



**AUBURN UNIVERSITY
AT MONTGOMERY**

OFFICE 365 USER GUIDE

AUM

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Welcome to Office 365!

Office 365 cloud solution will benefit AUM by providing improved messaging, increased storage, calendaring, collaboration, and will allow easy access to e-mail and files anytime, anywhere, and from virtually any device. The purpose of this document is to get you setup, set some expectations, and familiarize yourself with Office 365.

This guide will walk you through the basics on how to setup your Outlook Web Access, how to connect your Outlook desktop software, as well as your mobile phone to read your email, and what to expect when setting up Outlook with your Office 365 account for the first time.

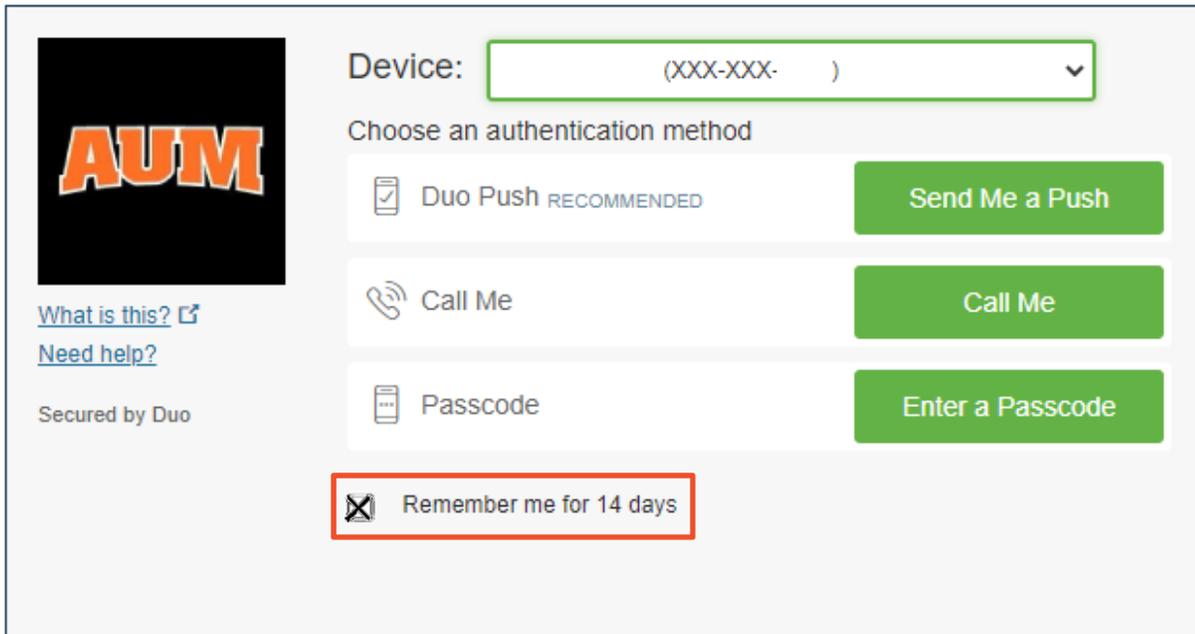
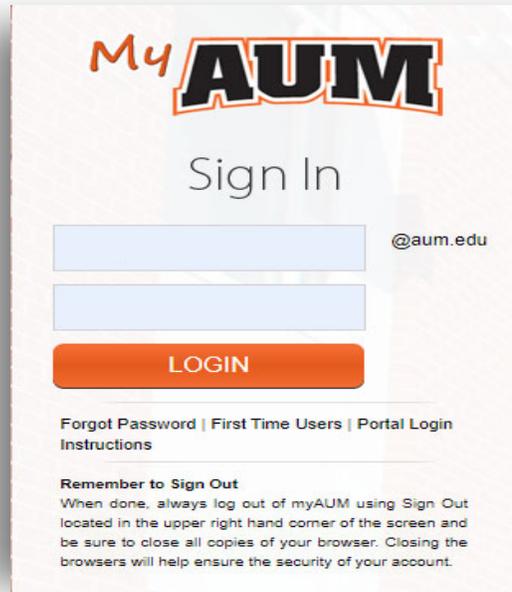
Enjoy Office 365, and let's get started!

Getting Setup on Office 365

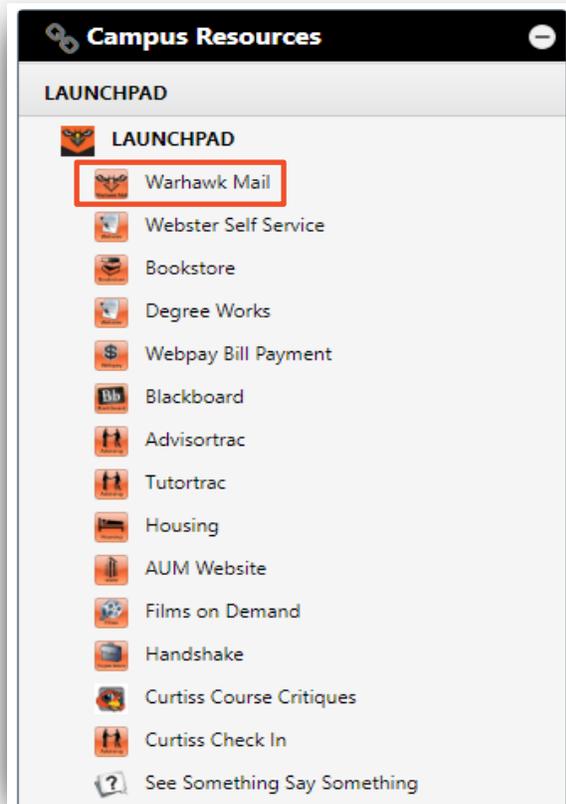
Getting Onboard with Outlook Web App

Outlook Web App is a full-featured email program which you can launch from any internet browser. To login to the Outlook Web App, perform the following:

1. Login to <http://my.aum.edu>
2. Enter your username for Office 365. Your username will be similar to your email address, in the form of first initial last name@aum.edu. For example, for John Doe, it would be jdoe@aum.edu.
3. Your password is the same as the one used to login to the AUM network. **If you do not know your password, please contact a help desk representative to have your password reset.**
4. After logging in, you will be prompted to by DUO to verify your identity.



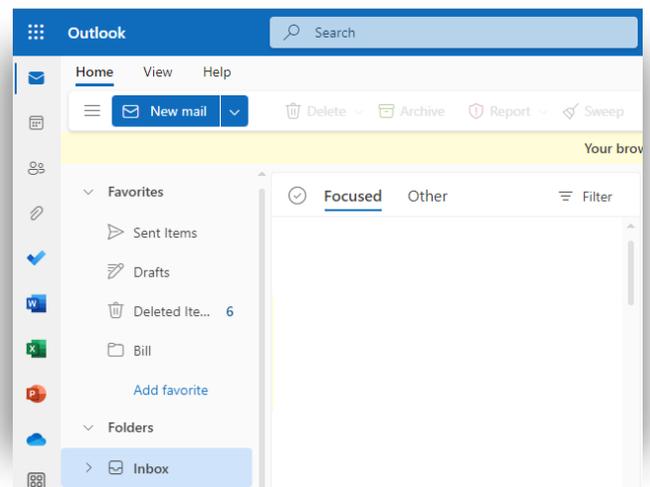
- After you verify your identity, click on Warhawk Mail, located on top- left of the web page.



- Once you click on Outlook, you may be prompted to adjust the Language and Time Zone.

You will now be in Outlook Web App. Your email should already be populated. If you do not see all your email, calendars or contacts or tasks, please contact AUM Help Desk: 244-3500.

You can now explore all the features that Outlook Web App has to offer. This is a great alternative to using the Desktop version of Outlook, and you can access your email from any computer from anywhere there is an internet connection.



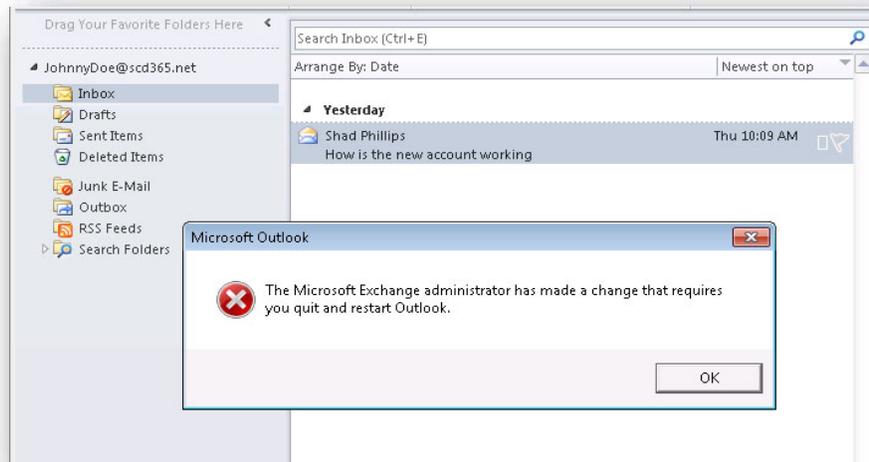
How to Get Help

Please contact HELPDESK@AUM.EDU PH: 334.244.3500 | [IT Help Desk](#) | [AUM](#)

Launching Outlook: Windows

When opening Outlook on your desktop for the first time after your mailbox has been migrated, there are a few settings that Outlook will attempt to locate and adjust. When that happens, within about 15 minutes, you may see a message of the following: "**The Microsoft Exchange Administrator has made a change that requires you to quit and restart Outlook**".

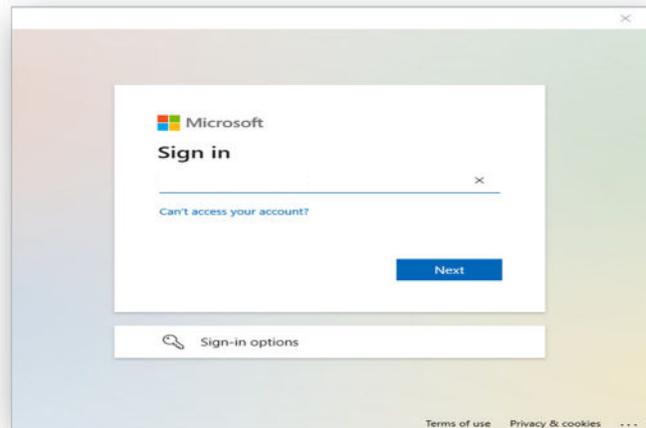
1. Go ahead and quit Outlook, and restart it. You will be automatically connected to your new mailbox.
2. There is virtually no change in the way you should use Outlook, therefore, it will be business as usual!



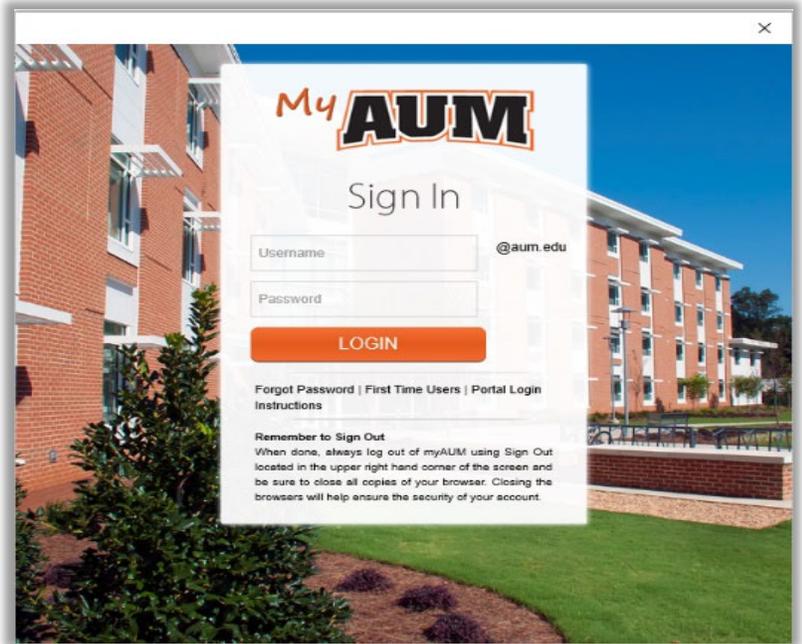
3. If your primary Email address is different than your Office 365 login name, then Outlook may prompt you an additional time to login. If so, please enter your full username as

<first initial> Lastname@aum.edu.

4. Click Next



5. Enter your AUM username and password
6. Click Login
7. After logging in, you may be prompted by DUO to verify your identity.
8. If prompted **“Stay Signed into all your apps”**
9. Click OK
10. Click Done



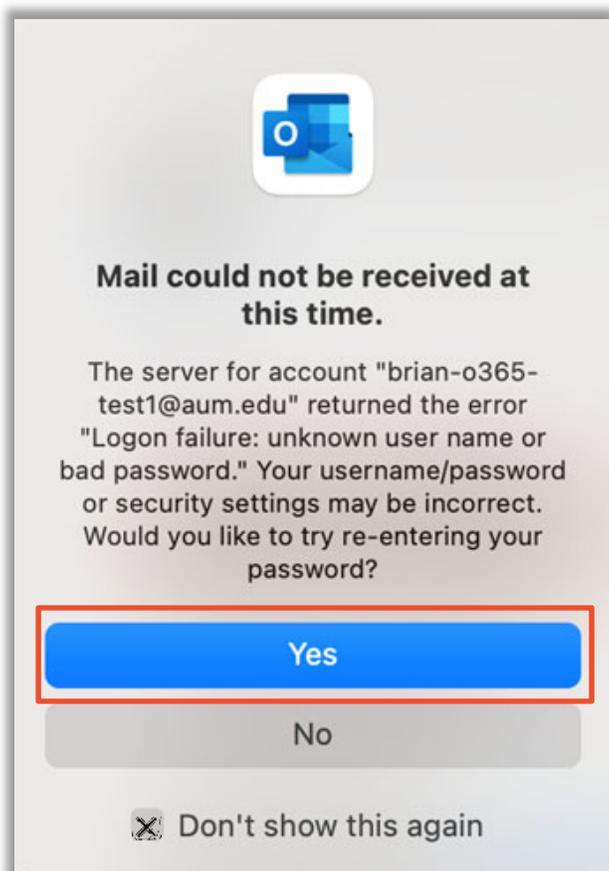
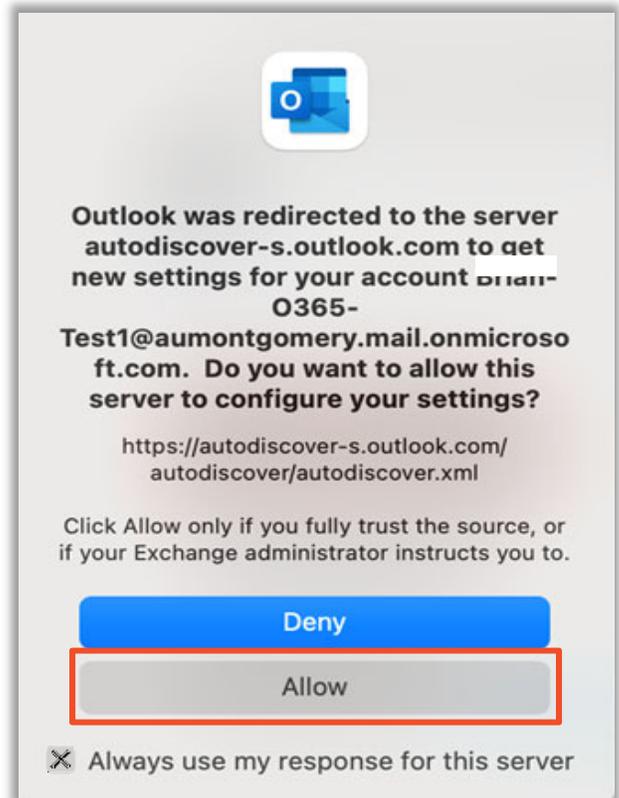
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Launching Outlook: MacOS Office 365

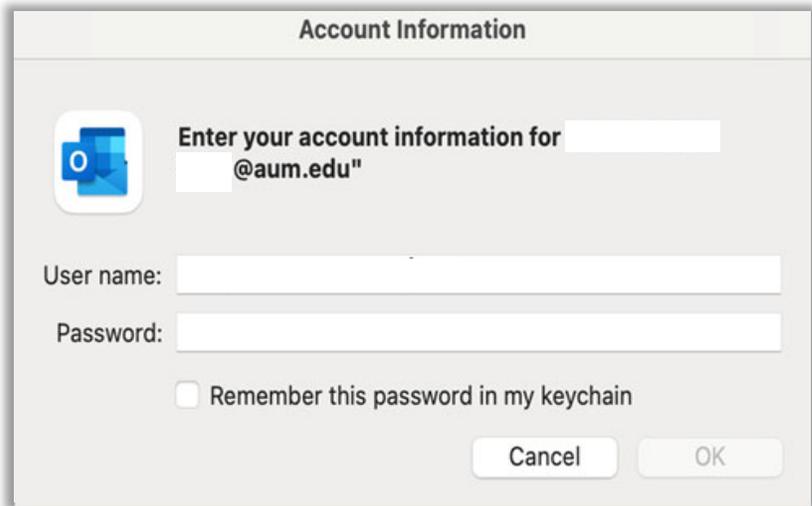
When opening Outlook on your desktop for the first time after your mailbox has been migrated, there are a few settings that Outlook will attempt to locate and adjust.

1. While in Outlook You May Receive This Message:
2. Click Allow
3. Click **“Always use my response for this server “**

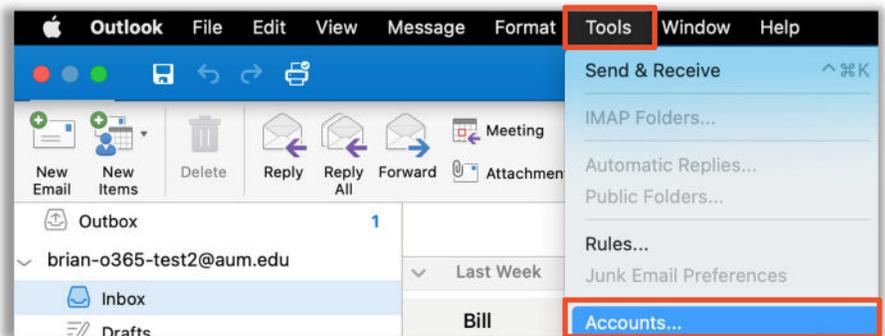


4. Click Yes
5. Click **“Don't show this again”**

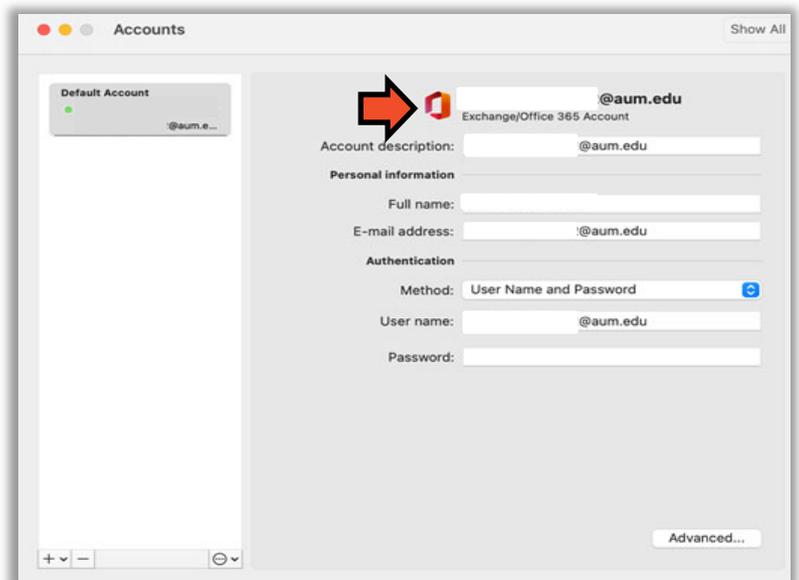
- 6. Enter your AUM Email Address
first initial>lastname@aum.edu
- 7. Enter your password
- 8. Click OK



- 9. Verify O365
- 10. Click Tools
- 11. Click Accounts



- 9. Verify Your Mailbox Is Migrated To Office 365 (O365)
- 10. Look for O365  to verify move.



How to Get Help

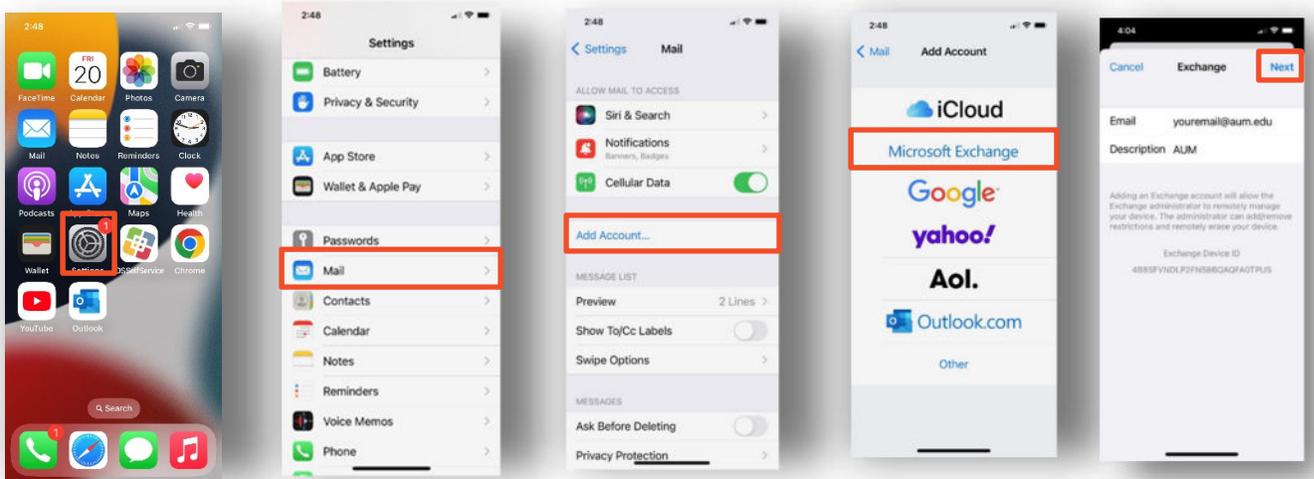
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Removing & Adding Mail: iPhone

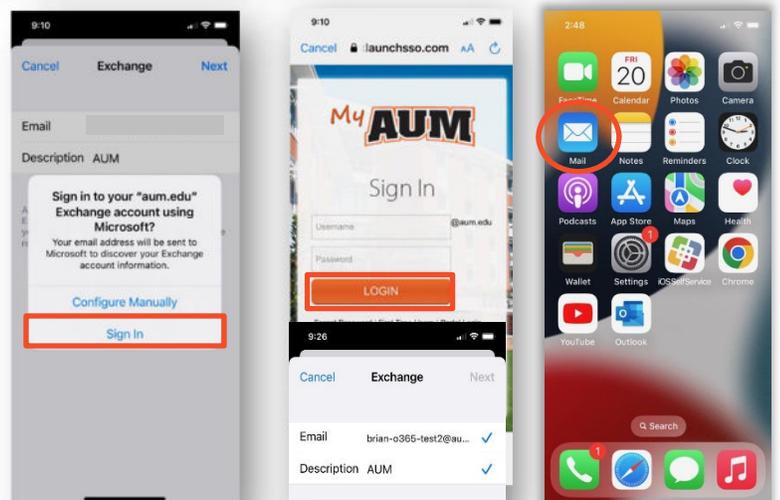
*These settings apply to iPhone, but Android and other smartphones and tablets use similar settings. These screenshots will vary depending on the type of phone you use.

The following shows you steps on how to configure an iPhone or iPad:

1. Before proceeding, go to Settings, "Mail, Contacts, Calendars", click on the Account named AUM or EXCHANGE, and **DELETE** it. Wait until the account is fully removed.
2. From your iPhone home screen, click on the Settings icon. Then, click on "Mail, Contacts, Calendars".
3. Next, click on "Add Account...". Select Microsoft Exchange.



4. Enter your AUM email address: **<first initial>lastname@aum.edu** and password. Then type in a description of this account, such as "AUM Email".
5. Enter AUM username and password.
6. Tap Login. You will also be prompted to synchronize mail, contacts, calendars, etc.
7. Exit Settings
8. Tap "Mail"



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Removing & Adding Mail: Android Phone – Gmail

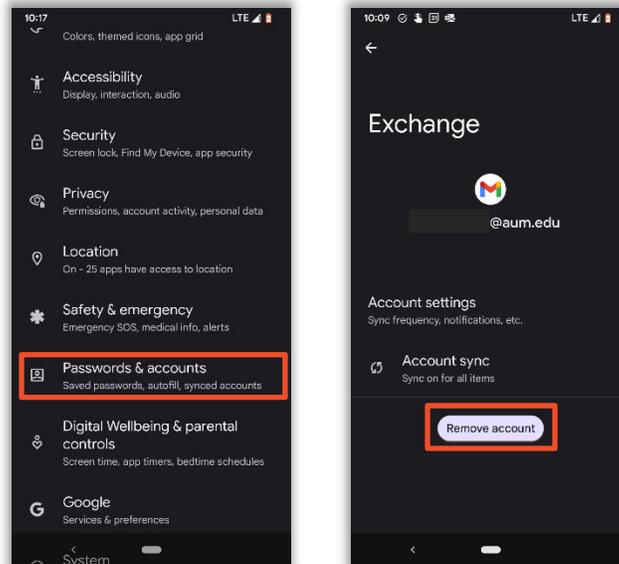
1. First, please remove your existing Exchange or AUM email account from your Android device.

2. Open Settings 

3. Tap Passwords & Accounts

4. Locate AUM Email

5. Remove AUM Account

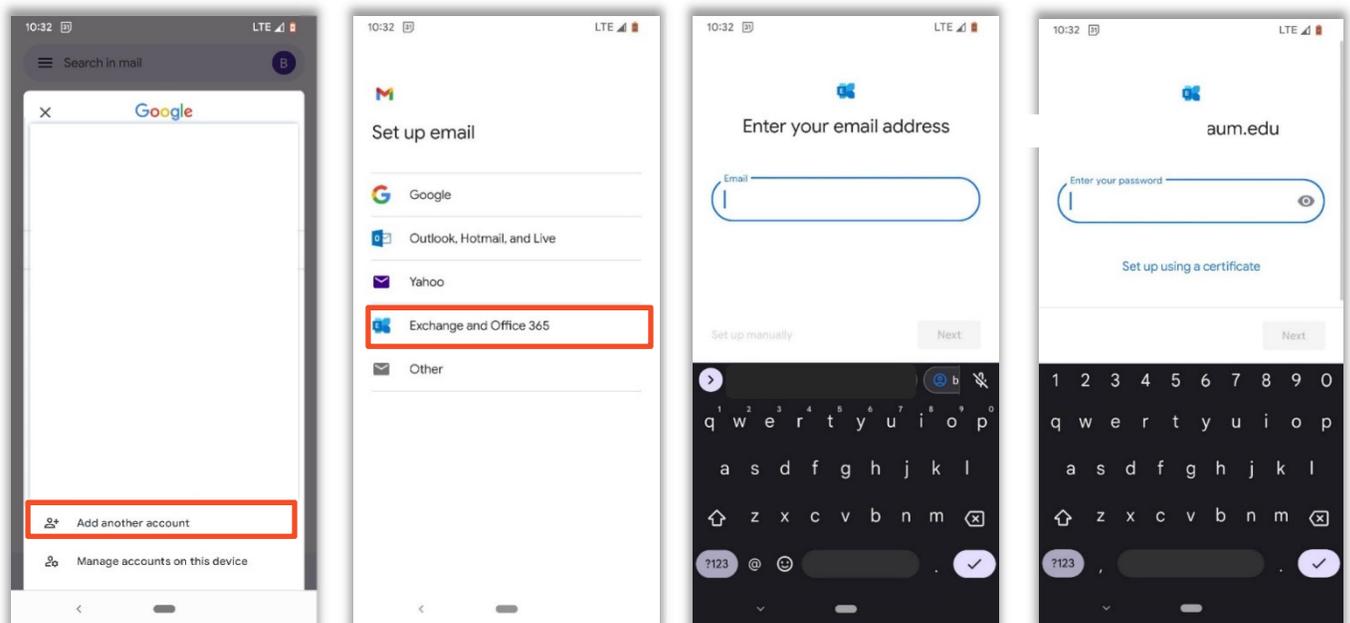


6. Tap Gmail 

7. Tap Gmail symbol while in mail.



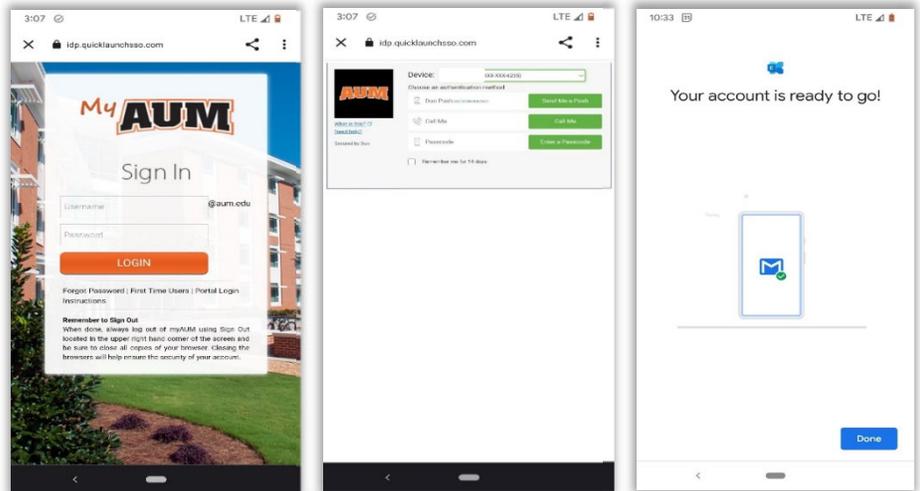
8. Tap **“Add Another Account”**.



9. Enter your Email address and Password:
<first initial>lastname@aum.edu

10. Click Next

11. Tap Done



How to Get Help

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