

Office 365 FAQs and Tips

There are several FAQ's & Tips that are available for quick access by clicking on any of the questions listed below which will direct you to their answers.

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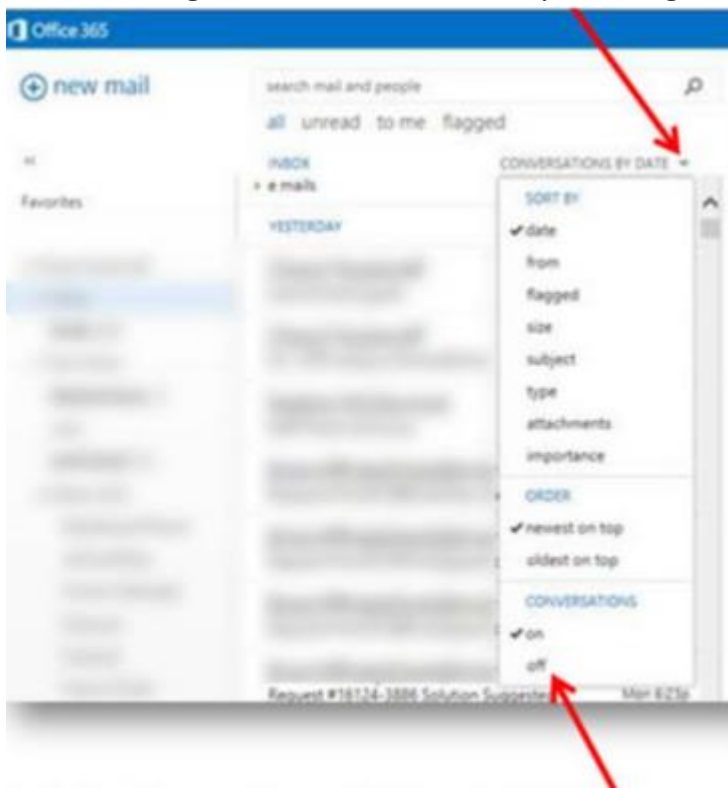
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Frequency Asked Questions

How can I turn off “Conversation” view?

If you do not want to see all emails grouped together, follow these instructions to turn off conversation view. This will show all emails separately in your Outlook mailboxes.

- 1) Click the triangle next to Conversations by Date to get the SORT BY drop down menu exposed.



- 2) Under the Conversations heading at the bottom, select OFF.
- 3) The SORT BY setting is now ITEMS BY DATE.

[Webpage Mailto Links \(Email Address hot links\)](#)

Office 365 is not a default email program so you must copy and paste a webpage mailto link as a work around method.

For example, when there is a mailto link in a webpage as shown on illustration below. You must copy the link helpdesk@clevelandmetroschools.org (right click or **Ctrl+C**). Next open a new email message within

Customer Service Desk

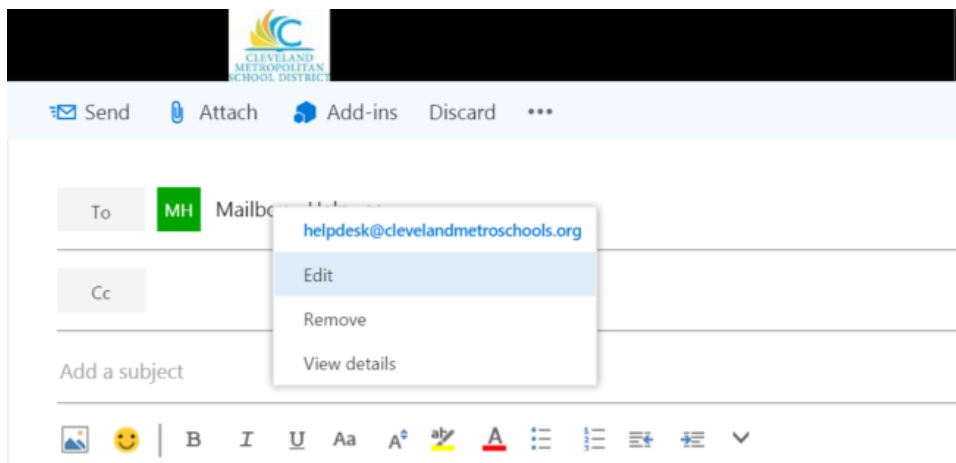
(Formerly HelpDesk):

838-0440 or 432-6232

Initiate A Service Desk Ticket:

helpdesk@clevelandmetroschools.org

Office 365 and paste (right click or **Ctrl+V**) the copied email address in to the **TO:** space.



How do I set up O365 on my cell phone?

Here are instructions on how to set up Office 365 on [iOS, Android and Windows phones](#).

I had mail rules when I used Microsoft Exchange, what happened to them in Office 365?

If you had mail rules set up on Microsoft Exchange, you will have to reset them on Office 365. It is also recommended that you explore the features and capabilities of Office 365, there may be new methods for handling your communications that don't require a mail rule.

Where should I save my documents: OneDrive or my CMSD Home Directory (HomeDir/MyDocs)?


- You have a choice as to where you save your files. The Office 365 environment favors using OneDrive, but you always have the option of saving to whatever drive/folder you choose.
- OneDrive is available without any specific configuration on your computer, you save and retrieve docs through your computer's browser.
- You can also download OneDrive Sync, which will integrate OneDrive into your Windows Explorer. If you choose to set up OneDrive Sync, you have the option to keep your files synchronized between your computer and the OneDrive cloud.
 - If you're using a CMSD issued computer, your existing files will be still be in your CMSD homedir/MyDocs (\\cmsd.net\data\homedir2\username)(H:)

- You can choose to move files from your homedir to OneDrive. At some point in the future, OneDrive will be used exclusively and home dir access will be discontinued.


Signature missing in Outlook app on my mobile device. What happened?

When you add the Outlook app to your other mobile devices, your personal signature does not carry over to that device. You may set it up on this device through the Outlook app.

How can the calendar notifications be set to “pop-up” even if you are not displaying the calendar?

- 1) Click on the  Gear Icon
- 2) On the drop-down menu choose `Options`
- 3) On the left hand side ... expand the Calendar options (click the small triangle next to Calendar)
- 4) Click on `Reminders`.
- 5) Check both options, and set the default reminder time.
- 6) Click `Save`.
- 7) Click the `Options` arrow in the top left corner to return to your mailbox.

How does someone grant me access to their calendar?


- 1) In Office 365, open the Calendar.
- 2) Click on the “Share”  icon.
- 3) From drop down list click “Calendar”.
- 4) On the right side of the screen will be a Calendar invitation form.
- 5) In the line “Share with” the user needs to put your email address, the name should resolve.
- 6) There will be a drop down list with 3 options: Availability Only, Limited Details & Full Access. The user must choose one.
- 7) The user can leave the “Subject” and “Calendar” features alone.
- 8) Next he must click the “Send” button/envelope at the top of the Invitation. When you receive the Invitation, you should click the “Open” button in the top left corner of the message.

Where has the “Spell Check” feature moved to?

The new updated version of Office 365 does not have built-in Spell Check option. It relies on your browser. Make sure you are using the **most recent browser version of** Internet Explorer (10) and Google Chrome. These browsers will **automatically** check your spelling. If you have a misspelled word, a red line will appear under the word. Right click at the word will give you a list of correct spelling to choose from.

Note: Double check spelling errors by copying your current message and pasting it into a new word document to verify any additional spelling errors before sending email message.

I want to be able to have several apps open at once. How can I see my calendar and my mail without having to change the view each time?

Yes, you can achieve this by clicking on the waffle icon  (located in the upper left hand corner) and right clicking on the app in which you want to open without closing your current app. You can choose to open in another tab, or open in a new window. This feature allows you to work in multiple apps to complete various projects at once.

Will I be able to access the client version of Office 365?

To further assist with the districts strategic plan and to better serve a cloud based atmosphere, only the online version of Office 365 is available to all users within CMSD.

How can I share files with others?

When you store your files in **OneDrive**, you can share with others from any device by going to your Office 365 site in a browser. Or you can share a Word document, PowerPoint presentation, or Excel spreadsheet right from within Office without even going to Office 365 in a separate window. Whichever way you choose to share Office files, you can work with others at the same time they work on a file and see the changes that other people make as they make them.

[For full instructions on how to share and collaborate using OneDrive, click here.](#)

Tips

Mail Tips

Accessing Contacts in a Mail message

In a new mail message, click on **To:** or **Cc:** to open a list of your contacts.

Changing Font Size

While inside of your browser, hold down ctrl and tapping the the Plus (+) sign at once. To decrease font size hold ctrl key and Negative (-) at once.

Calendar Tips

Adding Rooms to a Calendar invite

If your Rooms do not show up when you go to Add a Room in a calendar invite, go to the "Scheduling Assistant" to add rooms.

Printing Calendar Notes

The notes included in a calendar invite may not print properly. It is best to cut and paste the notes into a Word document if printing is required. Better yet, share the notes on OneDrive and update/collaborate without the need to print.

Other Tips

O365 on Windows XP

Use the Chrome browser to access Office 365 on a Windows XP computer.