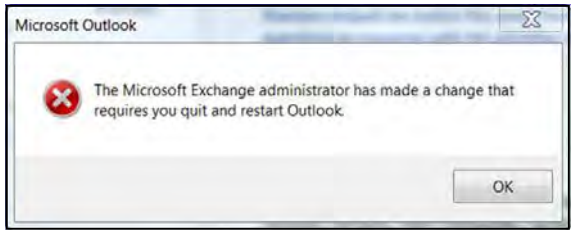
Getting Started with Exchange Online

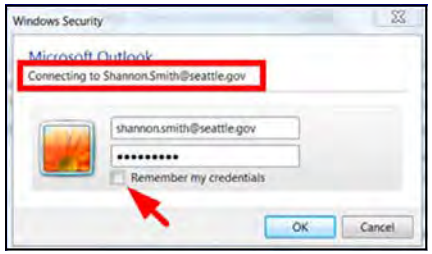
WHAT'S NEW?

1 Start Here!

1. Open Outlook on your computer.
2. If you receive the following alert, click **OK**. Outlook will quit and restart to complete it's configuration.

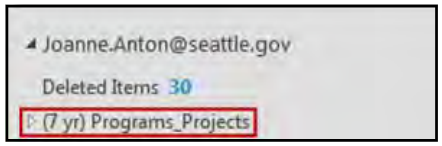


3. You *may* be asked to provide your login credentials more than once. If you're unable to log in after seeing this window repetitively, please contact the Service Desk at 4-HELP.

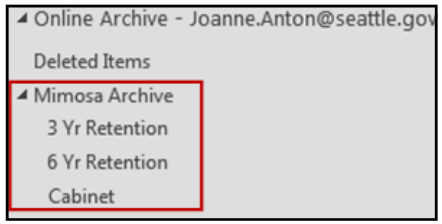


2 Managing Email

1. New email retention policy folders now appear in your Outlook folder list:



2. Your Mimosa Archive will appear at the bottom of your folder list within 24 hours of the completion of your email mailbox migration:



See 2a on reverse side for additional Email Management information.

3 Support

1. A floorwalker will be on your floor after your Exchange Online email mailbox migration to help you, should you need it.
2. If you use a mobile device to access email, ask your floorwalker about the next mobile device clinic.
3. FAQs and self-help information on the http://seattle.gov/office-365-learning-portal. Click on **Email Migration—What's Changing, What's New.**
4. Sign up for **Email Management** training at http://seattlelearning.seattle.gov/. Click on **Catalog** > **Email Migration – What You Need To Know.**
5. If needed, contact the Service Desk at 4-HELP (4-4357) or 206-684-4357

4 Distribution Lists No Longer Managed in Outlook

There is a new distribution list management tool called "ARSWeb." For instructions, go to http://seattle.gov/office-365-learning-portal > **Email Migration—What's Changing…** > **Managing Distribution Lists…** > **Distribution List Web Tool.**

5 Mobile Devices

City-issued mobiles devices must be updated to work with Exchange Online. Go to http://seattle.gov/office-365-learning-portal > **Email Migration—What's Changing…** > **Update City-Issued Mobile Devices** for details.

2a Getting Started with the New Policy/Retention Folders

How do I transition from my old Mimosa Archive to my new policy/retention folders?

1. Create subfolders as needed under your new policy/retention folders *(e.g. (7 yr) Programs_Projects)* to keep your email organized. All email to be retained should be placed in a policy/retention folder. *(See Example 1)*

2. The new *Reference* folder *(see Example 2)* replaces the Cabinet folder and should be used for general reference email that contains information which would be beneficial to keep longer than 90 days (the new auto-delete policy for the Inbox). Items placed in the Reference folder will be deleted after 2½ years.

   What you should store in the new Reference folder:

   - **Miscellaneous notices or memoranda** such as broadcast email notices of holidays or events, minor information about routine administrative matters or issues not directly pertaining to your office's functions
   - **Informational copies** of widely distributed materials for which you or your office are not the creator or sponsor (e.g. meeting minutes, agendas, or newsletters)
   - **Preliminary drafts** which do not document substantive changes in the preparation of a final document
   - **Duplicate copies** of documents that are retained only for convenience or future distribution
   - **Email on which you are Cc'd** and where the email content is informative, but does not affect your position or a part of a project

3. Your existing Mimosa Archive now appears under the *Online Archive* item (Outlook 2013) or *Archive* (Outlook 2010) in your folders list *(see Example 3)*. Clean up your Mimosa Archive legacy policy/retention folders using these steps:

   a. Locate the **Mimosa Archive** under **Archive** (Outlook 2010) or **Online Archive** (Outlook 2013).
   b. Clear duplicate email and remove merged duplicate folders.
   c. Choose one of the options below:

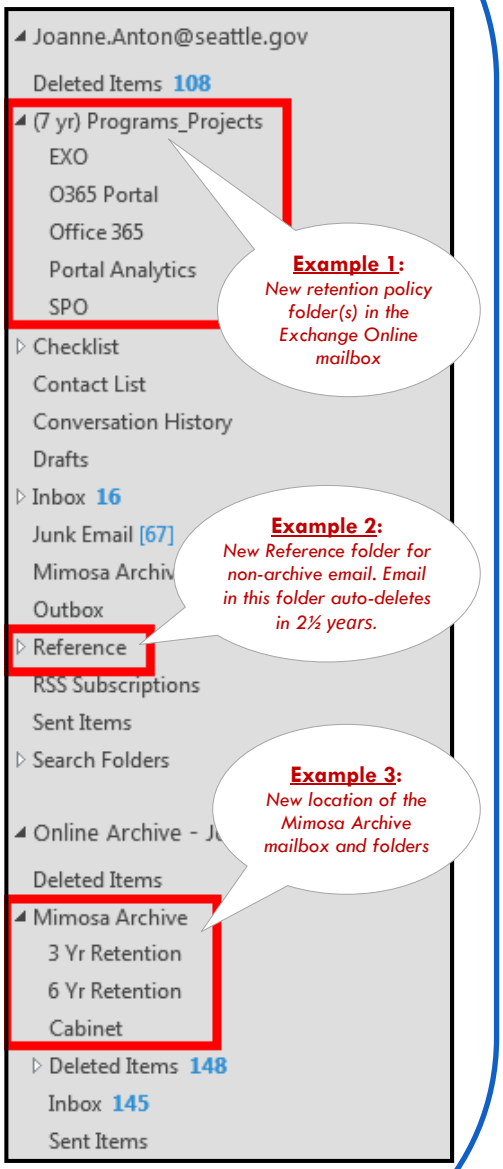
   Option #1:

   1. Review the remaining contents of the folders within the Mimosa Archive. *(See Ex. 3.)*
   2. Move folders for current projects into new the policy/retention folders. *(See Ex. 1.)*
   3. Do not move folders related to completed projects.
   4. **Do not delete the Mimosa Archive folder**.

   Option #2:

   Leave the Mimosa Archive as-is for the remainder of the policy/retention.

Note: *You have 30 days from your migration date* to change items in your Mimosa Archive. After 30 days, all items in the Mimosa folders will be locked into the new archive system for the remainder of their policy/retention.

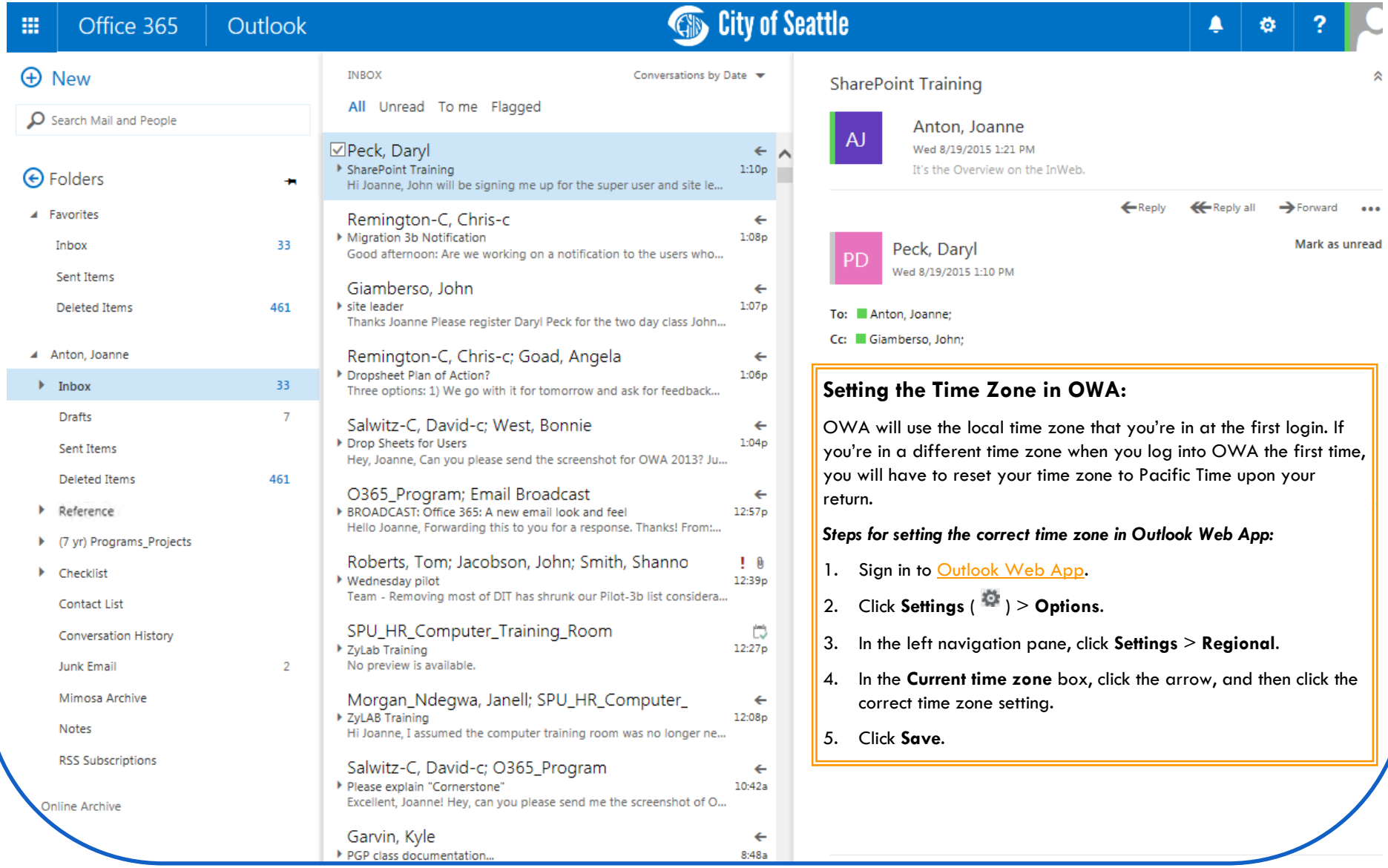


Refer to these documents for more information:

- http://www.seattle.gov/Documents/Departments/Office365/EXOEmailFAQFINAL.pdf
- http://www.seattle.gov/office-365-learning-portal/email-migration---whats-changing-whats-new.

Outlook Web App (OWA) 2013

If you're using Outlook Web App (OWA), please go to http://email.seattle.gov and log in as you usually do. After login, you'll notice a new look and feel, as shown below:



Setting the Time Zone in OWA:

OWA will use the local time zone that you're in at the first login. If you're in a different time zone when you log into OWA the first time, you will have to reset your time zone to Pacific Time upon your return.

Steps for setting the correct time zone in Outlook Web App:

1. Sign in to Outlook Web App.
2. Click **Settings** (⚙) > **Options**.
3. In the left navigation pane, click **Settings** > **Regional**.
4. In the **Current time zone** box, click the arrow, and then click the correct time zone setting.
5. Click **Save**.