



Office 365 Post-Migration Guide

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All Referenced Resource Materials identified or linked in this document are accessible from the website:

<https://office365.delaware.gov>.

At the Home page, from the menu bar, select RESOURCE CENTER, Reference Materials.



Prerequisite

You must be registered at id.Delaware.gov. State Office 365 account holders cannot access email or any Office 365 applications or services until registered and enrolled at id.delaware.gov. Instructions can be found on the ID.Delaware website at: <https://dti.delaware.gov/state-agencies-portal/id-delaware-gov/>

Outlook Desktop Client Setup

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 may receive a Multi-Factor Authentication prompt. NOTE: How you receive this notification varies, depending on how you set up your id.delaware MFA service.



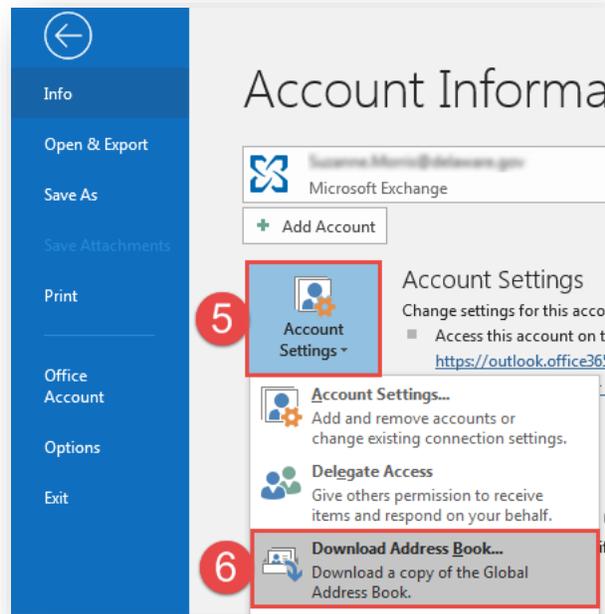
4. This next step could happen quickly, or **it could take up to 15 minutes**, so please remain patient. **Once the Outlook client loads, look at the lower right-hand corner of the Outlook window for the status information. It may say "Trying to connect...". The Outlook client is attempting to establish 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**.





Outlook on the Web

If you intend only to use a mobile device's web browser to access your email (formerly OWA), that the URL has changed to:

@delaware.gov users – <https://outlook.delaware.gov>

@cj.state.de.us users – <https://outlook.cj.state.de.us>

Skype for Business

Skype for Business was retired on October 25, 2021.



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

Outlook on the Web (OWA) Users

If you intend only to use a mobile device's web browser to access your email (formerly OWA), that the URL has changed to:

@delaware.gov users – <https://outlook.delaware.gov>

@cj.state.de.us users – <https://outlook.cj.state.de.us>

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 register with id.delaware.gov. Instructions for enrollment can be found on the website <https://dti.delaware.gov/state-agencies-portal/id-delaware-gov/>.

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.

iOS Options 	Android 
iOS users can use: <ol style="list-style-type: none">1. iOS native mail app2. Outlook for iOS3. Third party mail app that supports Modern Authentication	Android users can use: <ol style="list-style-type: none">1. Outlook for Android2. Third party mail app that supports Modern Authentication

Additional Resources

Additional resources can be found on the Office365.delaware.gov website. From the landing page of the O365 website, navigate to Resource Center, Reference Materials; there you will find Instructional Guides.