

## Office 365

### Frequently asked questions

#### Outlook

**Q: What is Exchange Outlook 365's vision and how does it align with UFS strategy?**

**A: Collaboration:** The UFS has long been exploring how to better enable and simplify content sharing and collaboration. The 365 suite offers tools like Teams and OneDrive to facilitate discussion between research institutions, staff and students, without having to rebuild or unnecessarily risk the UFS's IT infrastructure.

**Integration:** Since the UFS already makes use of many Microsoft products (Outlook, SharePoint, Skype, Teams, OneDrive, etc.), the opportunity exists to further integrate these products without great disruption to the user.

**Scalability:** The subscription model is scalable in the sense that additional services can be added according to usage and need.

**Accessibility:** Users are able to access the most up-to-date versions of the files and tools they need, regardless of their location.

**Security:** Content remains the UFS's property and is safely stored in globally distributed data centres with continuous backup and disaster recovery abilities.

**Reduction in capital expenditure:** Exchange Outlook 365 is more cost effective for the UFS in the long term, especially in the following three areas:

1. **Reduction in hardware investment:** Integrated products like Skype for Business and Teams replace the previous email and telephone servers and infrastructure.
2. **Maintenance cost:** Reduction in cost of ongoing monitoring, support and fault resolution resources.
3. **Upfront cost:** The 365 suite comes with standard integrated solutions that reduce cost and complexity by eliminating the need to support and enrol in multiple subscription models from multiple suppliers.

**Q: What is the motivation for the change and what is its priority?**

**A:** The project aligns with and supports the institutional goal of establishing a culture and an environment that promote collaboration and accessibility.

**Q: Who made this decision, when and why?**

**A:** ICT had presented a business case to the Rectorate, prior to the 2018 Microsoft software renewal cycle, and it was approved.

**Q: What is the key objective?**

**A:** Collaboration.

Q: Why is my online archive so slow to respond?

A: The Outlook online archive has a slower response time after cutover, because the Windows client is accessing the cloud service to read archived items.

Q: Why do I need to sign out of Skype for Business and back in again for it to work effectively?

A: After cutover, Skype for Business will require the user to log out and back in again. The user must provide his/her full UFS email address as username, e.g. [username@ufs.ac.za](mailto:username@ufs.ac.za).

Q: Why all the changes to permissions on my device?

A: After cutover, most devices require user intervention to grant certain applications, e.g. camera, microphone, access to the new client. The Windows client also prompts the user to allow the new path on premises vs cloud.[??]

Q: How do I access mail on the Web?

A: When logging on to [webmail.ufs.ac.za](mailto:webmail.ufs.ac.za), you will be prompted to click on a link that will redirect you to your new Outlook online home. Please use the following link: <http://outlook.com/owa/ufs.ac.za>.

Q: Why do I need to remove and re-add my email account on Mac?

A: All Mac devices, excluding iPhones and iPads, require that the Exchange account be removed and re-added to allow emails to synchronise from the new server location. Please follow the links below:

Q: How to remove an email account on a Mac device:

<https://support.office.com/en-us/article/delete-an-email-account-in-outlook-for-mac-4610056b-dc67-4bf4-9da6-a3ed79b5607e>

Q: How to add (set up) an email account on a Mac device:

<https://support.office.com/en-us/article/Set-up-email-in-Outlook-for-Mac-2011-D7B404A0-6E18-4D95-BED8-2DE7661563CA>

Q: When changing password?

A: A short delay can be expected.

# OneDrive

## My Cloud Content to OneDrive (How to)

1. There are 2 versions of OneDrive:

a) OneDrive – Private version

b) OneDrive for Business – it's part of Office 365 – Business version

2. When you install the OneDrive client, it will display as follows in File Explorer:

a) Private version = OneDrive

b) Business version = OneDrive – University of the Free State

3. Whenever you share a file/folder, via OneDrive for Business, AND the delegates chose to sync the shared file/folder to their desktops, it will create another entry in File Explorer (University of the Free State). Any shared files/folders will display under the entry "University of the Free State" as follows:

"<Owner's name+surname> - <folder/file name>"

4. How does sharing of files work in One Drive

A. <https://ufsacza.sharepoint.com/sites/O365CL/SitePages/CustomLearningViewer.aspx?playlist=f007841f-fde2-463c-8043-035084c00ba5&asset=72f26d6c-bf9e-432c-8b96-e3c2437f5b65>

5. How to Sync to desktop and cloud from One Drive

A.

<https://ufsacza.sharepoint.com/sites/O365CL/SitePages/CustomLearningViewer.aspx?playlist=f007841f-fde2-463c-8043-035084c00ba5&asset=72f26d6c-bf9e-432c-8b96-e3c2437f5b65>

## Teams