



Virgin Islands Department of  
**EDUCATION**



**Prepared by**

Rajesh Malpotra  
Consultant

**SOP #**

VIDE End User  
Experience Office 365

**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)..... 2

During Transition..... 2

Post Transition ..... 2

    OWA (Outlook Web Access)..... 2

    Outlook Client ..... 4

    Android..... 12

    IPHONE..... 13

    Windows Phone ..... 24

## 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 helpdesk must know the effects 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.

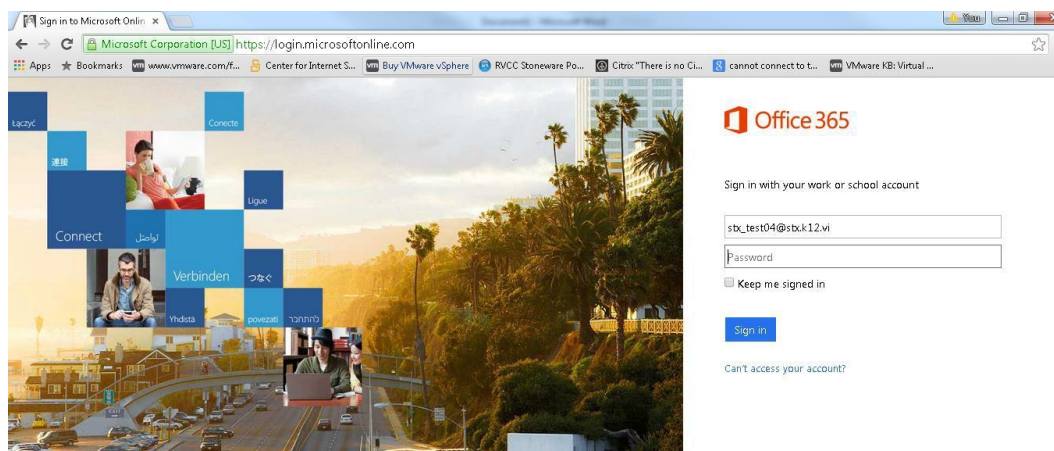
### Post Transition

Users or IT Administrators including helpdesk must also know the effects on mailboxes which are going to be observed once the mailbox transition to Office 365 is completed.

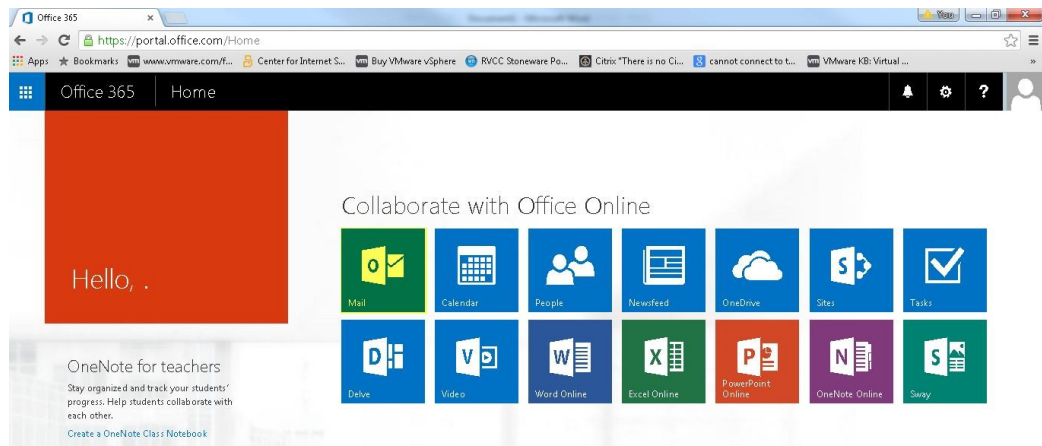
### OWA (Outlook Web Access)

Users can browse their emails in OWA (Outlook Web Access) by following below steps.

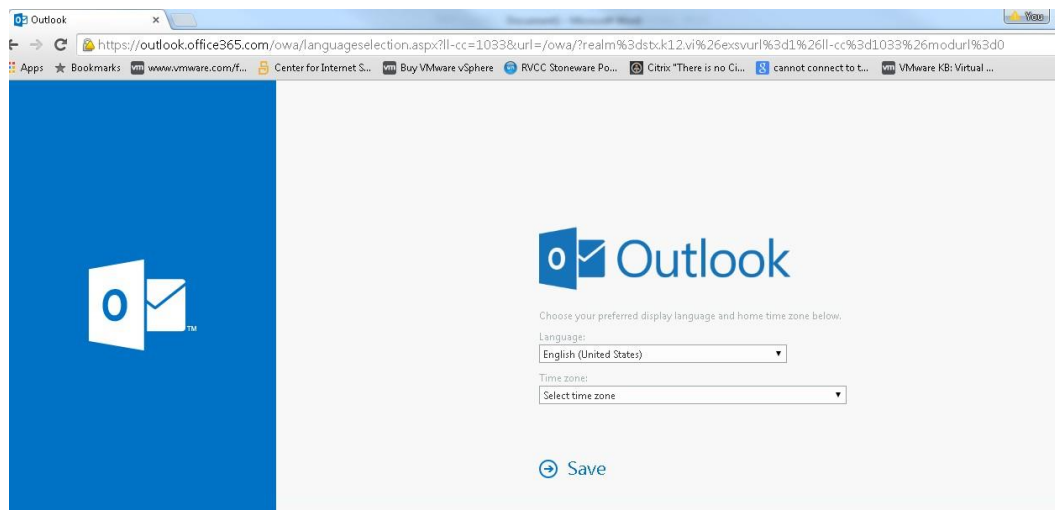
1. Users need to visit <https://login.microsoftonline.com/> and enter their email address and password to login.



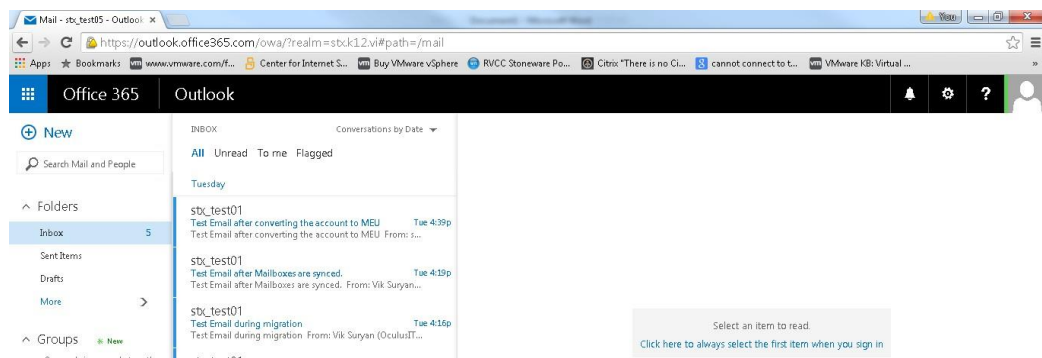
2. Logged in users will see below webpage, they can select Mail, calendar, people or other items as per requirement.



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.

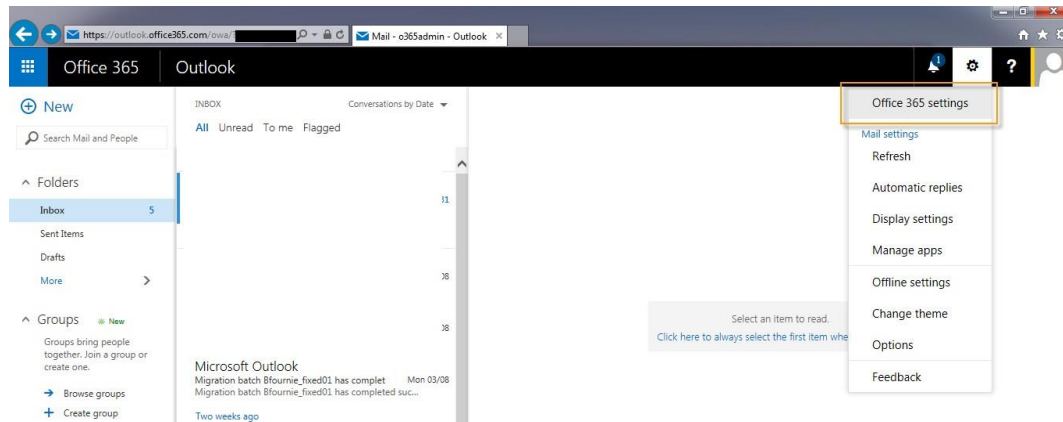


## Outlook Client

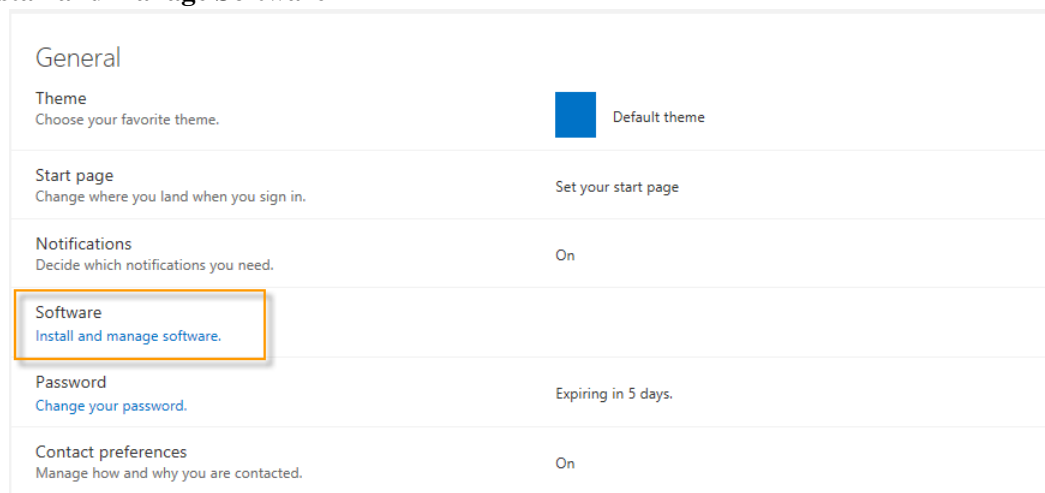
Users will not be able to send or receive emails on their Outlook client and mobile devices.

In order to restore the email services, users must follow the below mentioned steps.

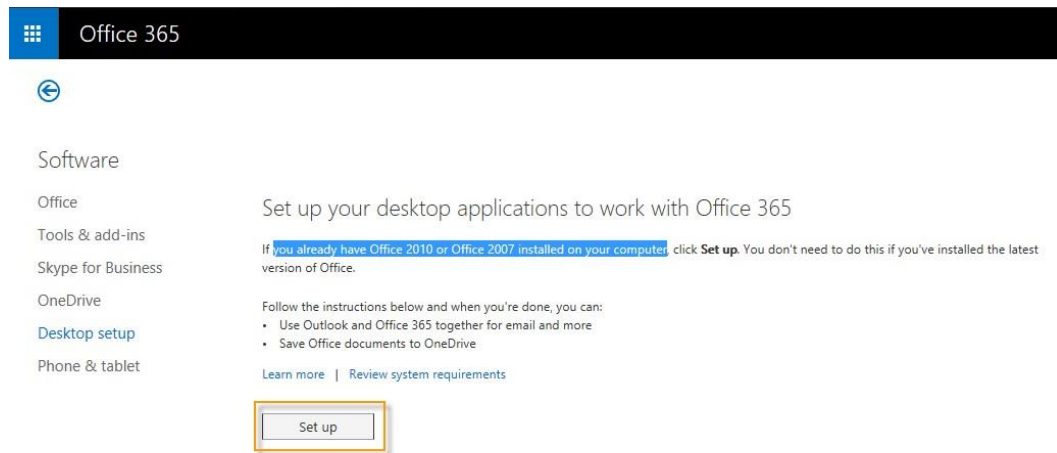
1. You'll want to ensure that Outlook is updated with the required and recommended updates. Users should visit OWA Office 365 settings to setup their desktops which have Office 2013, Office 2010 or Office 2007 installed. Login to OWA and click on Office 365 Settings Gearwheel icon on top right of the screen to see the drop down menu.



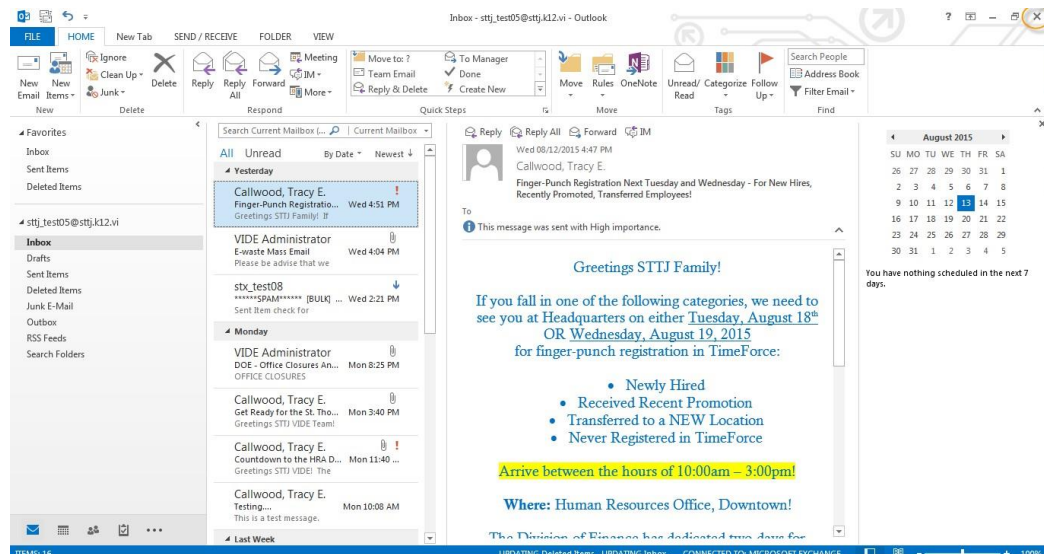
2. Click on **Install and manage Software**



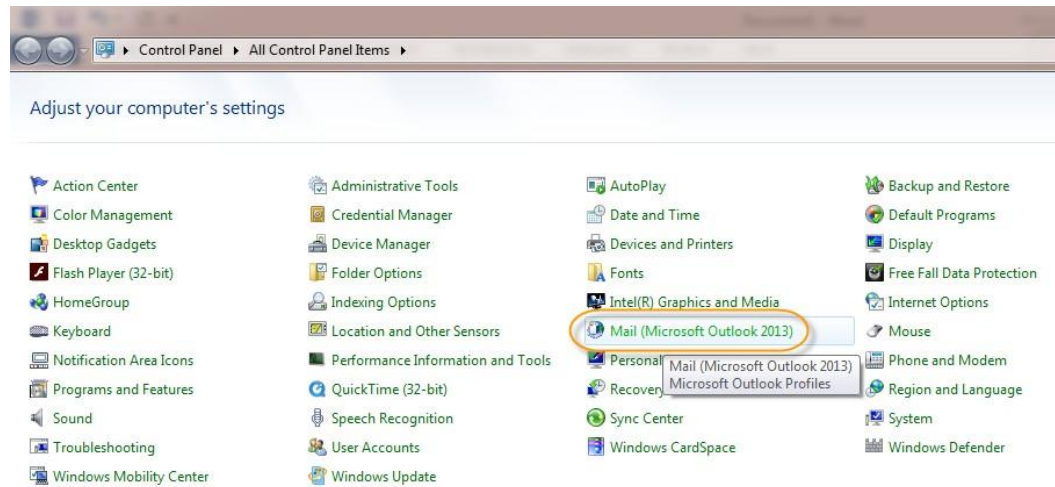
### 3. Click on Desktop Setup and select Setup



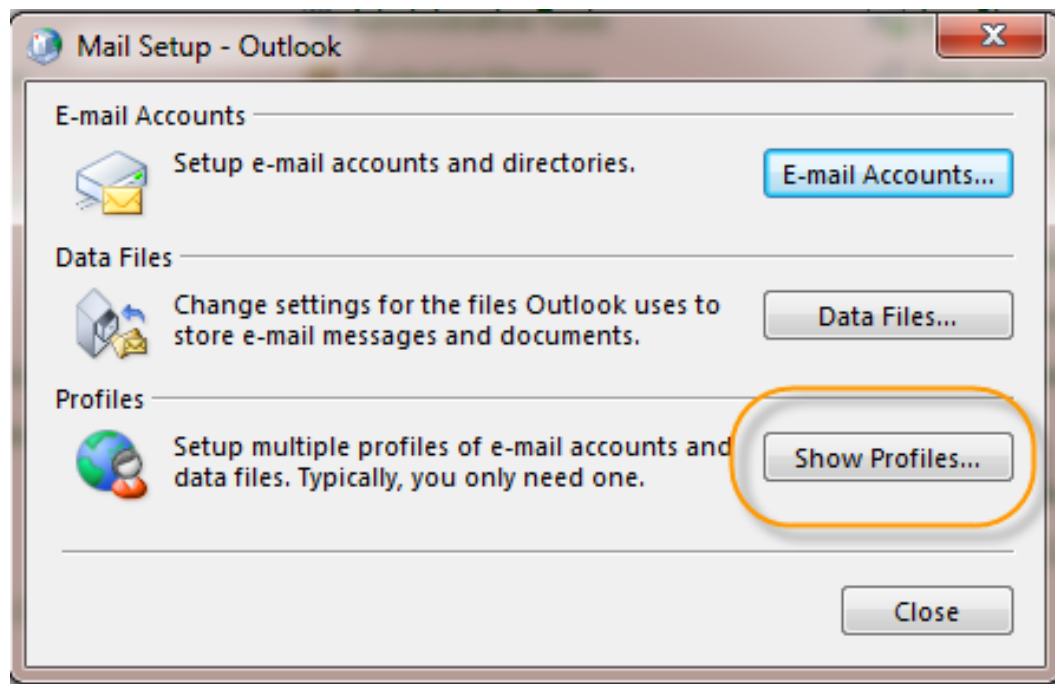
### 4. Close Outlook Client.



5. Open Control Panel

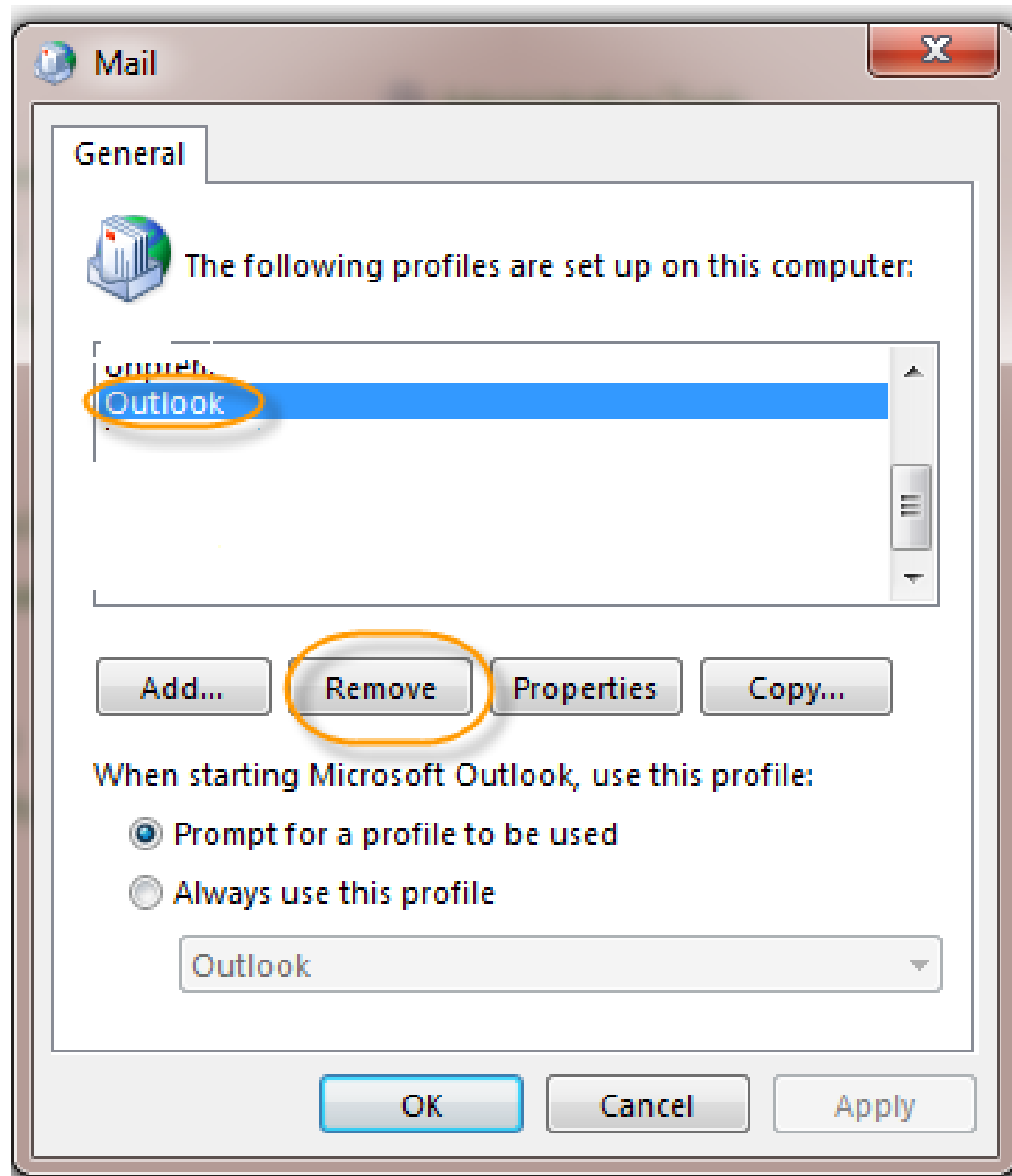


6. Open Mail and click on “Show Profiles”.



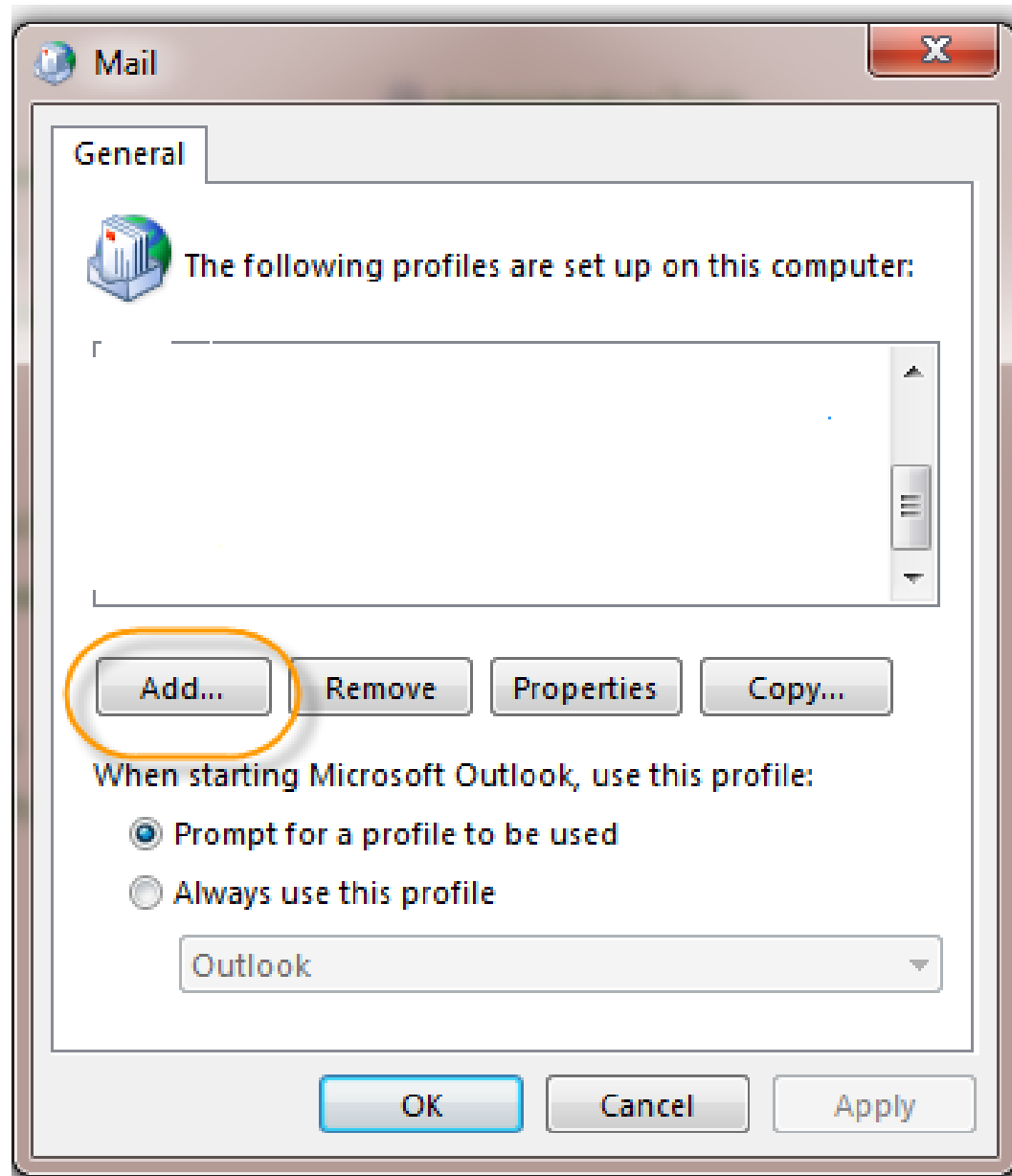


7. Select existing Outlook Profile and click Remove, it will remove the existing profile.

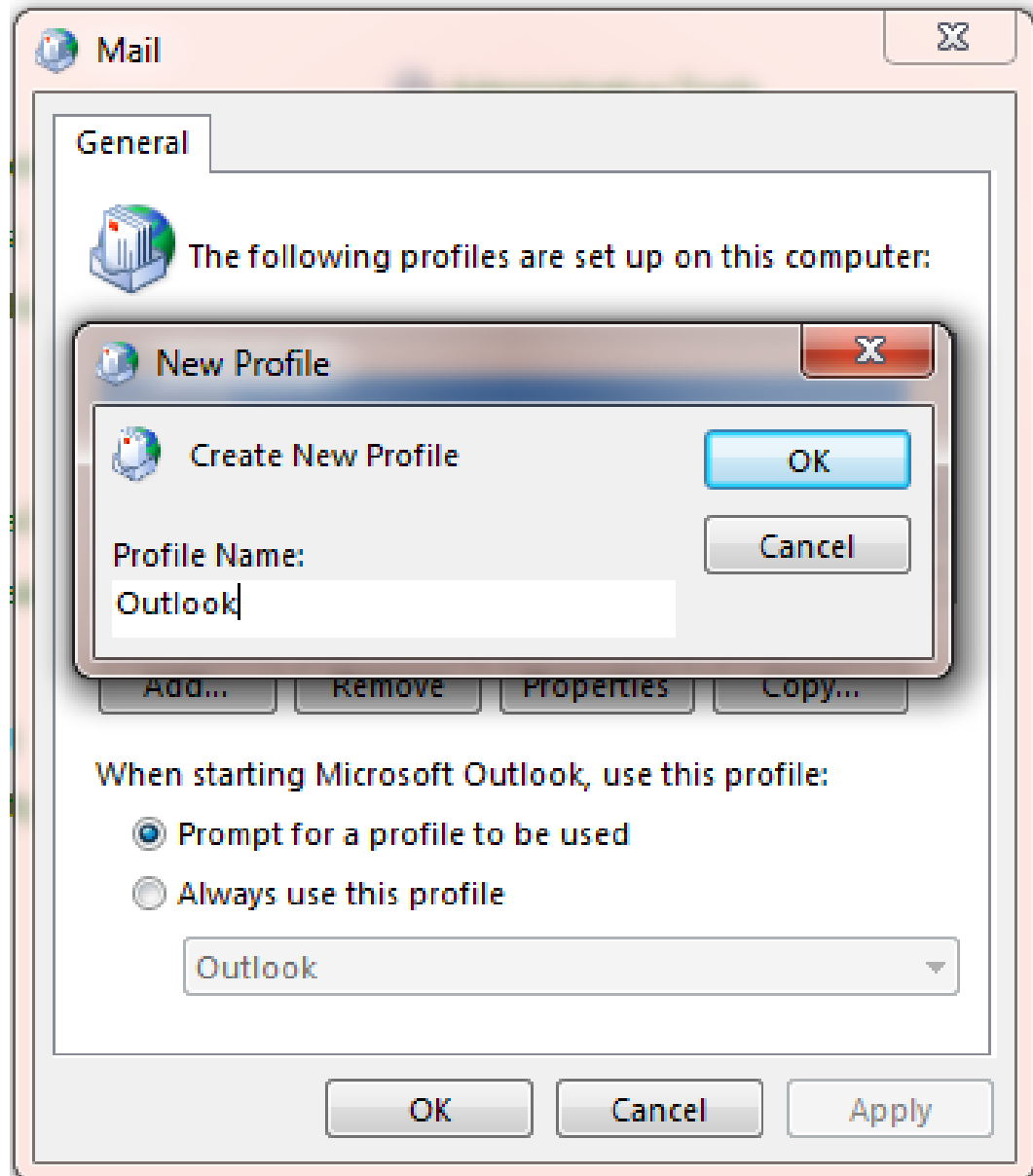




8. Click Add to add new profile.



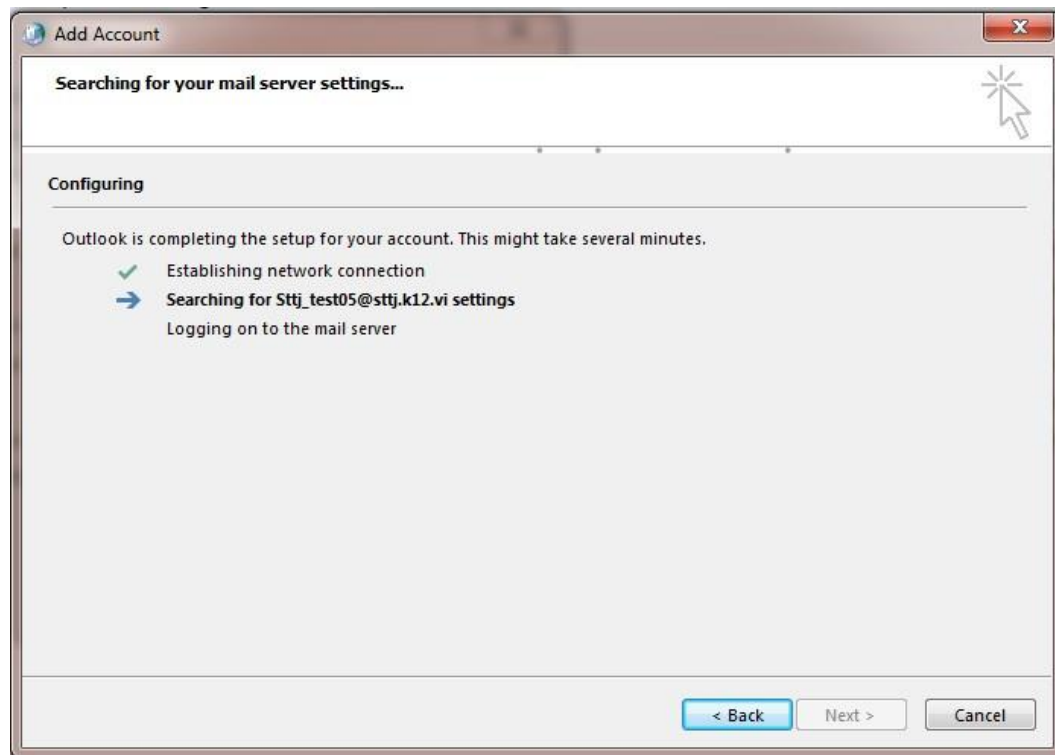
9. Enter the new profile name and click OK, it could be anything; example – your name or any word you wish.



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.

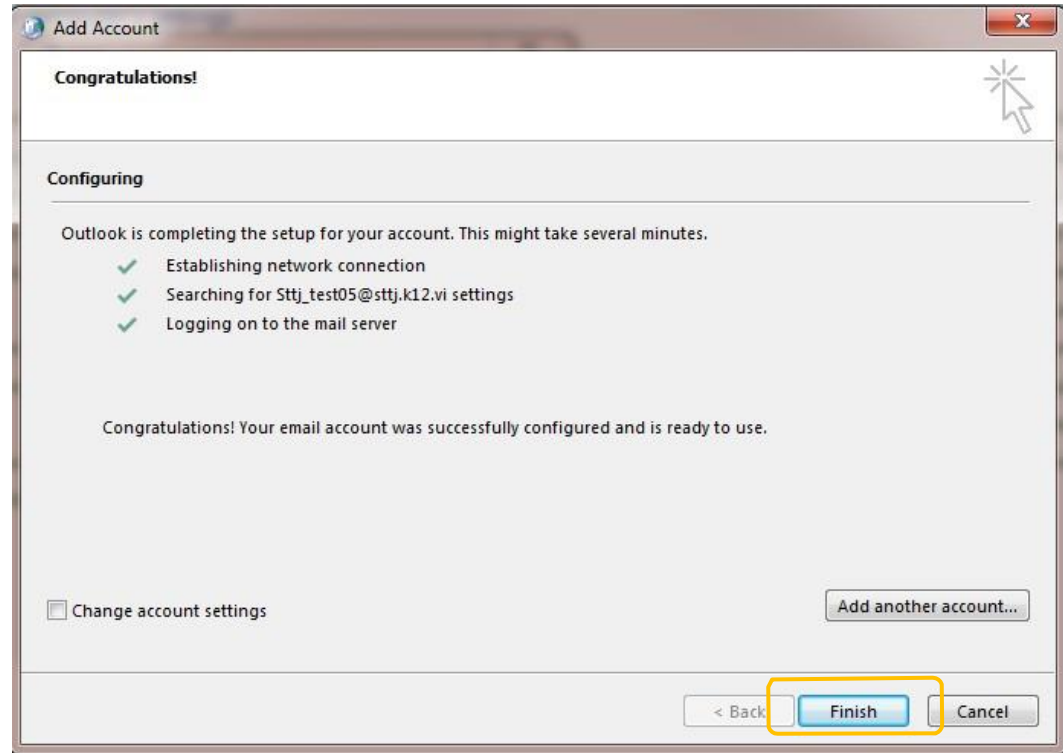
The screenshot shows the 'Add Account' window in Outlook. The title bar says 'Add Account'. Inside, the 'Auto Account Setup' section is active, with the text 'Outlook can automatically configure many email accounts.' Below this, the 'E-mail Account' radio button is selected. There are three input fields: 'Your Name' with the text 'STTJ Test Account 5', 'E-mail Address' with the text 'Sttj\_test05@sttj.k12.vi', and 'Password' and 'Retype Password' both masked with asterisks. Below the password fields is a note: 'Type the password your internet service provider has given you.' At the bottom, there are three buttons: '< Back', 'Next >', and 'Cancel'. The 'Next >' button is highlighted with a yellow circle.

11. Outlook Client will search for your mail server settings.



]

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 be 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)*

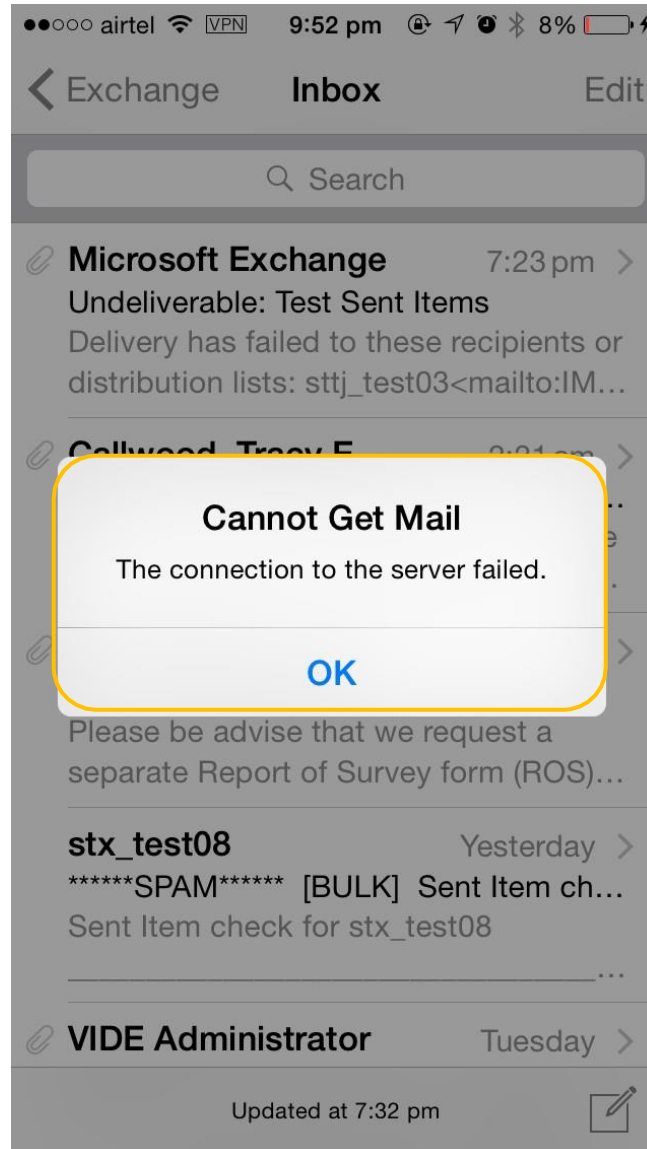
No changes are required on Android phones. Automatic switch over should work.

## IPHONE

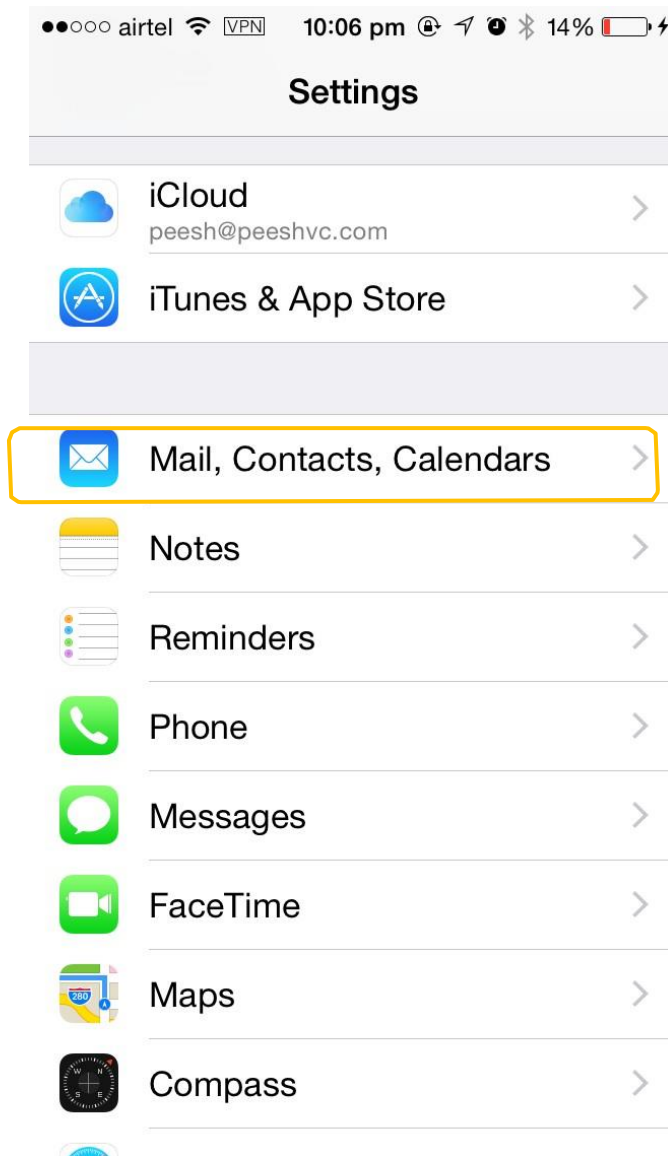
(All versions)

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.

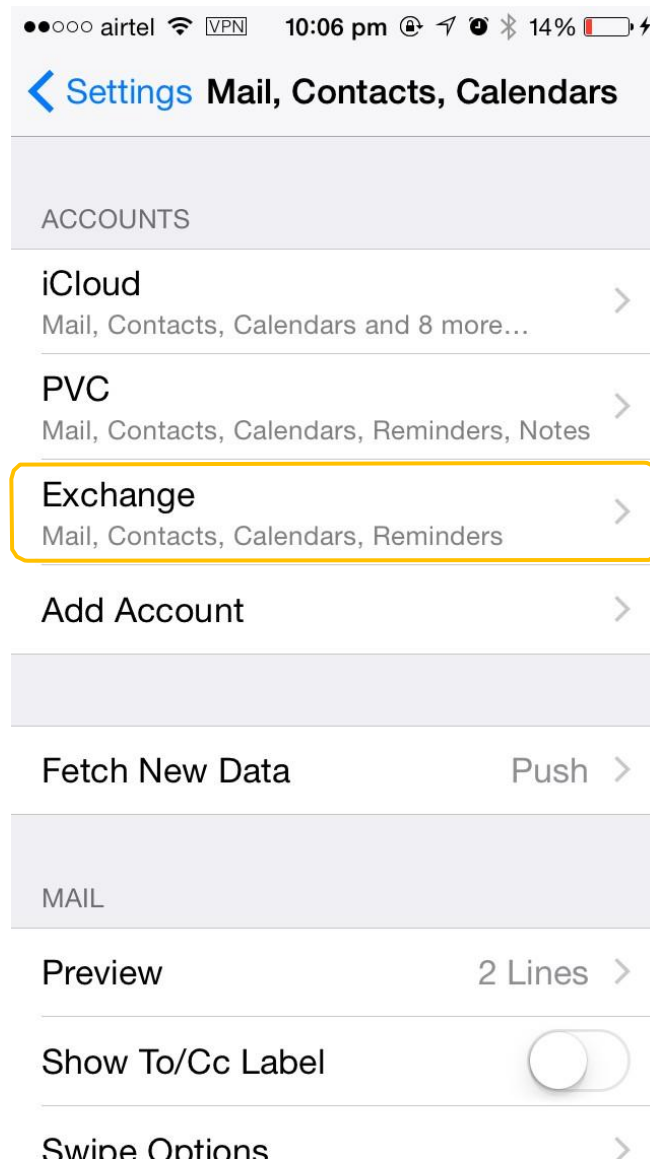


2. Go to Settings and Select Mail Contacts, Calendars.

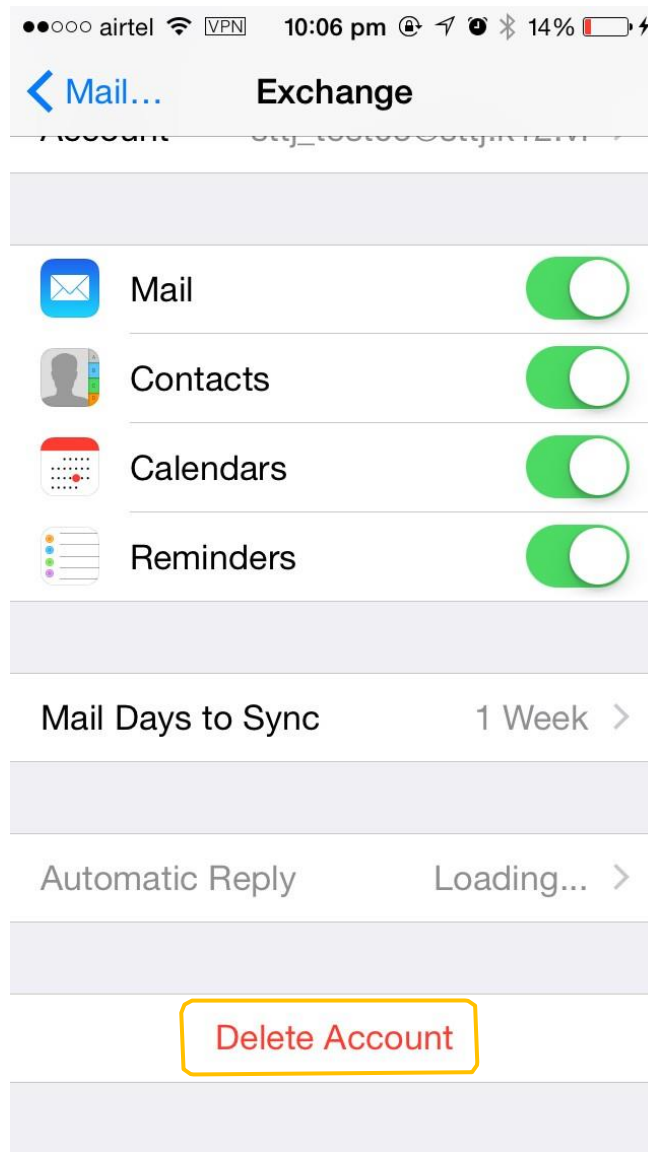




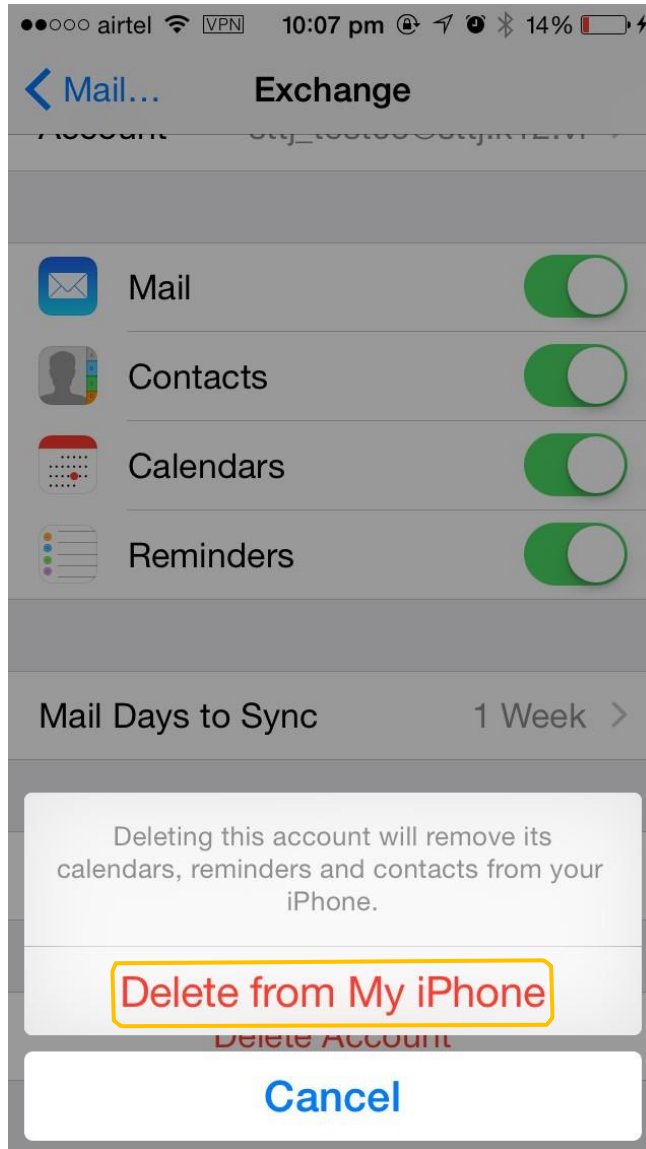
3. Select VIDE Email Account, in below example it is Exchange.



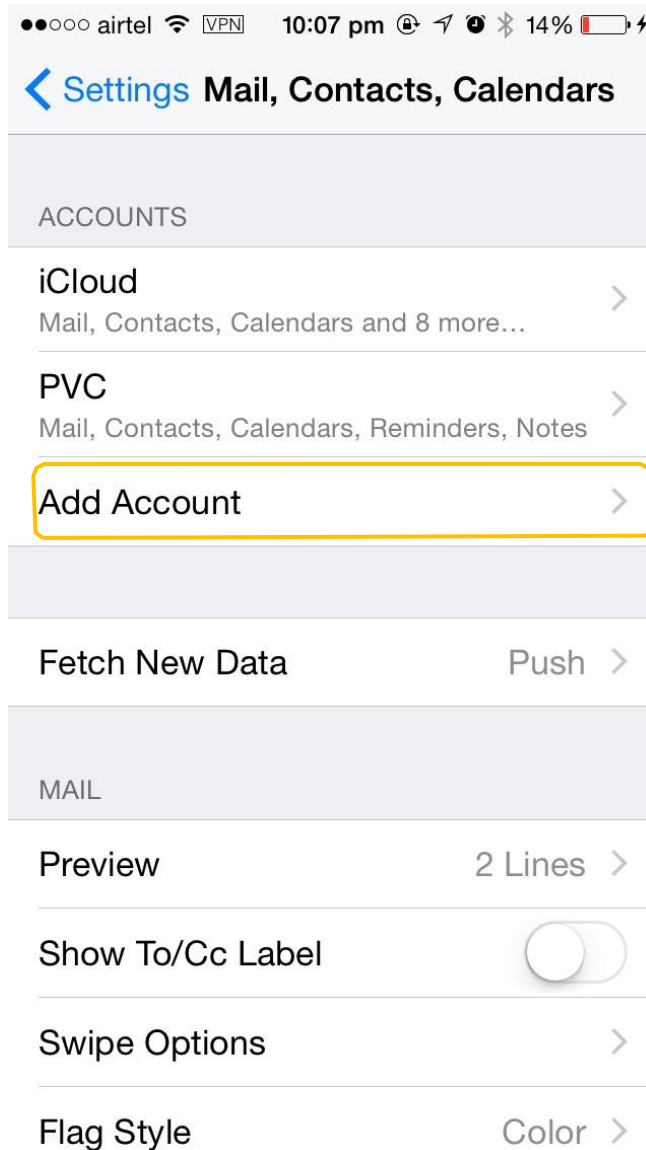
4. Scroll down to the bottom of screen and select Delete Account to delete.



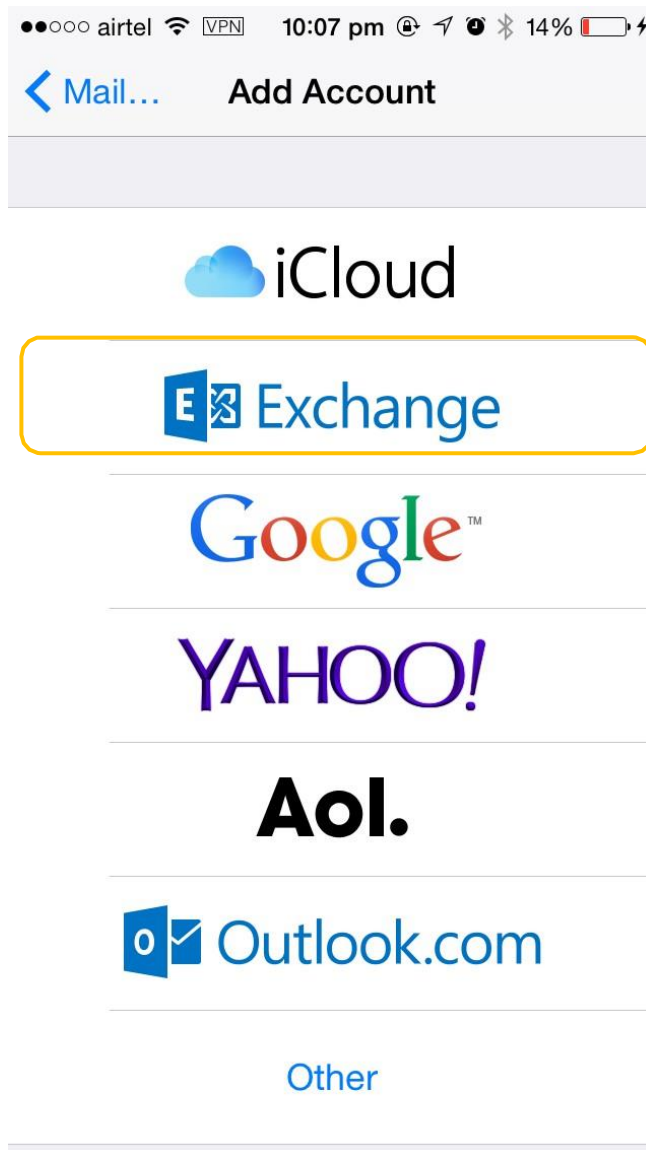
5. Select Delete from my IPHONE



6. Re-add the account by clicking on Add Account.



7. Select Exchange.



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

Cancel Exchange **Next**

Email sttj\_test05@sttj.k12.vi

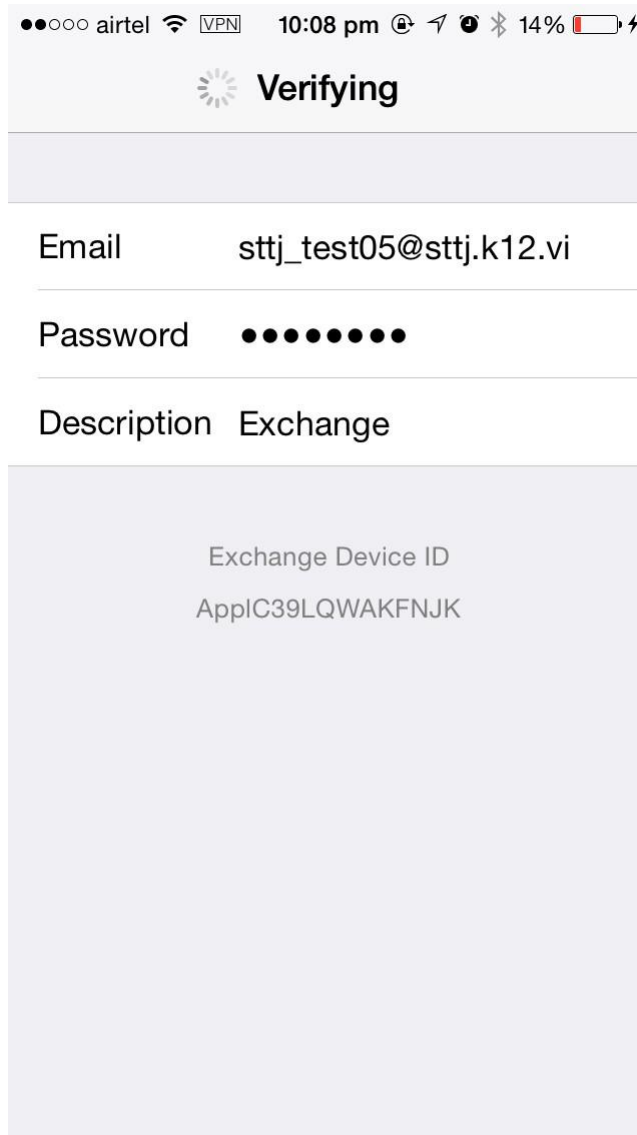
Password ●●●●●●●●●●

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.



The screenshot shows a mobile app interface during a verification process. At the top, the status bar displays 'airtel', signal strength, VPN, time '10:08 pm', and battery level '14%'. Below the status bar is a grey bar with a circular loading icon and the text 'Verifying'. Underneath is a white form with three fields: 'Email' with the value 'sttj\_test05@sttj.k12.vi', 'Password' with eight black dots, and 'Description' with the value 'Exchange'. Below the form is a large grey box containing the text 'Exchange Device ID' and 'AppIC39LQWAKFNJK'.

●●○○○ airtel VPN 10:08 pm 14%

Verifying

Email sttj\_test05@sttj.k12.vi

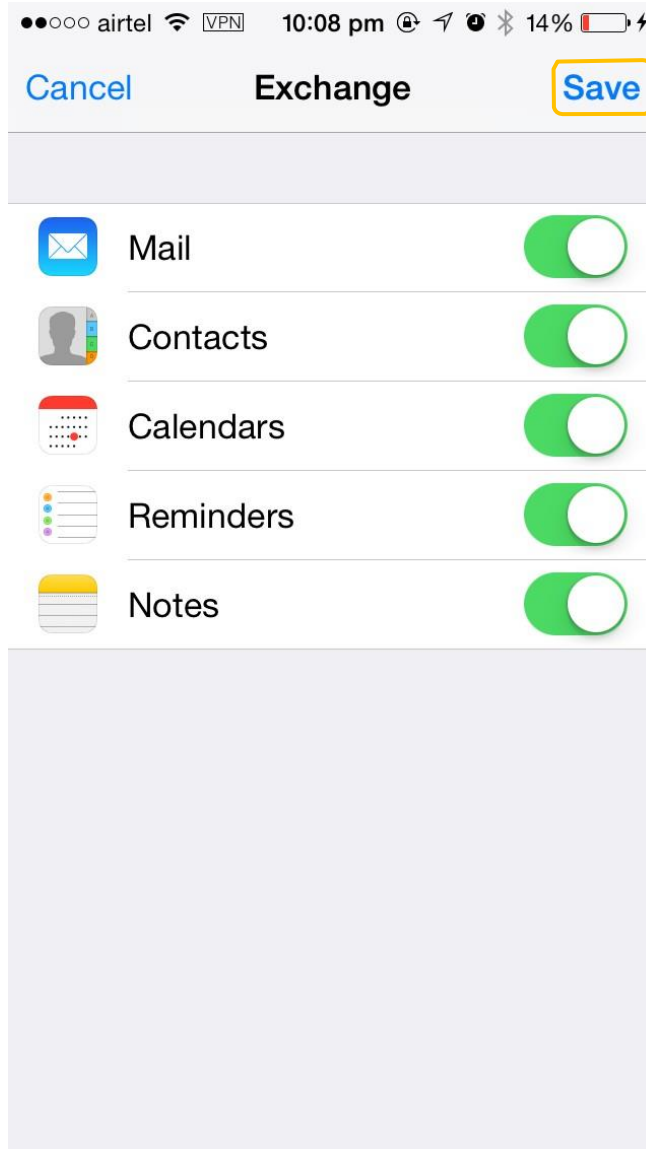
Password ●●●●●●●●

Description Exchange

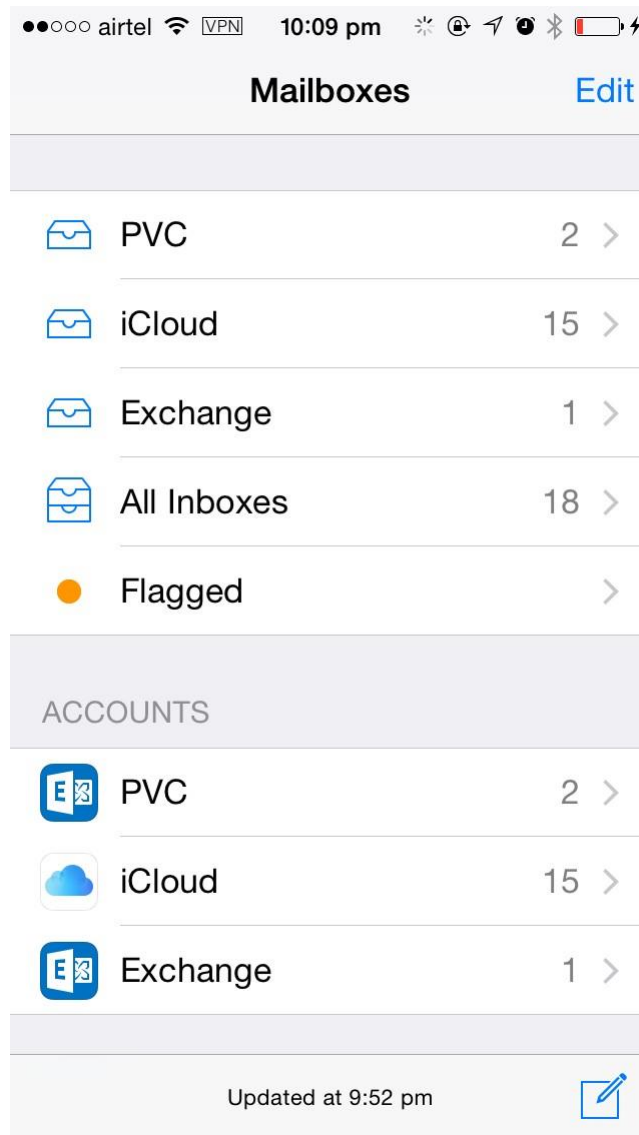
Exchange Device ID  
AppIC39LQWAKFNJK



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.

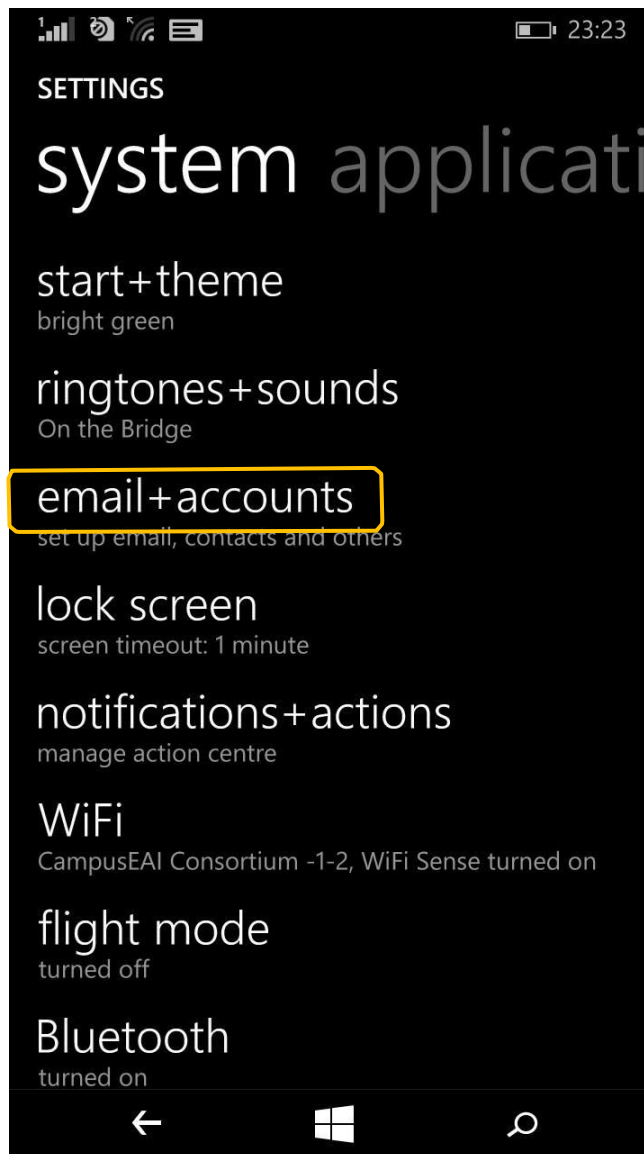


## Windows Phone

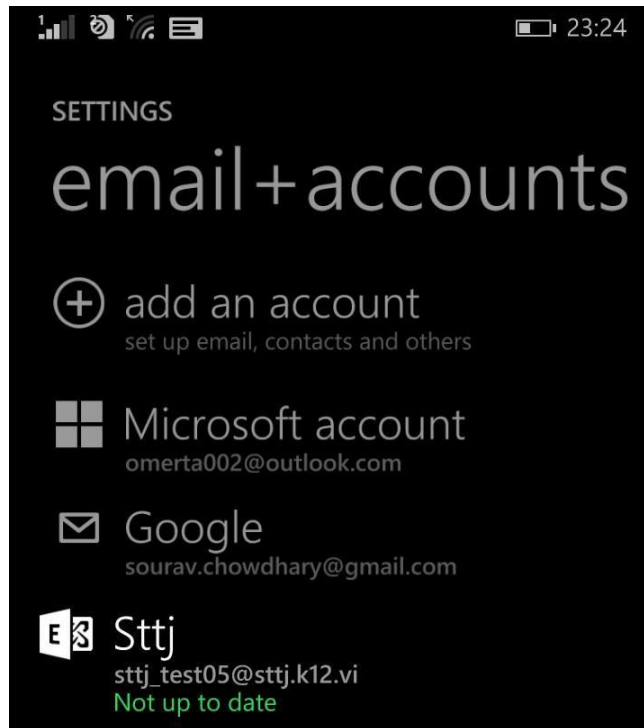
(All versions)

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.

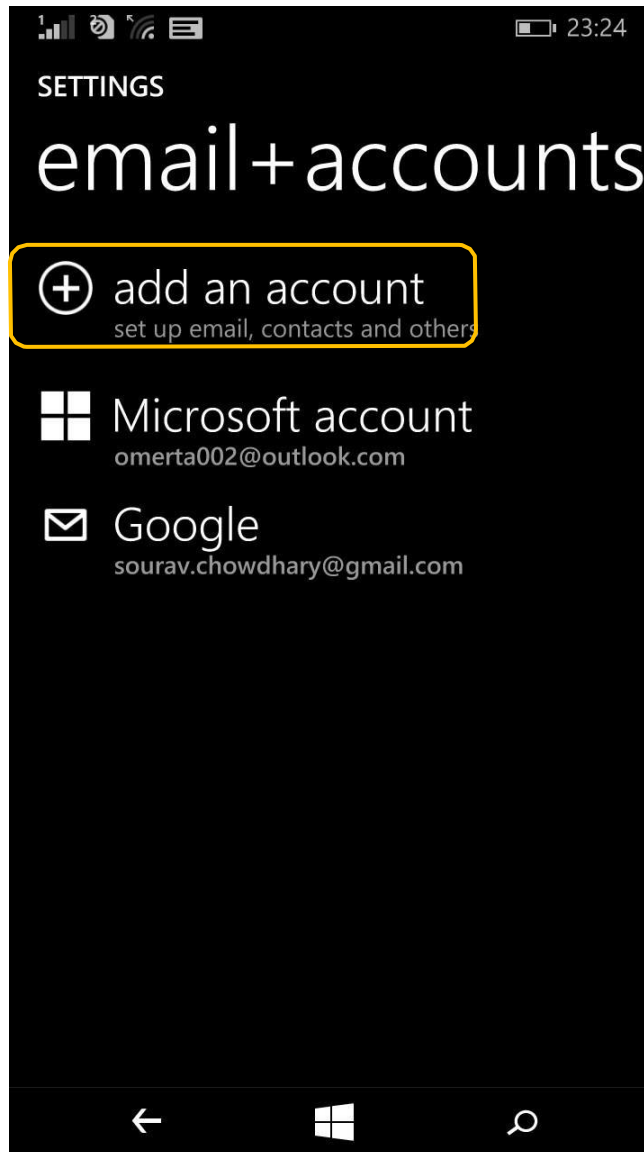


sync

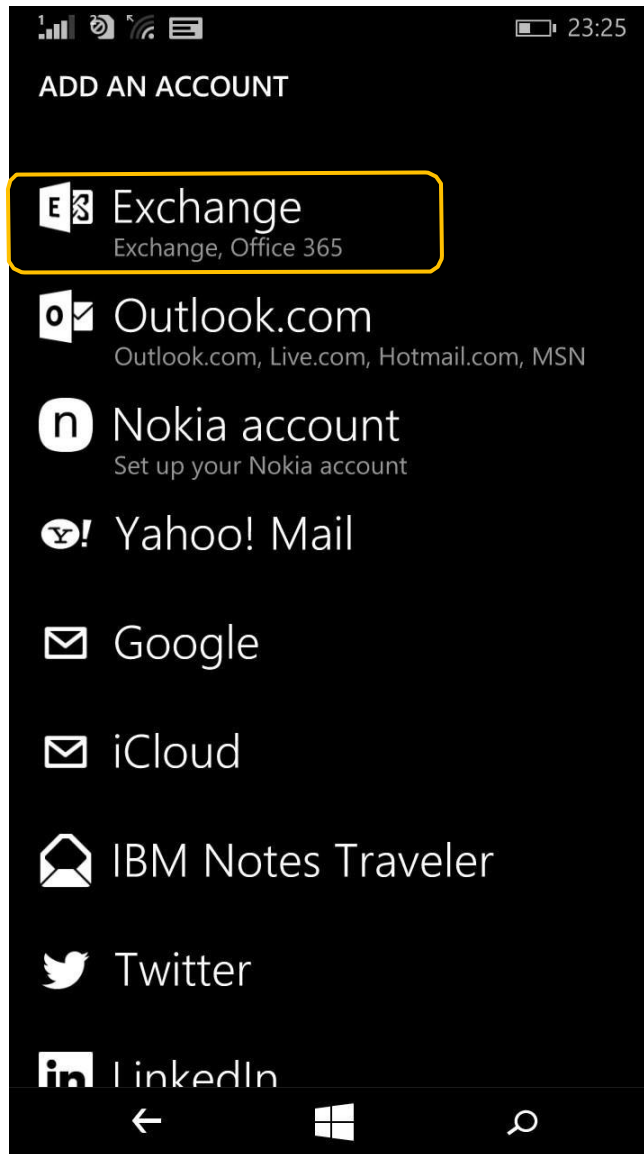
delete



3. Once the account is deleted, Select add an account.



4. Select Exchange.



5. Enter your email address and Password and select Sign in.

EXCHANGE

Email address

sttj\_test05@sttj.k12.vi

Password

.....

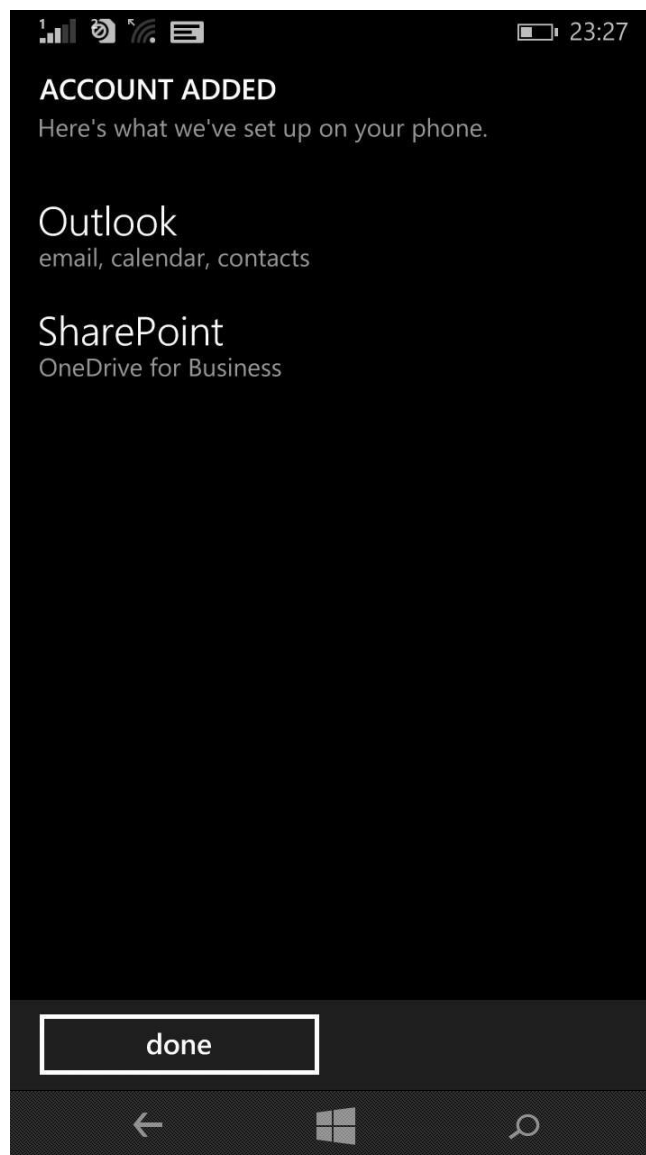
☐ Show password

Your sign-in information will be saved and may be used to automatically sync docs and information with your company's servers. If you're adding a business Exchange account, your network administrator will be able to remotely delete your content and settings from your phone.

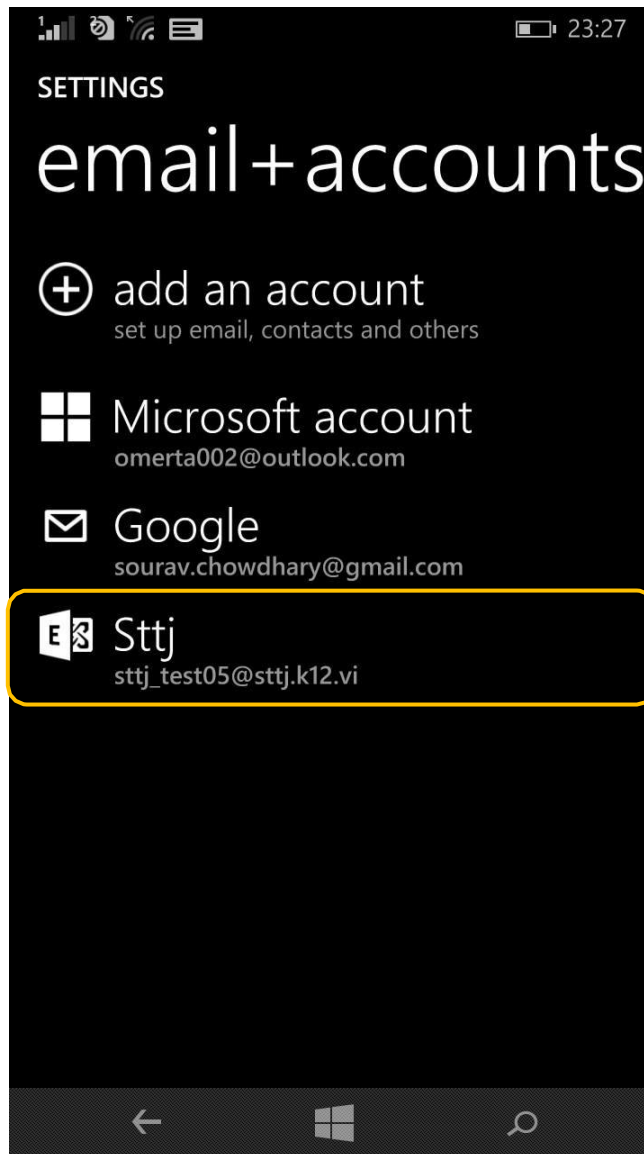
sign in



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\*\*\*