Towne Information Systems, Inc.
Inter-Office Correspondence

Date: **2/25/2019**
From: Bill Salyers

Subject: Getting Started with O365

By now you should have read about our move to Microsoft O365 – a new version of Microsoft Office. Most of the company (450+ users) has been upgraded and the final group will be done this week.

The final task will occur on Friday night at 6 PM. We will turn off email at the Monastery and turn on the "email in the cloud". We have been gathering email at both locations, so, there will be nothing missed. The amount of time you go without up to date email will depend upon YOU!

Each user in the company will have to have their email client "reconfigured", that is, the client will have to be told to send/receive from the new location and not the old location. You have two options to get this done. Starting Saturday morning, you can contact the Help Desk OR you can try to do it yourself.

If you choose to contact the Help Desk, you don't need to read any further. You can contact us as soon as you need to and wait in the queue. Of course, we will work as diligently as we can to get to you, but, with 500+ users, it may take a while.

The instructions to reconfigure your email on your PC AND your phone (if applicable) are on the next few pages. Read through them and you will find that it is a simple process.

Do NOT do this until after 7 PM on Friday, March 1st!

If you have any questions or need more information, you can contact the Help Desk at any time via email (help@towneproperties.com), phone (513-345-6990), via the TISI app, or via the work order form on our website – www.towneinfosystems.com. While you are on the website, look at the O365 information there and you may get your question answered in advance. The Help Desk will be staffed form 9 to 3 on Saturday, so, contact us!

Thanks

To reconfigure your PC for O365

- Open the Control Panel on your PC. Click on the Start Button and either type Control Panel or click on the button for Control Panel on the right side of the Start Menu
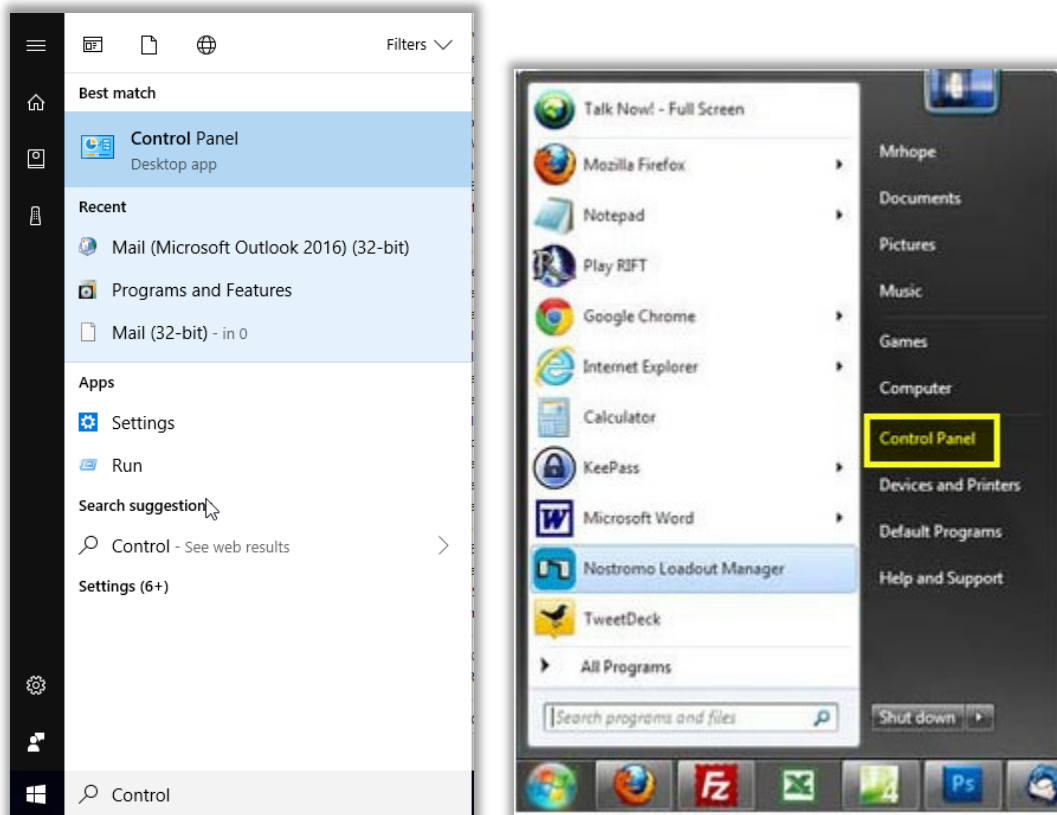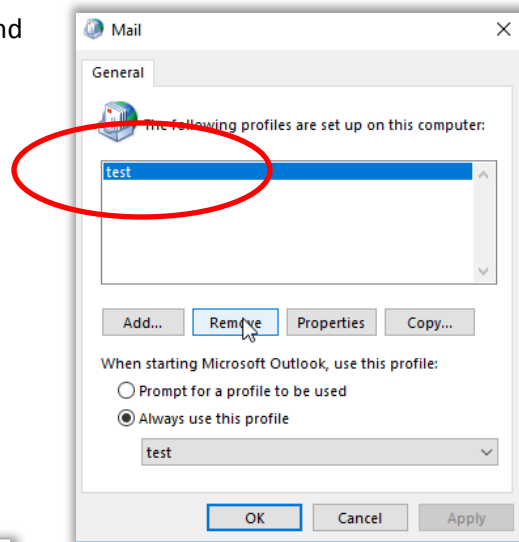

- When you see the Control Panel appear, click on "Mail (Microsoft Outlook 2016) (32-bit)".

   - You may have to click View By towards the top right and choose Large or Small icons instead of Category.
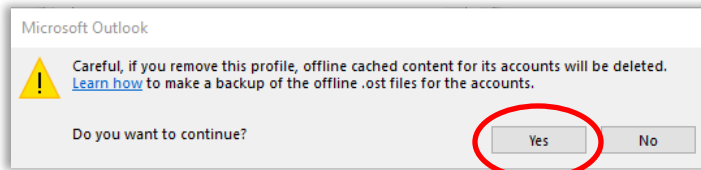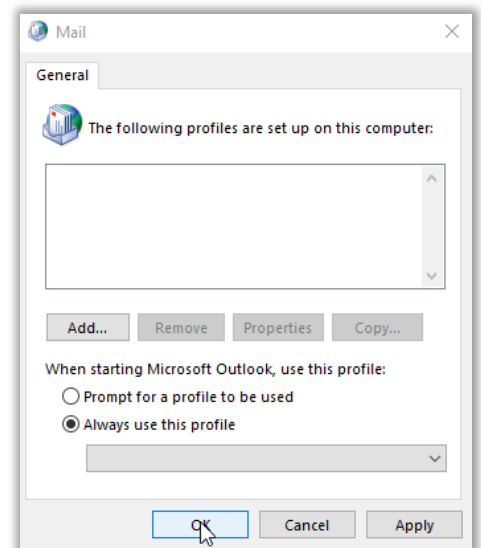
- Click on "Show Profiles"
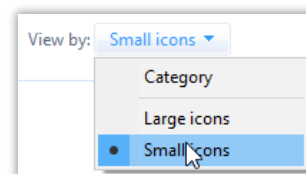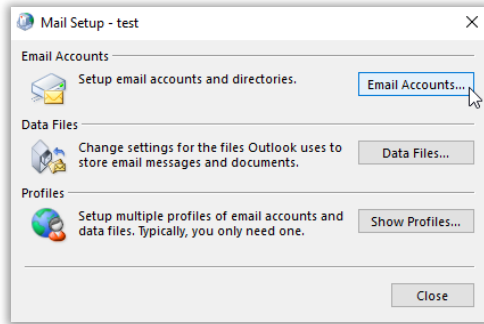
- If you see a profile listed, click on it to highlight it and then choose "Remove"

- Click "Yes" on the popup.

- Click "OK" to close the Mail dialog window.

- At this point, the Outlook client needs to be set up to connect to your account within the Office 365 environment.

- Open Outlook from the start menu or from the taskbar if you have a shortcut for it. You will get a New Profile window as shown
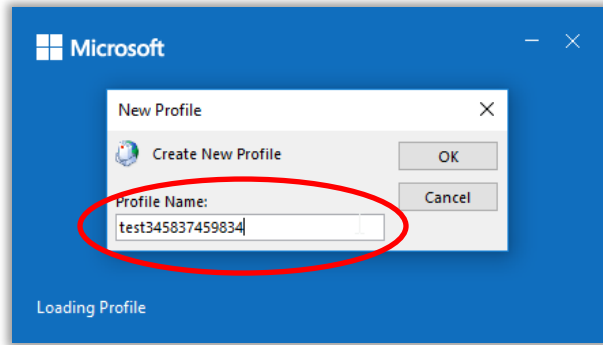
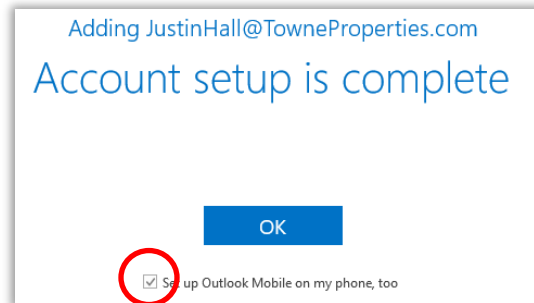- Type a Profile Name and click OK. The profile name does NOT need to match your username / name

- Click Connect.
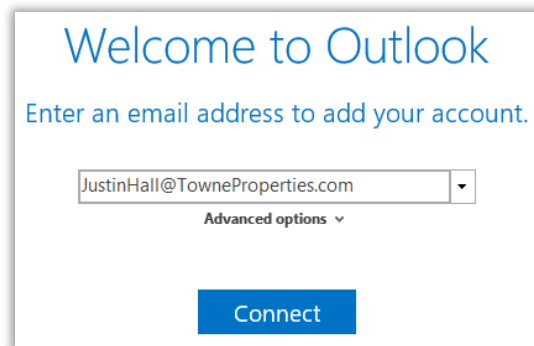
- Uncheck "Set up Outlook Mobile on my phone, too" and click "OK"

- At this point, Outlook should begin to load with your email account. You may be prompted for your password. Enter your Towne password and click OK.

- For our apartment associates, please remember to use the outlook icon

Your PC email client reconfigure is complete. The next section concerns setting up email on a cell phone.

Configuring email on your Smart Phone

- First thing that we want to do is to remove the email connection to the Towne Exchange server.

  - Go to Settings > Passwords & Accounts.

  - Look for an account named "Exchange" or "Towne Exchange" or "Work" and click on that account.

  - At the bottom, click "Delete Account".

  - Click "Delete from My iPhone".

  - Once the account is deleted, you can go back to your home screen.

- Next, we need to download the new Outlook app onto your phone.

  - Go to the AppStore and search for Microsoft Outlook.

  - Click "Get" to download the app.

  - Enter your iCloud password to download and install the app.

- Lastly, we need to log into the new app, so your email will now sync from the new Office 365.

  - Go to the Home screen and locate the newly installed app. Click it to open.

  - Enter your email address (USERNAME@TowneProperties.com).

  - Click Add Account.

  - Click on Office 365.

  - You'll be prompted to log into your account.

    - Enter your Office 365 username. (USERNAME@TowneProperties.com).

- If your username is your first name and last initial, use that before the @TowneProperties.com portion.

  - Enter your Towne email password.

- Click "Turn On" if you're asked if you want to turn on notifications.

- Click "Allow" if you're asked if you would like to allow Outlook to send you notifications.

- You'll now see your inbox.

- You can go into the settings at this point by clicking on the menu button on the top left of the app and then clicking the gear on the bottom.

  - From here, you can edit different settings to your liking. A popular setting to turn off is the "Focused Inbox" setting.

  - You can also edit your signature from this screen.

- First thing that we want to do is to remove the email connection to the Towne Exchange server.

  - Go to Settings > Accounts > Accounts

  - Look for an account named "Exchange" or "Towne Exchange" or "Work". Instead of an account name, it could also have your email address listed with "Microsoft Exchange ActiveSync" below it.

  - Click on Remove account, then click on Remove account again.

- Next, we need to download the new Outlook app onto your phone.

  - Go to the Play Store app and search for Microsoft Outlook.

  - Click "Install" to download the app.

  - Enter your google password to download and install the app if prompted.

- Lastly, we need to log into the new app, so your email will now sync from the new Office 365.

  - Open the newly installed Outlook app.

  - Click "Get Started".

  - Enter your email address (USERNAME@TowneProperties.com) and click Continue.

- If your username is your first name and last initial, use that before the @TowneProperties.com portion.

o Enter your Towne email password and click Sign In.

o Click Skip

o Click Skip

o You'll now see your inbox.

o You can go into the settings at this point by clicking on the menu button on the top left of the app and then clicking the gear on the bottom.

- From here, you can edit different settings to your liking. A popular setting to turn off is the "Focused Inbox" setting.

- You can also edit your signature from this screen.