

Office 365 FAQ

1. What is Office 365?

Office 365 is a cloud-based Microsoft productivity suite that provides access to Microsoft services and software. You can access Office 365 through a web browser or mobile devices.

2. Why upgrade to Office 365?

- It's entirely cloud-based. You will have the ability to work from anywhere and any device as long as you have an internet connection
- Office 365 - Outlook offers larger mailbox storage up to 50GB
- New and improved Office 365 - Outlook Web App with extended Microsoft support
- Improved data security and control

3. Who has access to Office 365?

All NYGH staff and physicians with NYGH email account. Migration to 365 will be done

4. What is included in Office 365?

NYGH Licenses includes email, calendar, OneDrive and Office online. We are migrating all NYGH emails and calendars to office 365. Other features will be released to staff and physicians over time.

5. How do I access my Office 365 Account?

You can access your Office 365 account by navigating to <https://www.office.com>, enter in your NYGH account name (Format: username@nygh.on.ca) and email password.

Important:

Account name must be enter as username@nygh.on.ca
(For example: If your user name is abcd, you would enter
abcd@nygh.on.ca)

6. Where can I find instructions relating to Office 365?

Instructions are available on ERIC and on the external website under "For Staff".
Link: http://www.nygh.on.ca/office365_roll_out/

7. Why do I have to provide my phone number and/or personal email address in addition to my account name and password?

Multi-factor authentication is a simple way of protecting user profiles by requiring users to provide more than just their username and password when attempting to log in.

In Office 365, multi-factor authentication adds a second layer of protection that requires users to provide proof of their identity before they are granted access to a profile.

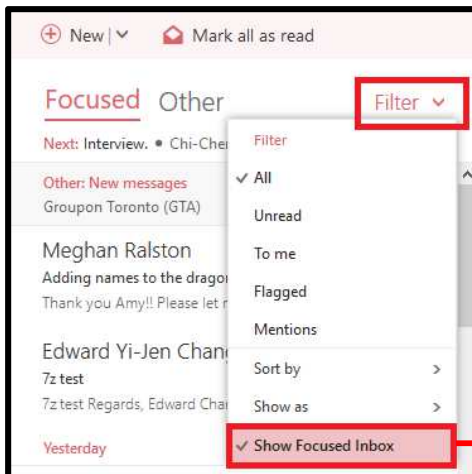
For example, if someone managed to crack or steal your password but doesn't have the device you associated with your profile, they won't be allowed to log in. So that second factor—the mobile or office phone—will protect your account from unauthorized logins.

8. Can I use Outlook 2013/2016 on my NYGH computer and/or laptop after migration?

After we migrate to Outlook 365 you will still have access to and will in most cases want to run the full version of Outlook 2013/16.

9. What is this Focused tab?

Focused Inbox is a new feature that is designed to help you focus on the emails that matter most to you. It separates your inbox into two tabs—**Focused** and **Other**. Your most important emails are on the Focused tab while the rest remain easily accessible—but out of the way—on the **Other** tab.



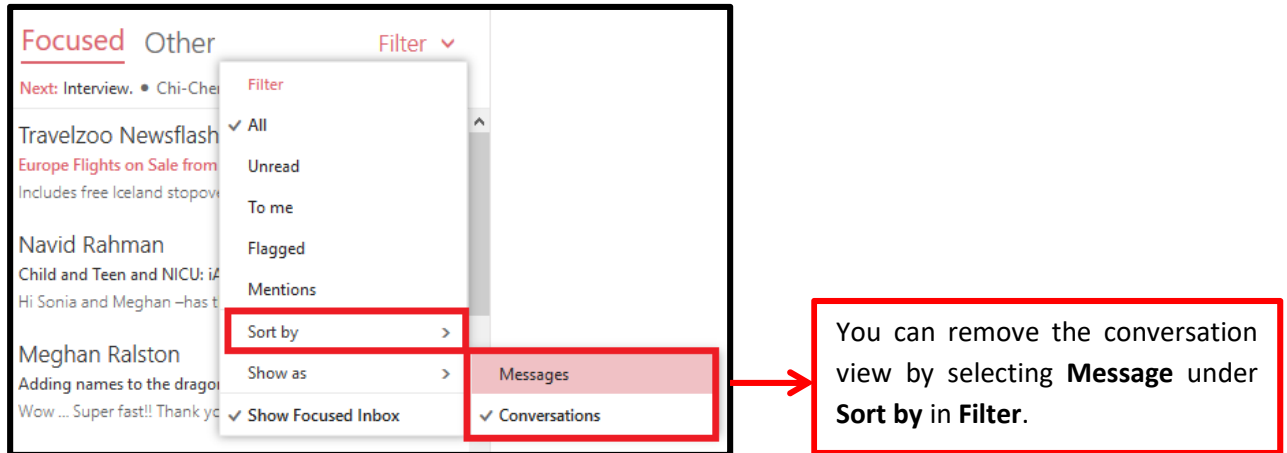
You can remove this feature by unchecking the **Show Focused Inbox** under **Filter**.

10. How do I set up my mobile devices to access Office 365?

Please reference to Office 365 instructions available at http://www.nygh.on.ca/office365_roll_out/.

11. How to turn off conversation view in Outlook?

By default, Outlook for Office 365 will display messages in conversations. A conversation includes all messages in the same thread with the same subject line.



10. I lost access to shared email and calendar after migration, what should I do?

Email the list of shared emails and calendar to helpdesk@nygh.on.ca.

11. Other staff is unable to see my calendar, why?

Other NYGH users who have access to your calendars but have not yet been migrated to Office 365 will only see your Free/Busy time with no additional details. This will change once everyone is migrated to Office 365.

12. I am unable to edit global email distribution list, what should I do?

You will not be able to edit/manage global email distribution list during the transition to Office 365. This will change once everyone is migrated to Office 365. During the transition, please email any changes to helpdesk@nygh.on.ca. IS Helpdesk will gladly make the changes for you.