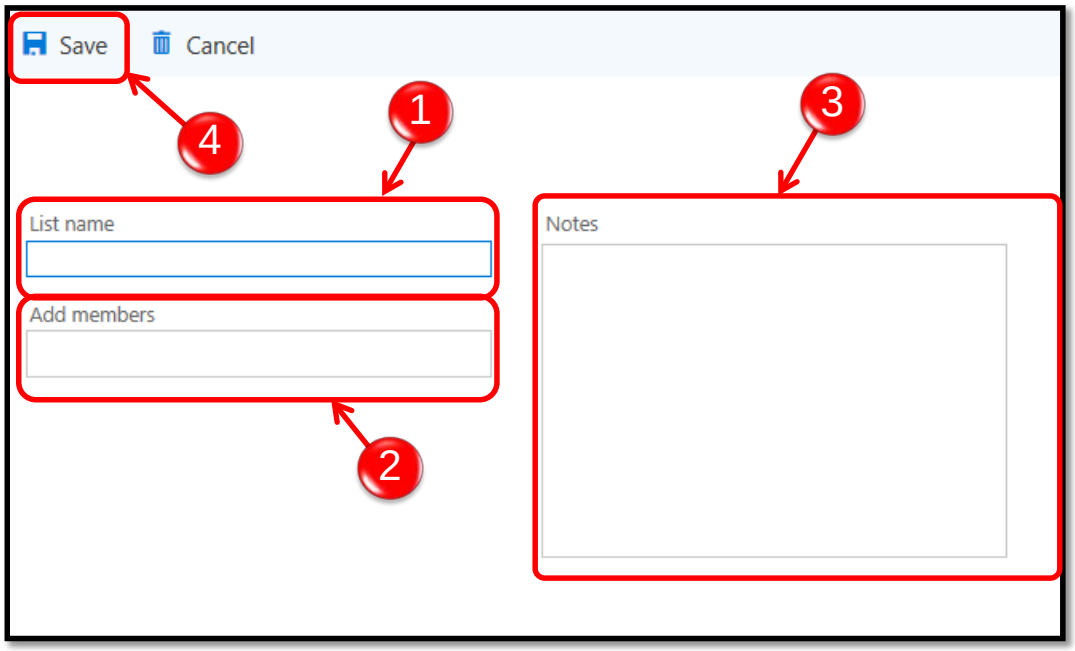


Create a contact list

1) Under **My Contacts** in the left pane, select the folder that you want to create the contact list in, and then click the down arrow next to **New** on the toolbar, and click **New contact list**.

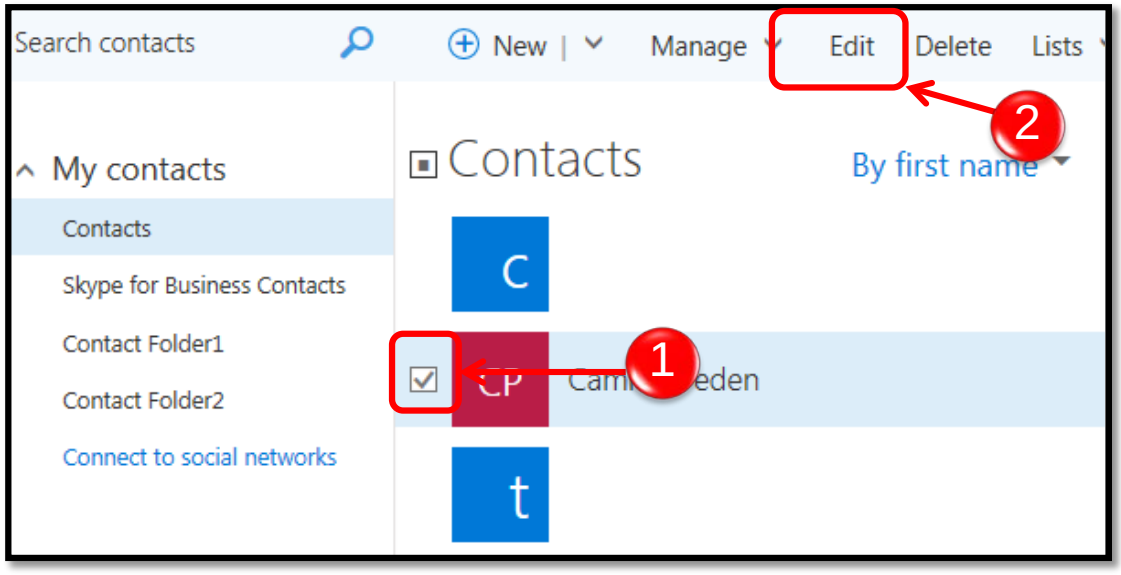


2) In the blank form that opens, enter the contact list name, the contact list members, and optional Notes, and then click **Save** to save your changes.

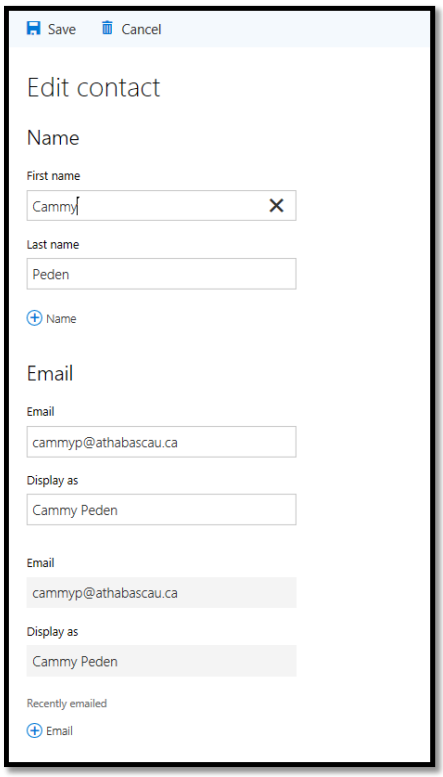


Edit a contact or contact list

1) In the middle pane, check the box next to the contact or contact list that you want to edit, and then select **Edit** on the toolbar.



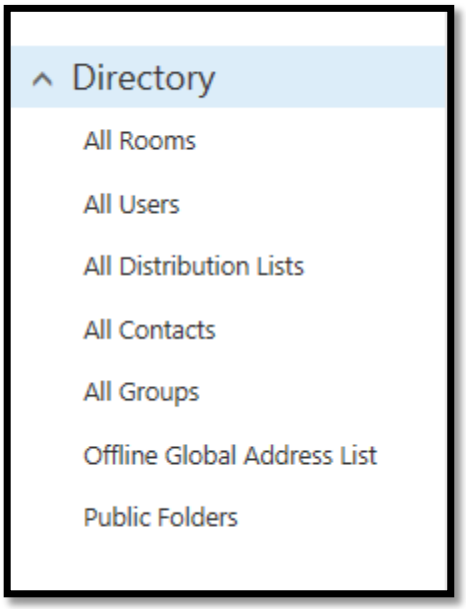
2) Make the changes that you want, and then select **Save** to save your changes.



Use the Directory

The **Directory** can be thought of as a telephone book for AU. The Directory stores **All Rooms**, **All Users**, **All Distribution Lists**, **All Contacts**, **All Groups** and an **Offline Global Address List**.

1) To access any section of the **Directory**, open the **People** App and click on it. The list of available sections will open. Click the section you want to access to see all the items contained within.



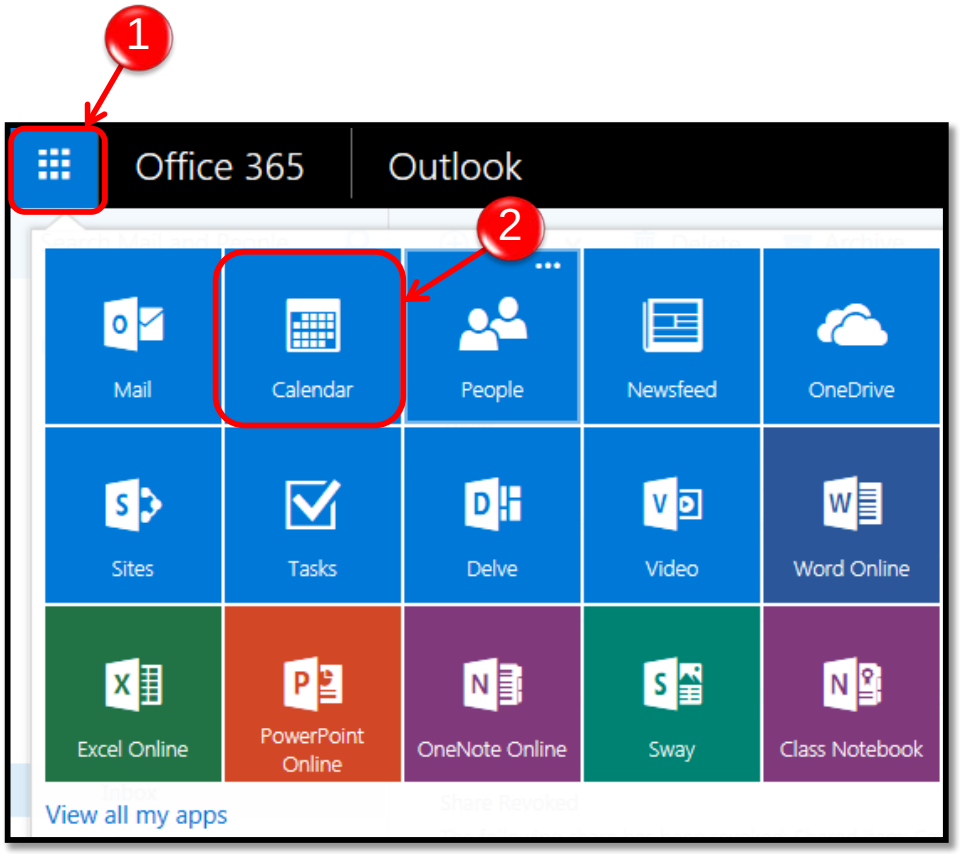
9. Manage your Calendar

In this section, you will learn how to:

- Navigate your calendar
- Accept a meeting request
- Create a new meeting
- Cancel a meeting
- Print a calendar
- Use the scheduling assistant

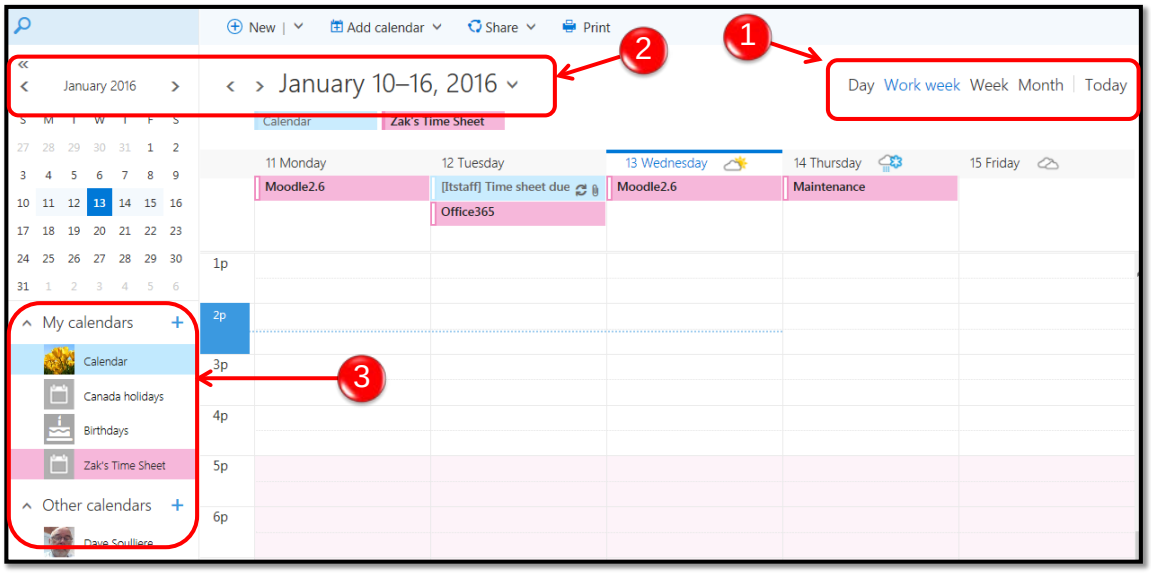
The Microsoft Outlook Web App Calendar is the calendar and scheduling component of Office365 and is fully integrated with email, contacts, and other features. By using the Calendar you can create appointments and events, organize meetings, and check other coworkers' availabilities.

Please before you start this lab, access the Outlook Web App through Internet Explorer, and then click the **Calendar** icon.



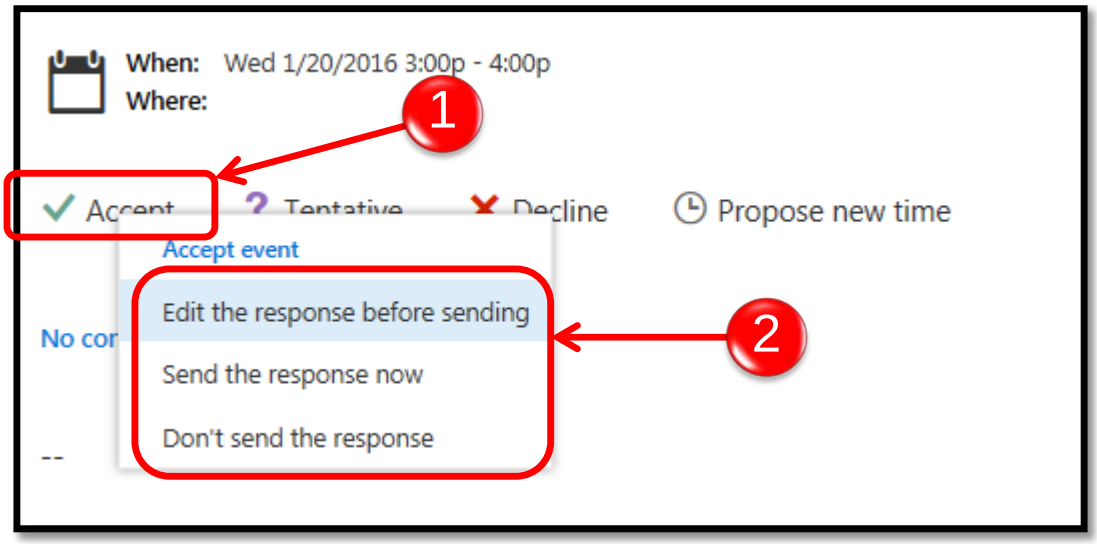
Navigate your calendar

1) To change your calendar view, click one of the links on the upper right corner of the screen, namely **Day**, **Work week**, **Week,** and **Month**. To navigate through the year, use the date navigator on the upper left corner. To show or hide one of your calendars, under **My Calendars**, click it once.



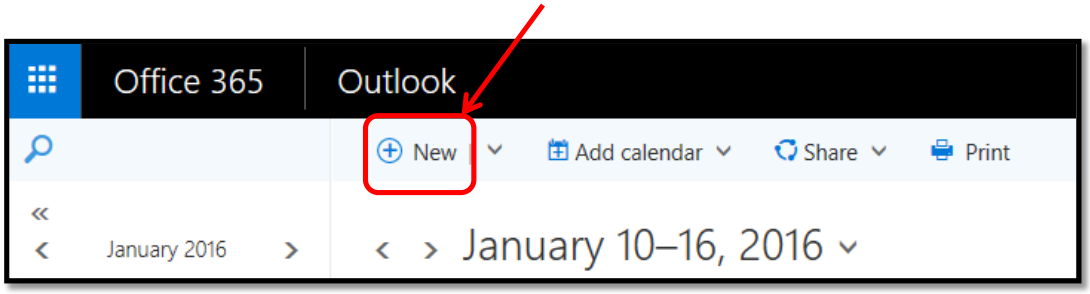
Accept a meeting request

1) As soon as a coworker invite you to a meeting, you will receive an email. Open this email and click **Accept** and choose one item of the drop down list.

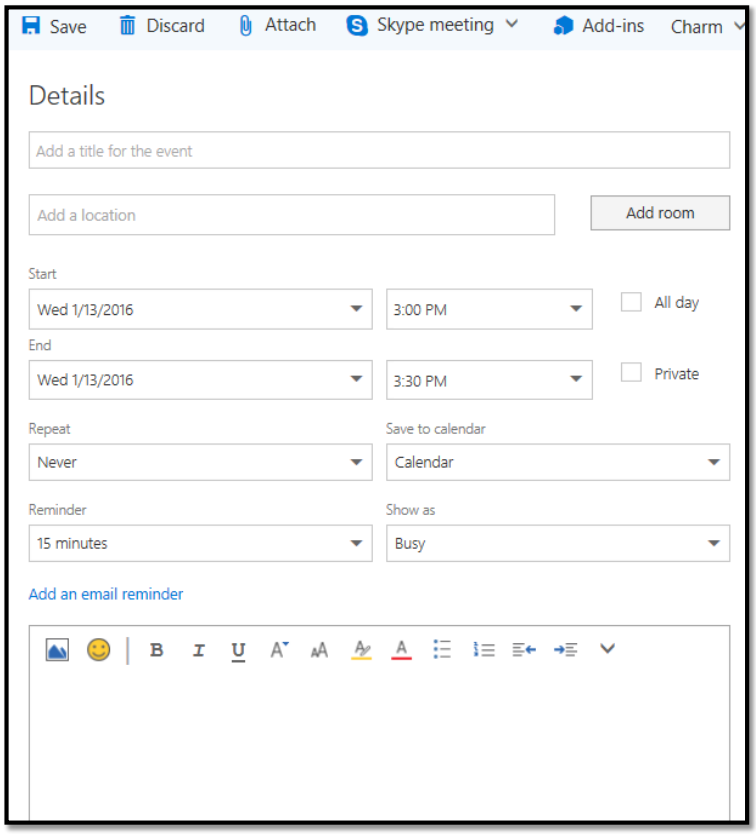


Create a new meeting

1) To create a new meeting, click **+ New** to open the new meeting screen. This way requires you to set the date and time for the event. Instead, you can choose a date from the date navigator and double click the date or time in the viewing area to open the new meeting screen.

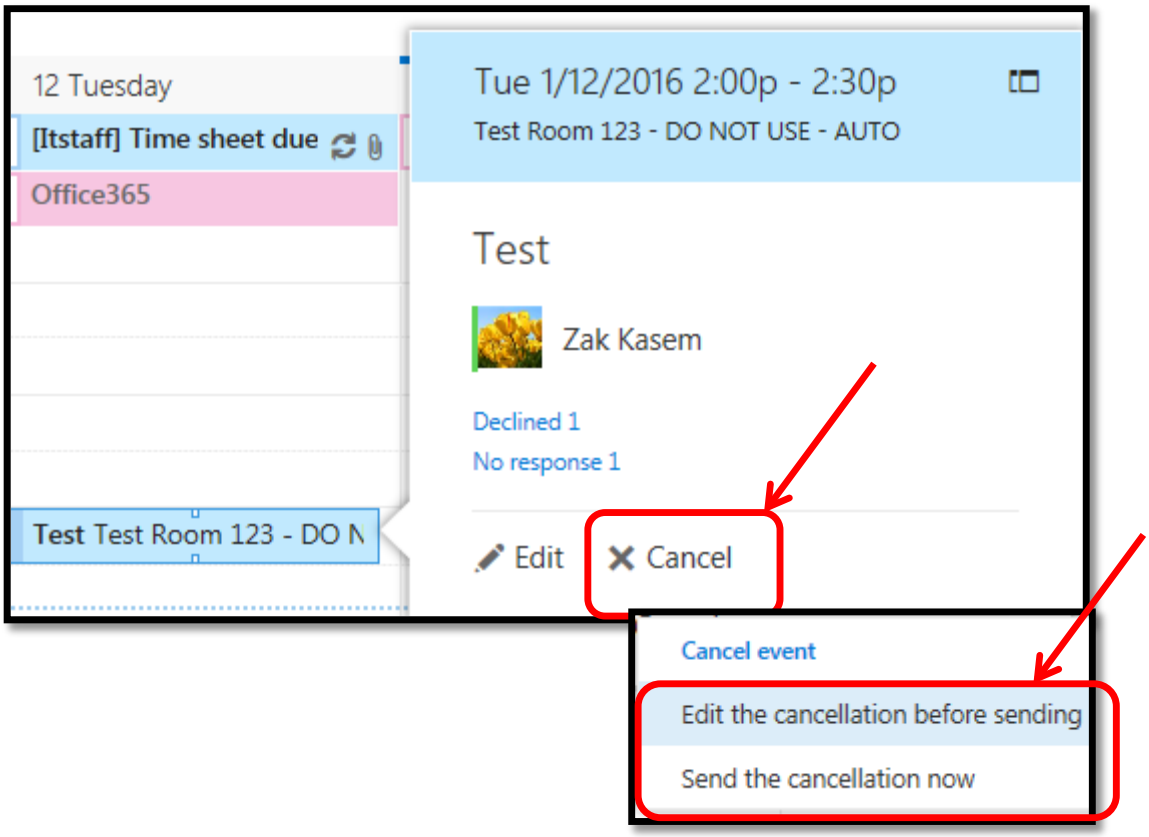


2) Enter all meeting details, such as the title, location dates, and invitees. You can click **Add Rooms** and select a meeting room for your meeting. To see invitees or meeting room availability, click **Scheduling Assistant**. Click **Send** to save the event and send invitations to the invited people. Click **Save** to save the event if no-one else is invited. To create a recurring meeting, click the arrow in the **Repeat** dropdown list to view the available options.



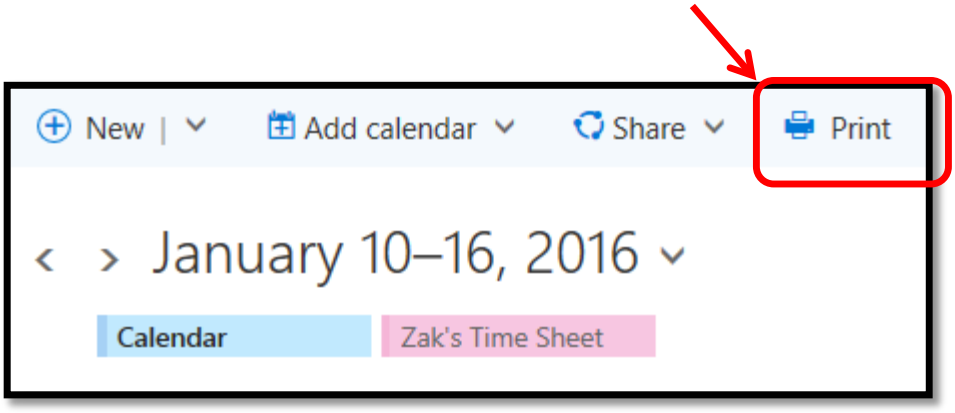
Cancel a meeting

1) Click the meeting and then click **Cancel**. Then click **Send the cancellation now.**

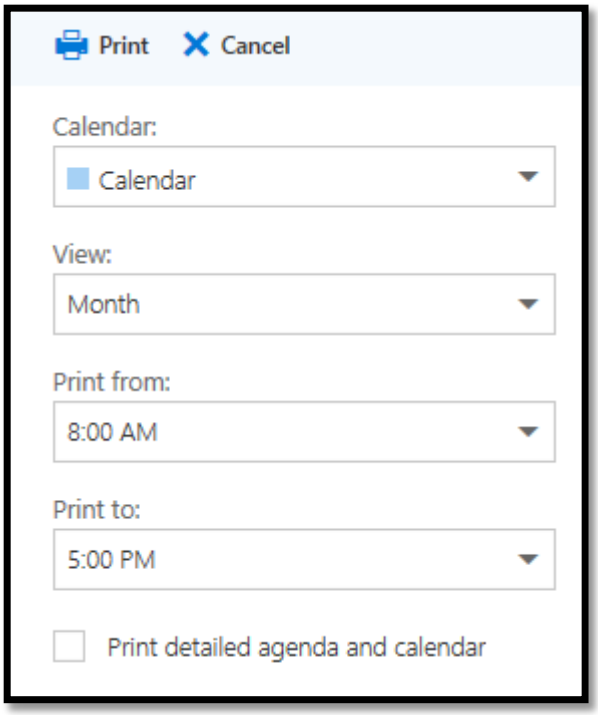


Print a calendar

1) To print a calendar, click **Print** at the top of the screen.

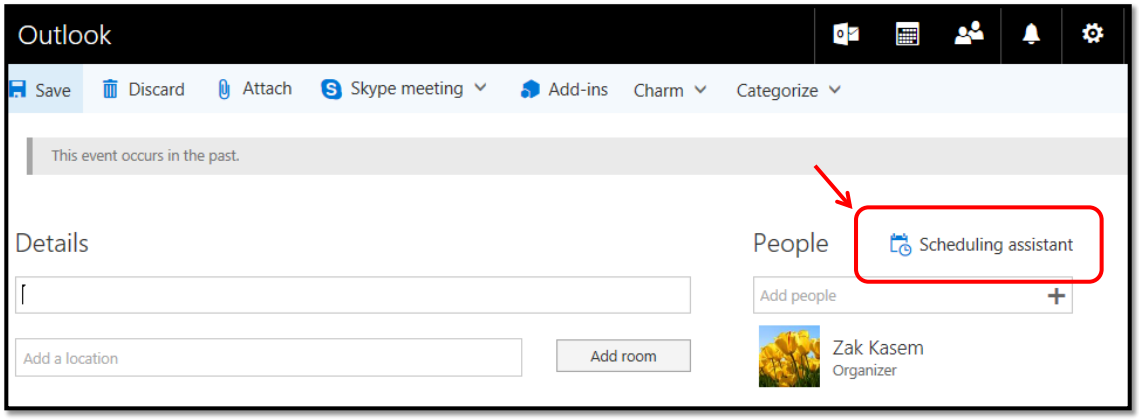


2) A new screen will open with your calendar displayed. Choose **Calendar**, **View, Layout, and** time**.** Click **Print** to print the calendar.

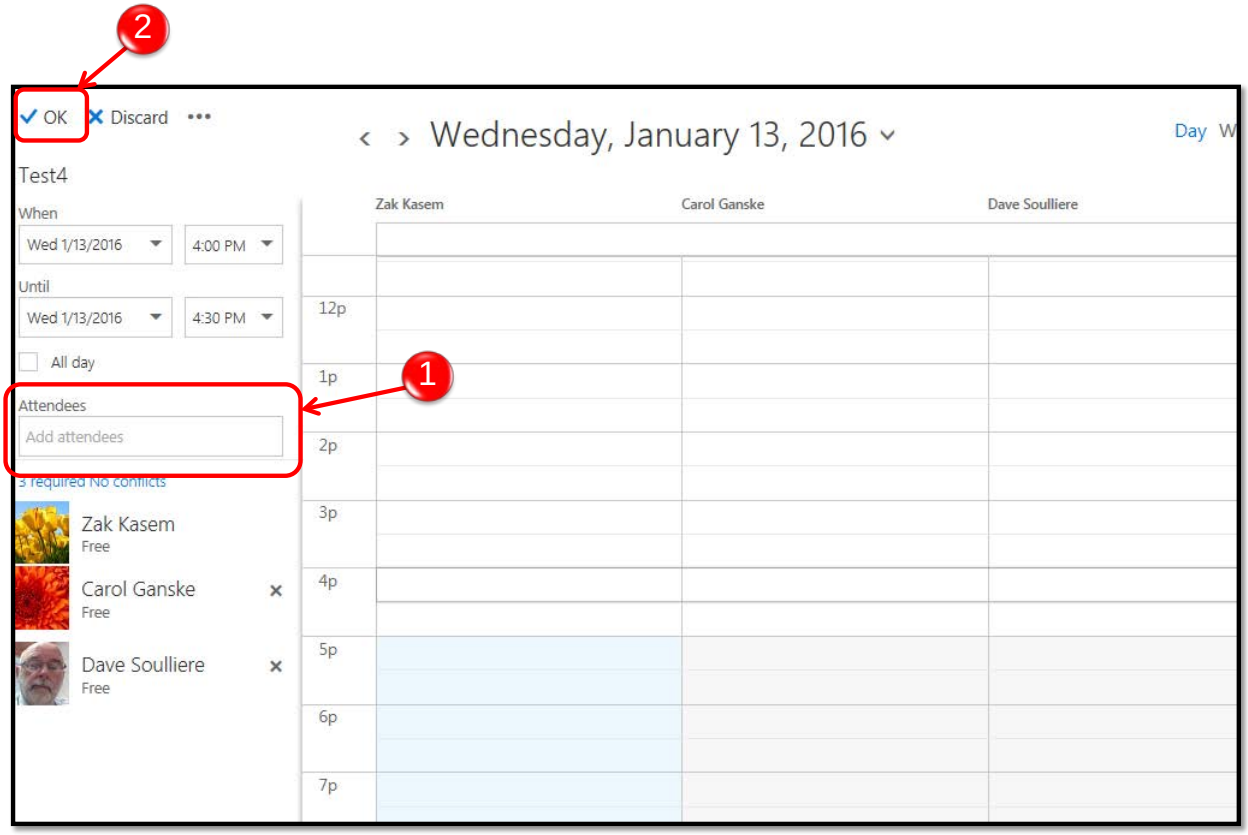


Use the scheduling assistant

1) To use the Scheduling Assistant, start a new meeting, and then click **Scheduling Assistant** at the upper right corner.

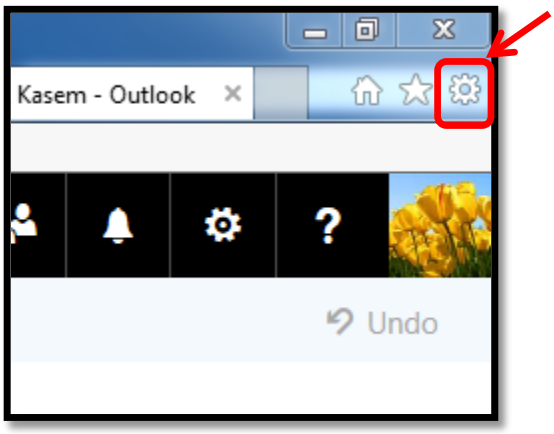


2) Add attendees by entering their names in the labeled field. Attendees' availability for the meeting time will be displayed in the Calendar view. Then click OK.

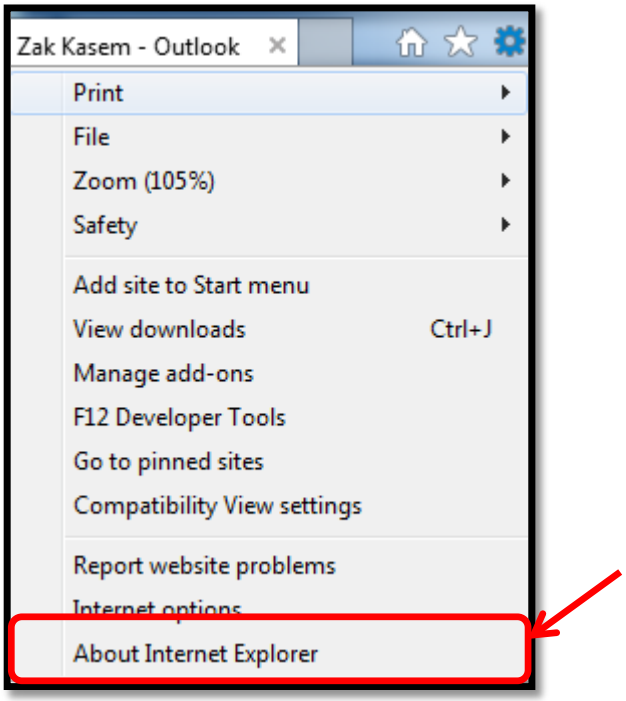


Appendix A: How to check your Internet Explorer version

1) Click the gear icon on the upper right corner of IE.

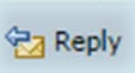
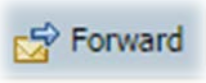


2) Click the **About Internet Explorer** option from the drop down menu. If it is not updated, click the **Install new versions automatically** checkbox, and then click **Close**.



About Internet Explorer
Internet Explorer 11
Version: 11.0.9600.18124
Update Versions: 11.0.26 (KB3104002)
Product ID: 00150-20000-00003-AA459
Install new versions automatically
© 2013 Microsoft Corporation. All rights reserved.
Close

Appendix B: Quick Reference

Zimbra	Function	Office 365
In Zimbra, we use **LDAP** password, which also used for **Alfresco** and **myAU**, and you can change it using the **Change Staff Password** link from **myAU** portal.	**Password**	In Office 365, we use the **AU Local** password which also used for your **Windows** machine and **Citrix**, and you can change it using the **Change AU.Local Domain Password** link from **myAU** portal.
1) Go to **MyAU**. 2) Click **Zimbra** under **MY APPLICATIONS.**	**Access Email**	1) Go to **MyAU**. 2) Click **Office 365** under **MY APPLICATIONS**.
Zimbra helps you to create a new email by clicking the **Mail** tab, and then clicking the New Message button.	**New Email**	1) Select the **Mail** App. 2) Click **New Mail**. 3) Enter recipients, type subject, compose message, and then click **Send**.
To refresh your mailbox in Zimbra, you can click the **Refresh** icon or click the inbox.	**Refresh**	1) Click the gear icon on the upper-right corner. 2) Click **Refresh**.
To reply an email in Zimbra, you click **Reply**, enter your message, and click **Send**.	**Reply** 	1) Click **Reply**. 2) Enter other recipients or type your reply. 3) Click **Send**.
In Zimbra, you can forward one or several email messages to other recipients. In Office 365, you can only forward one email at a time.	**Forward** 	1) From a mail folder, click the checkbox next to the sender's name. 2) Right click to select **Forward**. You can only forward message at a time.
In Zimbra, deleted items are placed in the **Trash** folder. In Office 365, deleted email messages are placed in the **Deleted Items** folder and remain there until you manually empty it or until the folder is purged automatically. Email is purged from this folder after 30 days from the receiving date.	**Delete**	1) To delete a single email, hover over the message in the **Inbox** pane and click the **trashcan** icon. 2) To delete multiple email messages, click the first message then hold the **Ctrl** key on your keyboard and click on the rest of the messages you want to delete. And then click **Delete.**

Zimbra	Function	Office 365
The search feature is a powerful tool. You can search for any value, such as a word, first name, last name, phone number, or subject.	**Search** 	1) Enter a search term into the **Search Mail and People** search bar above the **Folders** pane. 2) Suggestions will be displayed in the list under the search bar. If you see what you are searching for, click the suggestion. 3) To search for unread email messages, click **All** and choose **Unread** under **Filter**.
Preferences determine how your Zimbra window will look, your theme, automatic replies, and signature.	**Options** 	In Office 365, we can access similar functions by clicking the **Settings** icon on the upper right corner then click **Options**.
You must recreate your email signature in Office 365. As Zimbra signatures are not migrated.	**Add Signature** 	In Office 365, you have only one signature per signature. 1) Go to the **Settings** menu and click **Options**. 2) Click **Shortcuts**, then click **Add a new email signature**.
Unlike Zimbra which provides you with one automatic reply. Office 365 provides you with two automatic replies, one to each sender inside AU and the other for external senders out of AU.	**Automatic Reply** 	1) Click **Settings** and click **Automatic Replies**. 2) Click the **Send automatic replies** radio button 3) Select a **Start time** and an **End time**. 4) Type the reply that senders inside AU will receive. 5) Check the **Send automatic reply message to senders outside my organization**, and type the reply for external senders outside AU. 6) Click **OK** to finish
Similar to Zimbra, Office 365 allows you to create a new appointment, all-day meeting, and repeating meetings.	**Create New Meeting** 	1) Click the **Calendar** app, and then click **New**. 2) Enter the **Event title**, the **location**, and the **attendee's** names. 3) To see **free/busy**, click the **Scheduling Assistant**. The attendee's schedules appear in columns. Find and select the time where everyone is available. 4) Click **Save**.
Both of Zimbra and Office 365 allow you to create contacts and contact groups.	**New Contact** 	1) Click the **People** app, and then click **New**. 2) Select from **Create contact**, **Create contact** list, **Create group**, or **cancel**.

Zimbra	Function	Office 365
Zimbra helps you to create To-Do lists. Your tasks in these lists were not connected to the calendar. In Office 365, you can create tasks that can contain due date reminder, repetition, and track total work hours.	**New Task**	1) Select the **Tasks** app, and then click **New** task. 2) Enter the **Subject**, **Due date**, and click **Show details**. 3) Enter a **Start date**, **Date complete**, **Status**, **% complete**, **Priority**, and **set a reminder**, and click **Save**.
Zimbra allowed you to creates documents via the Documents tab	**Documents**	Documents do not exist in O365
Briefcase: Zimbra allowed you to store file in a briefcase	**Briefcase**	Briefcase does not exist in O365. Consider creating a Group and storing files in the Group's Files tab or store them on OneDrive.
Zimbra Import/Export: All Zimbra data can be exported to a "Tar-GZipped" (.tgz) format which can be imported back into Zimbra.	**Import/Export**	Tgz files are not compatible with O365. You'll have to import those files into Zimbra and forward them to your O365 account.

	Getting Started with Office 365
Logging in	Via the MYAU portal select O365 (Email, Calendar & more) **OR** go to **outlook.office.com/owa/** via your browser and **Login using username@athabascau.ca** and **your AD Password**
Skype for Business	Load the Skype for Business App. Skype for Business will make it easier for other AU staff to communicate with you via IM (Instant Messaging). It also highlights your availability (Away; In a Meeting; Busy etc.) Access the following link for instructions https://support.office.com/en-us/article/Install-Skype-for-Business-on-your-PC-8a0d4da8-9d58-44f9-9759-5c8f340cb3fb and use the "I have Office 365" path.
Don't have all your Email?	Your email and calendar, as of Feb 20th, were migrated to O365. Since loading that information we've been running a "true-up" between Zimbra and O365 to bring all of your data up to date. You can still access Zimbra for data that has not yet been synced. You just can't receive new email in Zimbra.
Your shares	You'll have to re-share calendars and email folders. You'll be sent a list of the shares you own and instructions on how to recreate those shares.
Group shares	Group shares such as department calendars and mail folders are being migrated. Instructions for accessing and managing these shares will be published shortly.

Appendix C: Glossary

AU	Athabasca University
App	Application
IE	Internet Explorer
OWA	Outlook Web App
O365	Microsoft Office 365
AD	Active Directory
LDAP	Lightweight Directory Access Protocol