

# Office 365 Post-Migration Guide

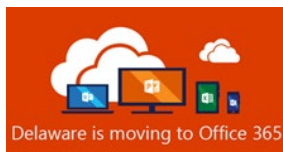
## Table of Contents

Prerequisite.....	3
Outlook Desktop Client Setup .....	3
Outlook on the Web Access URL .....	3
Skype for Business Desktop Client Setup .....	4
Start Menu Office Application Icons and Desktop Shortcuts.....	5
Mobile Device User Email Access.....	6
Outlook on the Web (OWA) Users .....	6
Guidelines for Mobile Mail App Users .....	6
Additional Resources .....	7

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All Referenced Resource Materials identified or linked  
in this document are housed on the website:  
<https://office365.delaware.gov>.  
Select: RESOURCE CENTER > Reference Materials

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## Prerequisite

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**You must enroll in [Multi-Factor Authentication \(MFA\)](#).** State Office 365 account holders cannot access email or any Office 365 services until enrolled in MFA. Instructions are [here](#).

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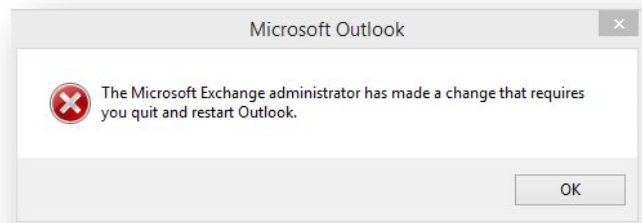
Note: You **may** be prompted to set up Skype for Business (page 4) before the Outlook Desktop Client Setup (steps below).

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## Outlook Desktop Client Setup

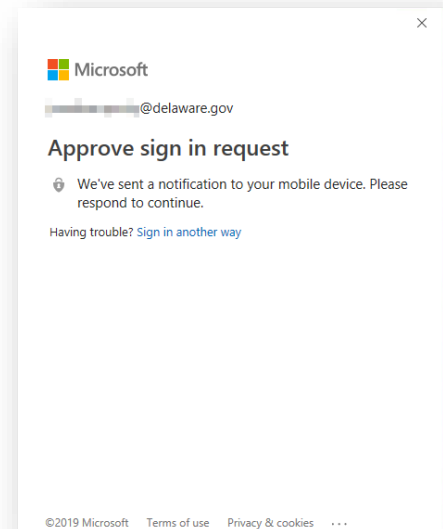
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1. After your mailbox has been migrated, you **MAY** receive a pop-up notification about your Outlook client. Click **OK**. (If you do not receive the pop-up, simply begin with Step 2.)



2. Launch Outlook.
3. After the Outlook client has restarted, you will receive a Multi-Factor Authentication prompt. NOTE: How you receive this notification varies, depending on how you set up MFA.

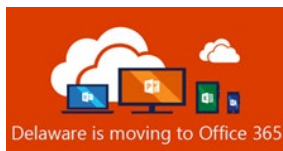
**Approve the sign in request.**



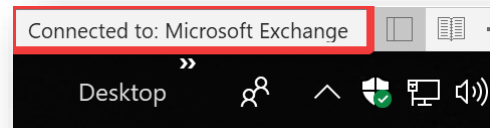
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**You can now access Outlook on the Web at <https://outlook.delaware.gov>**

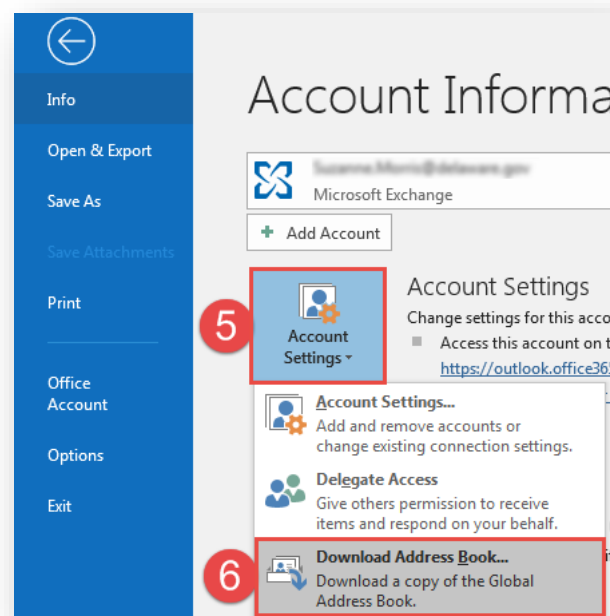
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4. This next step could happen quickly, or it could take up to 15 minutes, so please remain patient. Once the Outlook client loads, look at the lower right-hand corner of the Outlook window for the status information. It may say "Trying to connect...". The Outlook client is attempting to establish a connection with your cloud mailbox. Please remain patient. Once the Outlook client successfully connects to your cloud mailbox, you should see **Connected to Microsoft Exchange** in the status window. You can then proceed to step 5.

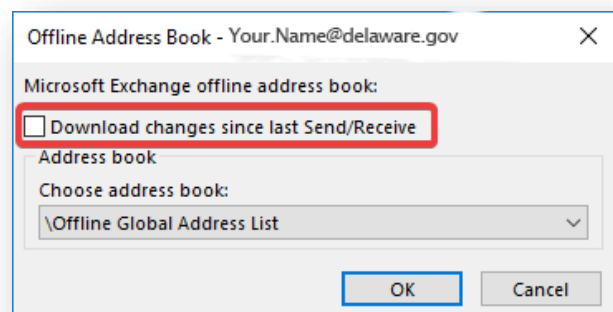


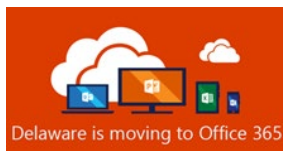
5. Click the **File** tab in your Outlook Client. Click **Account Settings** box



6. Select **Download Address Book**.

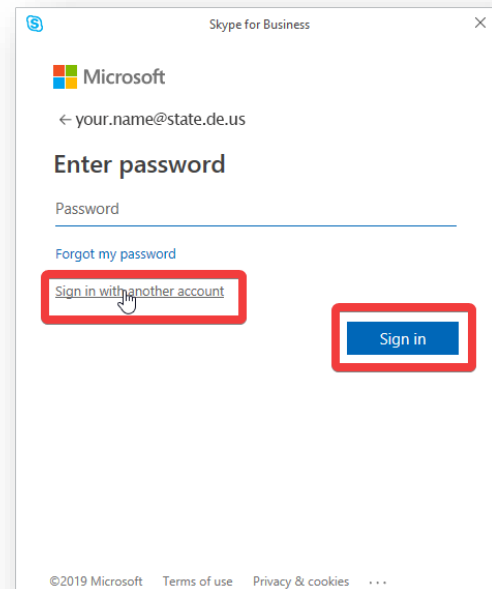
7. **Uncheck** Download changes since last Send/Receive, then click **OK**.



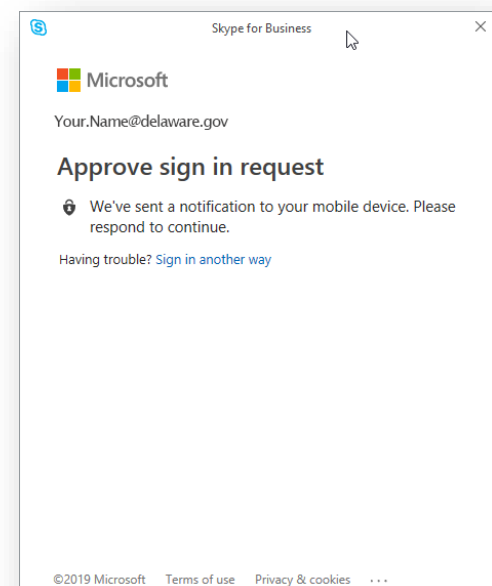


## Skype for Business Desktop Client Setup

1. You will receive a pop-up notification in the Skype for Business client, asking for your password. You will need to click the **Sign in with another account** link and input your State email address (firstname.lastname@delaware.gov), then click **Sign In**.

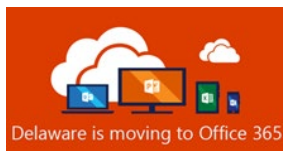


2. The Multi-Factor authentication prompt will display. Once you approve the request, the Skype for Business client is fully configured for Exchange Online.



NOTE: Some individuals may need to edit their Skype for Business (SfB) settings after they receive Office 365 ProPlus to assure that the application launches at startup.

- 1) Launch Skype for Business application.



- 2) Click on the gear symbol upper right.
- 3) Click "Personal" in the left-hand navigation window
- 4) Click the check box "Automatically start the app when I log on to Windows"

#### Skype for Business - Options

A screenshot of the "Skype for Business - Options" dialog box. The "Personal" tab is selected in the left-hand navigation pane. The "My account" section is expanded, showing a "Sign-in address" field and an "Advanced..." button. Below this, the checkbox "Automatically start the app when I log on to Windows" is checked and highlighted in yellow. Another checkbox, "Start the app in the foreground", is also checked. The "Exchange and Outlook integration" section is partially visible below, with a note stating "Note: Integration is controlled by your admin."

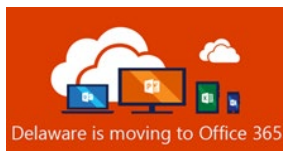
- 5) Restart computer; Skype for Business should launch after login.

## Start Menu Office Application Icons and Desktop Shortcuts

### Windows 10 Start Menu Tiles for Office Applications

Some individuals on Windows 10 may find that their start menu "Basic Apps" Microsoft Office application tiles have disappeared post-migration. Due to the tremendous number of variations in Windows10 desktops in use throughout the state, this could not be addressed with an automated solution without the risk of disrupting individual PC customizations. If you depend on tiles as your preferred method to launch your most used applications, here is a method to restore that functionality.

- 1) Open the Start menu.
- 2) Drag the "Basic Apps" title to the bottom of your Start menu, below "Play and Explore"
- 3) Find each app you'd like a tile for—either under "Recently Added" or locate it by its name in the alphabetical list.
- 4) Right click the application name and select "Pin to Start"
- 5) Drag your tiles into the desired order.



## Office Applications: Desktop Shortcuts

Some individuals may have had Microsoft Office application shortcuts on their desktops for convenience. The old ones will not work post-migration. Due to the tremendous number of variations in desktops in use throughout the state, this could not be addressed with an automated solution without the risk of disrupting individual PC customizations. If you depend on shortcuts as your preferred method to launch your most used applications, here is a method to restore that functionality.

- 1) Open the Start menu.
- 2) Find each app you'd like a shortcut for—either under “Recently Added” or locate it by name in the alphabetical list.
- 3) For each, right-click the application name and select “More” and then “Open File Location”
- 4) Right-click the program name, and then click Send To > **Desktop (Create shortcut)**. A **shortcut** for the program appears on your **desktop**.

## Mobile Device User Email Access

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### Outlook on the Web (OWA) Users

If you intend only to use a mobile device's web browser to visit Outlook on the Web (Formerly OWA) to check email, remember that the URL has changed to:

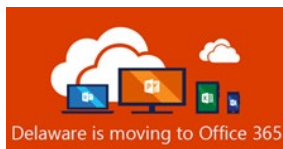
<https://outlook.delaware.gov>



You should also familiarize yourself with the [ADFS Password Change Procedure](#) as you cannot change your password through Outlook on the Web.

### Guidelines for Mobile Mail App Users

Any mobile device (i.e. phone or tablet), personal or state-owned, accessing state email through an email application, must enroll in [Mobile Device Management](#). Instructions for enrollment are [here](#)

Please see below to determine which post-migration actions you may need to take to assure access to email from a mobile phone or tablet.



<b>iOS Options</b> 	<b>Android</b> 
<b>iOS users can use:</b> <ol style="list-style-type: none"><li>1. <a href="#">iOS native mail app</a></li><li>2. <a href="#">Outlook for iOS</a></li><li>3. <b>Third party mail app that supports Modern Authentication</b></li></ol>	<b>Android users can use:</b> <ol style="list-style-type: none"><li>1. <a href="#">Outlook for Android</a></li><li>2. <b>Third party mail app that supports Modern Authentication</b></li></ol>

## Additional Resources

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- [ADFS Password Change Procedure](#)
- [Introducing Multi-factor Authentication \(MFA\)](#)
- [Introducing Mobile Device Management \(MDM\)](#)