Pre Go-Live checklist   (Settings you can complete prior to the go-live date)

Sign in to your account in the Outlook Web App by going to https://outlook.office.com/salud.unm.edu and using your email account and password.

Email items to check and configure before the go-live date:

1. Office 365 keeps telling me that my password is incorrect when I try to login.

Cause: Password "saved" within credential manager.

Fix: Click "back" (left-facing arrow) next to their email address. You will be directed to the logon screen and then will restart process, which should complete without error.

2. Favorites are not copied over from the old system.

Re-add your favorites in the new system by right mouse clicking on a folder you want in your favorites and selecting Add to Favorites.   Do this for each folder you want to add to the favorites section.

3. Colored categories for messages are not copied over.

You will need to right mouse click on messages that you want to color categorize and select Categorize and add the color back to the messages or select manage categories to create your own.   You can add to the existing categories or make your own, but you cannot edit the existing categories.   You can though delete the existing categories and just use the ones you created.

4. Re-create your signature.   Your signature does not copy over.

To do this you sign in to the outlook web application, then open your calendar.   Next, click on the Cog ⚙️ in the upper right side of the screen.   Then select View all Outlook setting from the bottom of the setting screen. Next, click on Mail from the left of the windows then Click on Compose and reply. Create your email signature and select the checkboxes below the signature block to specify what messages to add the signature.

5. Check to see if your folders and messages exist.   These will not be up to date, they will only reflect the last time your messages were copied over from the existing system.

If you have missing folders in your mail structure please let us know at HSC-O365Help@salud.unm.edu

6. Check your rules.   Rules should be copied over, but please check.

Click on the Cog ⚙ in the upper of right side the screen.   Then select View all Outlook setting from the bottom of the setting screen. Next, click on Mail from the left of the windows then click on rules to see if they are there.   If not, you will need to Add them.

7. Shared Email Resources are not copied over.

Right-click the word Folder in the left pane and then choose Add shared folder. In the Add shared folder dialog box, type the email address of the shared mailbox and then select Add. The shared mailbox displays in your Folder list in Outlook Web App. You can expand or collapse the shared mailbox folders as you can with your primary mailbox.

8. **Add a profile picture in Outlook OWA**

OPTION ONE: To add a profile picture, click on your **Profile initials (circle with your initials)** at the top right corner of your Office 365 portal. A small window will open. Hover your mouse over to a large circle with your initials, and a camera icon will appear (**Add or change your picture** will appear). Click on your initials or camera icon. A dialogue box will open with your initials enlarged inside of a circle. Click on **+ Upload a new photo**. Another dialogue box will open. Select the folder that contains your picture, and once you have selected a picture, click **Open**. Position the picture to your preference, and click **Apply** to set it as your profile picture.

OPTION TWO: Click your **Profile initials**. A small window opens up. Drag a picture to **Drag your photo here**, and click **Apply**.

9. Blocked or Allowed Senders do not appear.

The blocked and allowed sender lists do not migrate over.   You will need to start blocking and allowing senders again in Microsoft 365.

Calendar Items to check and configure before the go-live date:

1. Check the Calendar events. They may be set to the wrong time.

The time zone information needs to be set to MST.   From your **calendar** view, Click on the Cog ⚙ in the upper right side of the screen. In the settings window that appears, you can change the time zone to (UTC-7:00) Mountain Time or the time zone you are actually in.

2. Shared calendars do not appear.

From your **calendar** view, on the left side of the screen, select Add calendar.   In the next screen select Add from directory.   Begin typing in the name of the shared calendar and the search screen will start a search or you can type in the entire name, then add the calendar.

3. Shared Calendar detail permissions

When you go to a shared calendar it is showing busy events with no detail.

Please log into Outlook Web App with the email account which has full access to this shared mailbox. Then, right click on the Calendar > click on sharing and permission.
You can grant everyone in your organization (which is the entire HSC) "can view full details" permission or add some specific users then change the permission.
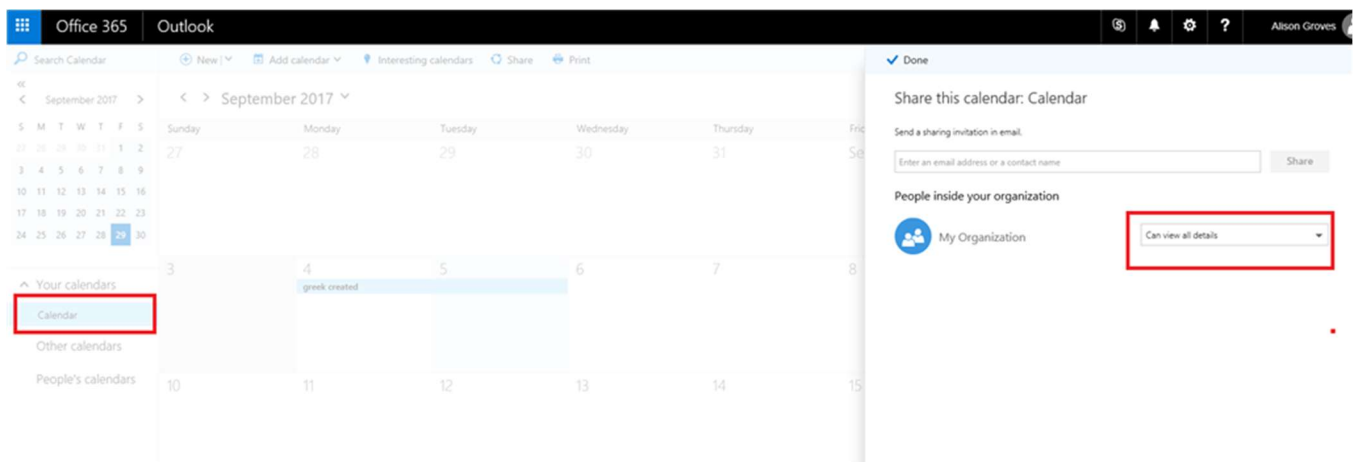
Then, let the end users re-add this shared mailbox to see if it works well.