

Helpful Tips for Working Remotely in Microsoft Office 365

Access O365	Microsoft Office Home	Notifications in O365.	Notifications in Teams
Meetings in Teams	Instant Messaging	Maintaining Documents	Additional Tutorials

Helpful Tips for Working Remotely

Microsoft Office 365 web environment (O365) offers five key web applications for collaborating with other HPD employees while teleworking: (1) Microsoft Office Home (MOH) (2) Outlook, (3) OneDrive, (4) OneNote (5) Teams. Be sure that the desktop or mobile versions of these applications are installed on your home desktops and mobile devices. We've tested this guide against Microsoft Edge and Microsoft Internet Explorer, but other browsers can offer features which are not available under Edge or IE. We've noted a few of these but remember these are browser-specific features.

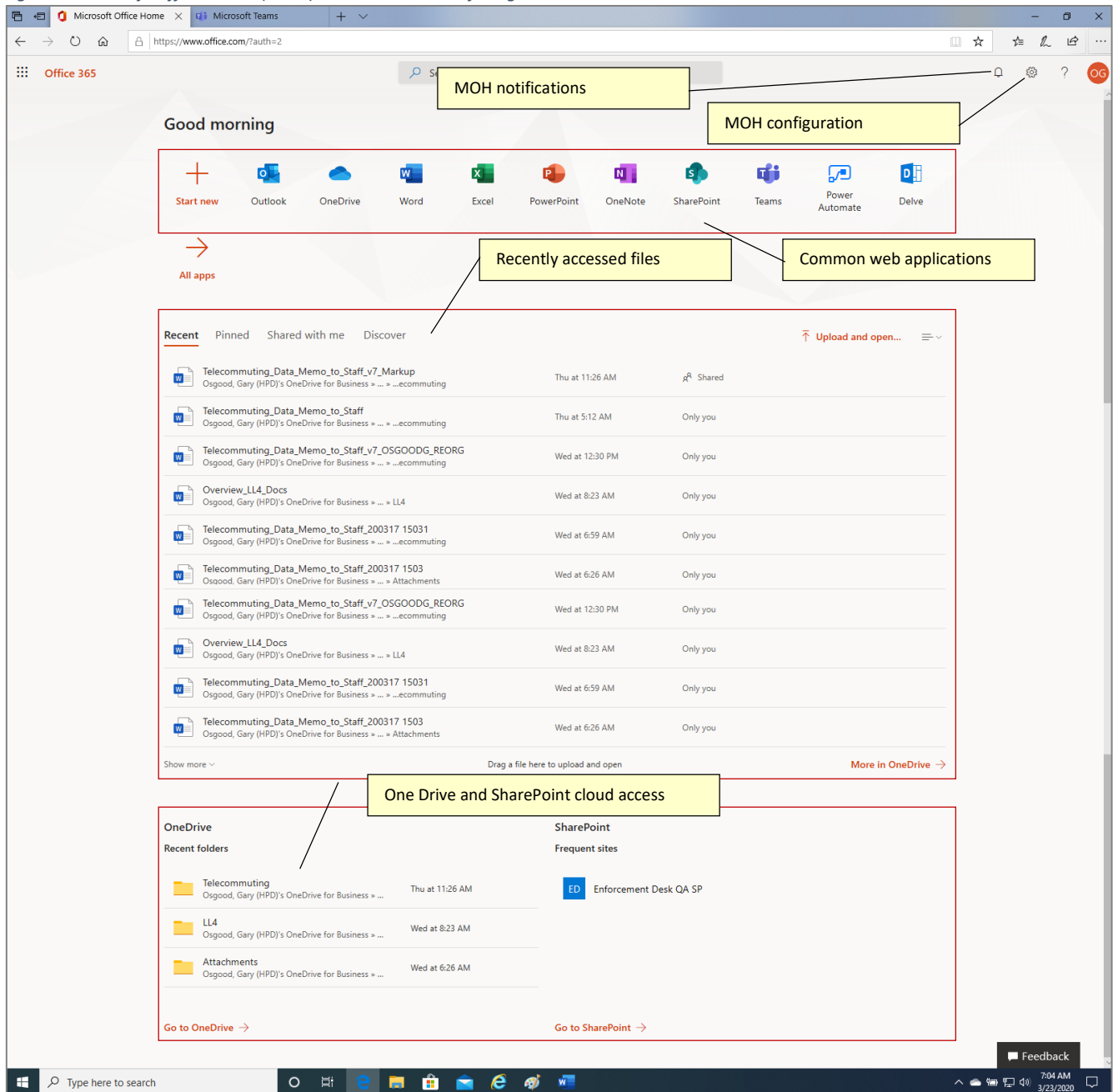
Access O365

1. (Recommended) <http://hpdnyc.org> This is the primary HPD site for remote access and is the first place to go while teleworking. Reach virtual desktops through HPD Remote Access, or access O365, described in this document. Current news and guides for HPD teleworkers are here.
 - a. Download the [TeleWork Instructions](#) for written guidance on accessing both the Office 365 and HPD Remote Access environments. The document is available at the **Teleworking** banner item under the title "Office 365 and RA (Remote Access) Instructions".
 - b. Those familiar with these instructions may directly access the O365 environment through the [OFFICE.COM \(access to eMail & Microsoft Office\)](#) link.
 - c. There are also instructional videos on HPD Remote Access and Microsoft Teams. Other teleworking guides will appear at this web site from time to time.
2. <https://office.com> This is a direct sign in site to Microsoft Office.
 - a. Be sure to sign in under your HPD email, such as doej@hpd.nyc.gov.
 - b. Those of you with personal O365 subscriptions or other O365 affiliations may be offered other sign in options on the initial visit or may be automatically signed into a personal or non-HPD affiliated environments. Sign out of these environments, if necessary, then select your HPD email. if offered as a sign-in option at office.com. First-time visitors may have to manually enter their HPD email to sign in.
 - c. Before entering the OS365 environment, you will go through an intermediary DOITT sign on. Your HPD email will be filled in automatically as your username. Provide your HPD network password, the one you normally use to sign into your HPD desktop computer.
 - d. If your credentials are correct, your browser will present the Microsoft Office Home page (MOH). See [Figure 1](#).

The O365 Environment: Microsoft Office Home

When first signing in to the O365 environment, the Microsoft Office Home (MOH) starts in the first browser tab and presents a dashboard similar to the one shown in [Figure 1](#). The dashboard furnishes compact overviews of your O365 activities.

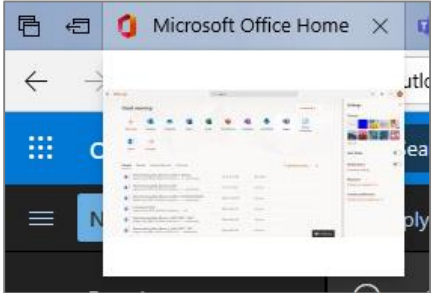
Figure 1 Microsoft Office Home (MOH) as seen in Microsoft Edge



Launch common web applications from the icon banner at the top of the home page. By MOH conventions, these web applications will start under their own browser tabs with tiny favicons showing the application logo showing in the browser tab. Browser tabs are like taskbar entries on the Windows desktop. You can locate the various web applications running through the browser tabs.

As the day progresses, many different O365 tabs will likely be open in your web browser. The MOH tab is distinguished by the red Office 365 logo. In Edge, hovering over the tab furnishes an iconized picture of your MOH:

Figure 2MOH browser tab with the iconized MOH page iconized.





You can return to MOH home by clicking on the Microsoft Office Home tab, where you can launch other O365 web applications or access OneDrive or SharePoint cloud storage.

If you inadvertently close your MOH tab, your other O365 applications continue to run. Restore your MOH environment by opening a new browser tab and directing it to <https://office.com>. The site will remember your active sessions and bring you directly to your MOH page without requiring a separate sign-on.

Notifications in O365.

Notifications are terse messages that appear in a righthand pane in your browser window or in a dedicated pane, usually on the right-hand side of the browser. MOH, Outlook, Teams and OneDrive each offer application-specific forms of notification. Microsoft Office Home aggregates many of these application-specific notifications into its own notification facility.

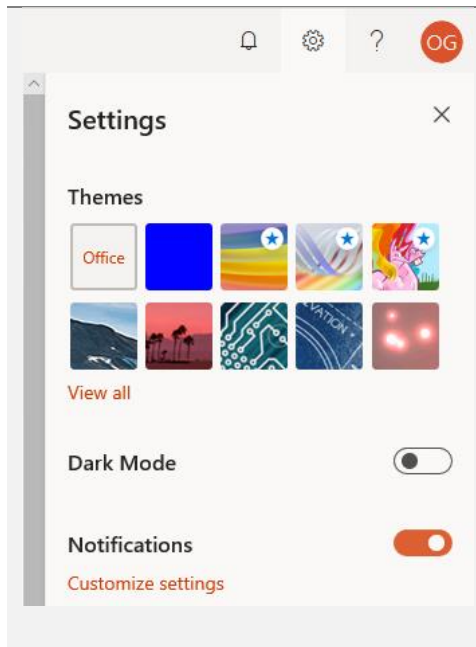
Notifications can be turned on and off. For first time users, notifications default to off. Two icons in the upper right-hand corner control notifications for MOH. Similar icons are used in notification-capable web applications

ICON	DESCRIPTION
	Bell Icon: Accesses the notification area. Click on this to bring up the notification window. If notifications have been turned off for MOH or other applications, you will be told here. Otherwise, application notifications will be posted here.
	Notifications can be turned on for MOH and web-applications on the Settings page for the application.

Microsoft Office Home and each web application offer facilities to turn their own notifications off or on, and settings to control their behavior. Here are the controls and settings for MOH and some important web applications.

Microsoft Office Home

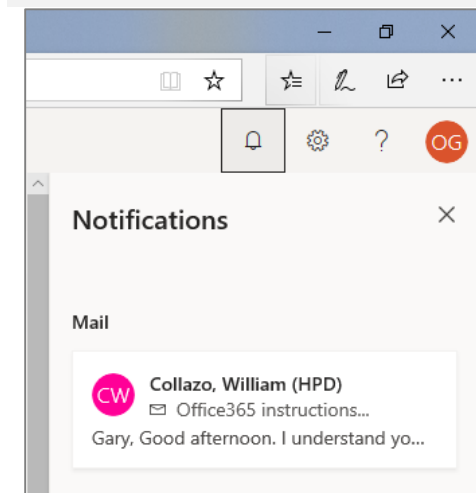
SETTINGS PAGE



DETAILS

MOH posts its own and notifications and other web applications forward select summaries of their own notifications to MOH. For first-time users, MOH notifications are turned off. Turn them on through MOH settings.

1. Locate the Settings icon in the upper right-hand corner of your browser: the “gear” icon. Click on it to bring up MOH settings.
2. The switch for MOH notifications appears at the bottom of the pop-up. Slide the switch from left to right; the switch turns from black to the theme’s emphasis color to indicate that MOH notices are active.
3. Customize MOH notification settings by clicking on the Customize settings link beneath the switch. Selectively manage sound notifications for mail and reminders.
4. Be sure to turn on notifications in other web applications as well. MOH posts its own notification and aggregates notifications from other web applications, but it does not automatically turn on notifications in those applications.



Notifications in Microsoft Home may be reviewed by clicking on the bell icon in the upper right-hand corner of the MOH page. This opens a right-hand Notifications side panel:

1. MOH notifications are typically aggregated from other Office 365 web applications. Those bear a source indicator in the title and contain a first-line snippet of the full notifications.
2. Clicking on the notification brings up a detail, dependent upon the web application. For Outlook, this action brings up the mail item in a separate window.
3. Notifications may be dismissed by clicking on the X mark in the upper right-hand corner of the notice itself.
4. The overall Notifications panel may be closed by clicking on the larger X mark just to the right of Notifications.

Outlook

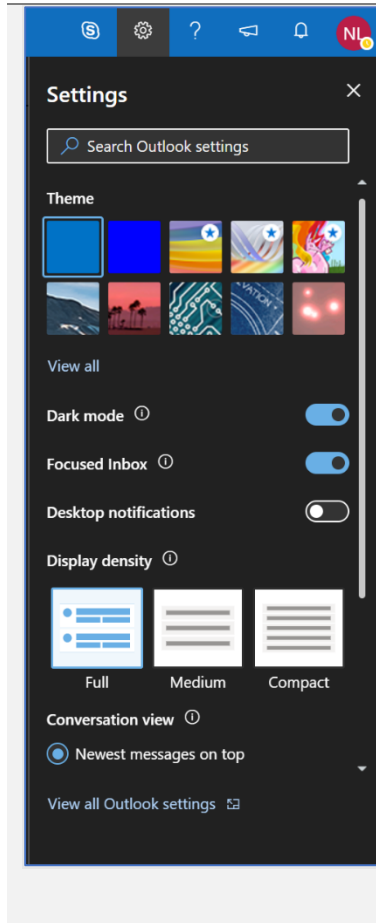
Note: Outlook on the Web, the web application described here, runs in Office 365 and on Exchange Server 2016. An earlier Outlook release, the Outlook Web Application, runs on older 2013 and 2010 Exchange servers. It has a different organization and more limited feature set. Be sure you are running the “Outlook on the Web” application from within MOH.

Outlook on the Web has two forms of notifications.

1. **In-App Notifications** are exchanged among Office 365 applications operating in a Microsoft Edge, Internet Explorer or other major browser. So long as you are working with either MOH or any web application spawned from your MOH page, notifications will appear as small word balloons in the lower-left hand corner of the browser window and in the right-hand notification panel in MOH. Notifications are not visible if you are in some other application or are reviewing a web page unrelated to your Office 365 session. To alleviate this, turn on sound chimes in MOH settings to alert you of the arrival of mail or triggered reminders.

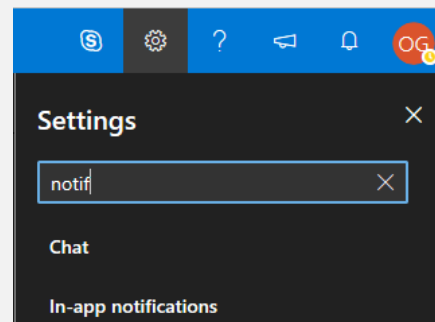
2. **Desktop Notifications** are exchanged with your Windows desktop when you are using Google Chrome or Chromium browsers. These call your attention to the delivery of mail to your Outlook on the Web mail client. It does not matter what web page or desk top application you may be using at the time, but the Chrome or Chromium browser must be left running in order to listen for mail-related notifications. **Edge and Internet Explorer currently do not support Desktop Notifications.**

SETTINGS PAGE



DETAILS

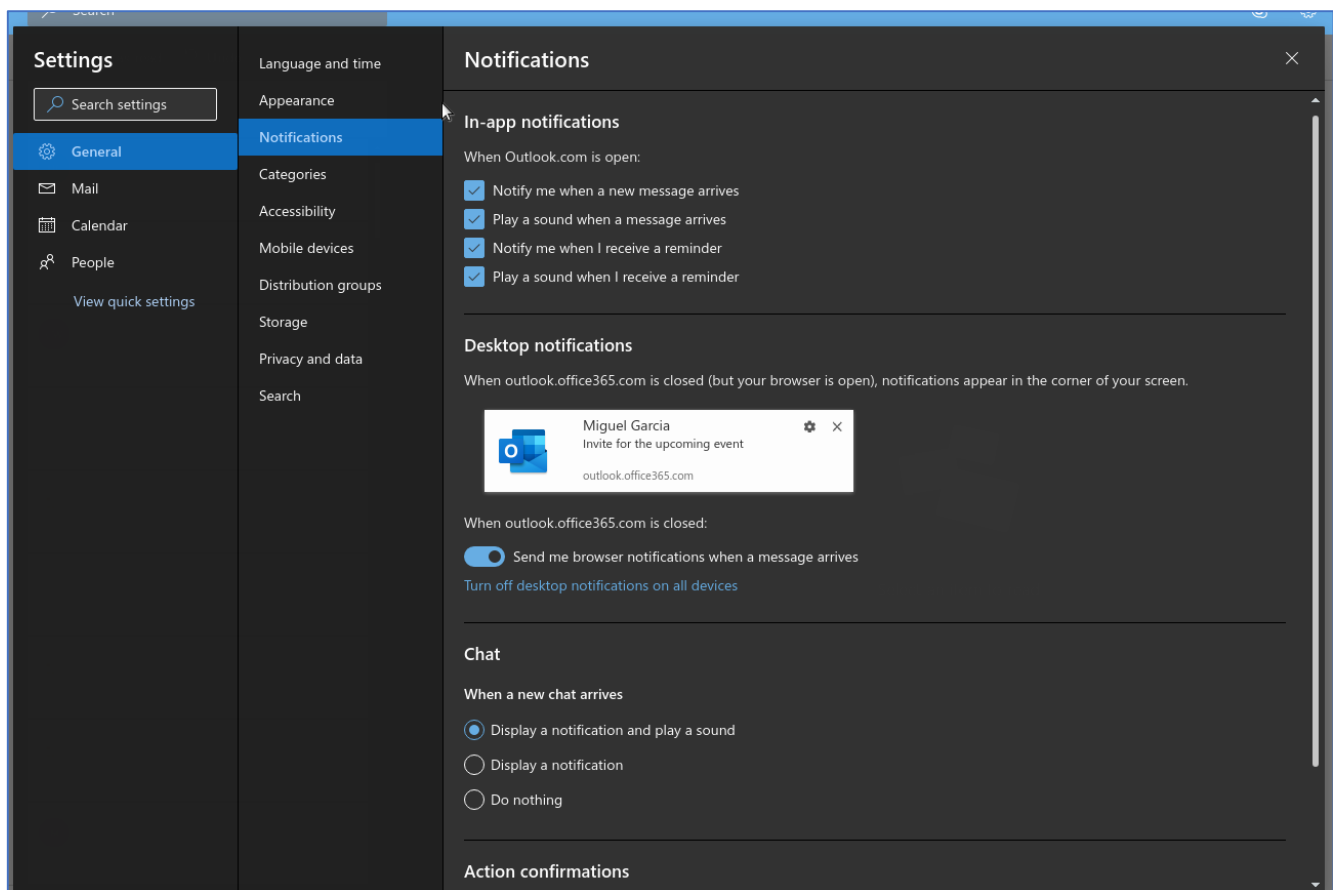
1. From MOH, start Outlook on the Web by clicking on the blue mail envelope icon in the applications banner at the top of the page. See [Figure 1](#).
2. Outlook starts in its own web browser tab. Click on the new browser tab with the Mail favicon to switch from MOH to Outlook.
3. For first time users, Outlook notifications are turned off.
 - a. Access Outlook settings by clicking on the Gear icon in the Outlook banner in the upper right-hand corner of the page.
 - b. Chrome or Chromium users can activate **Desktop notifications** by slide the desktop notification switch from left to right; the switch turns from black to the theme's emphasis color to indicate that desktop notifications are active.
 - c. Edge or IE users will not see the Desktop notification switch. However, all users can access further notification settings by searching for "Notifications" in the Outlook Search tool.



- d. Continue with [Notification Settings for Outlook on the Web](#) below.

Notification Settings for Outlook on the Web

Figure 3 In App and Desktop Notification Settings



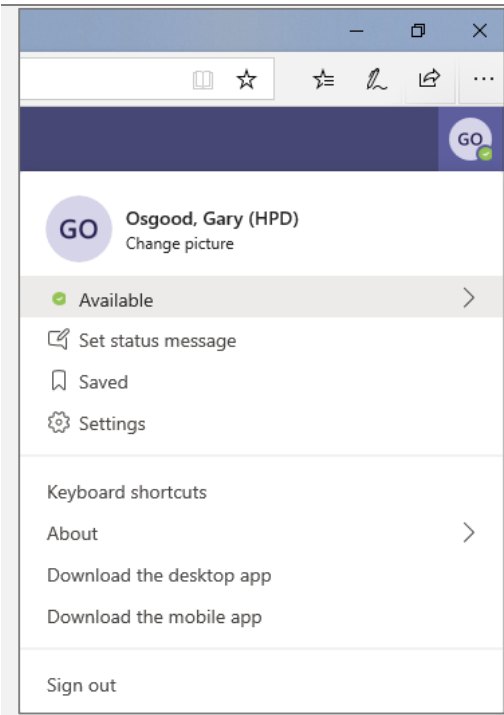
Clicking on search result brings up the Outlook Notifications setting page. See [Figure 3](#).

Edge, IE and Chrome users will see an In-app notifications setting area. They can manage how Outlook notifications behave by turning on notifications for mail arrival or reminder triggers. These create messages in the Outlook and MOH notification panels. Sound notification may be checked on or off for both mail arrival and reminder triggers.

Chrome users will see a Desktop notification area. When the switch is moved to the right, Outlook will send the notification message through the Chrome browser.

Notifications in Teams

SETTINGS PAGE

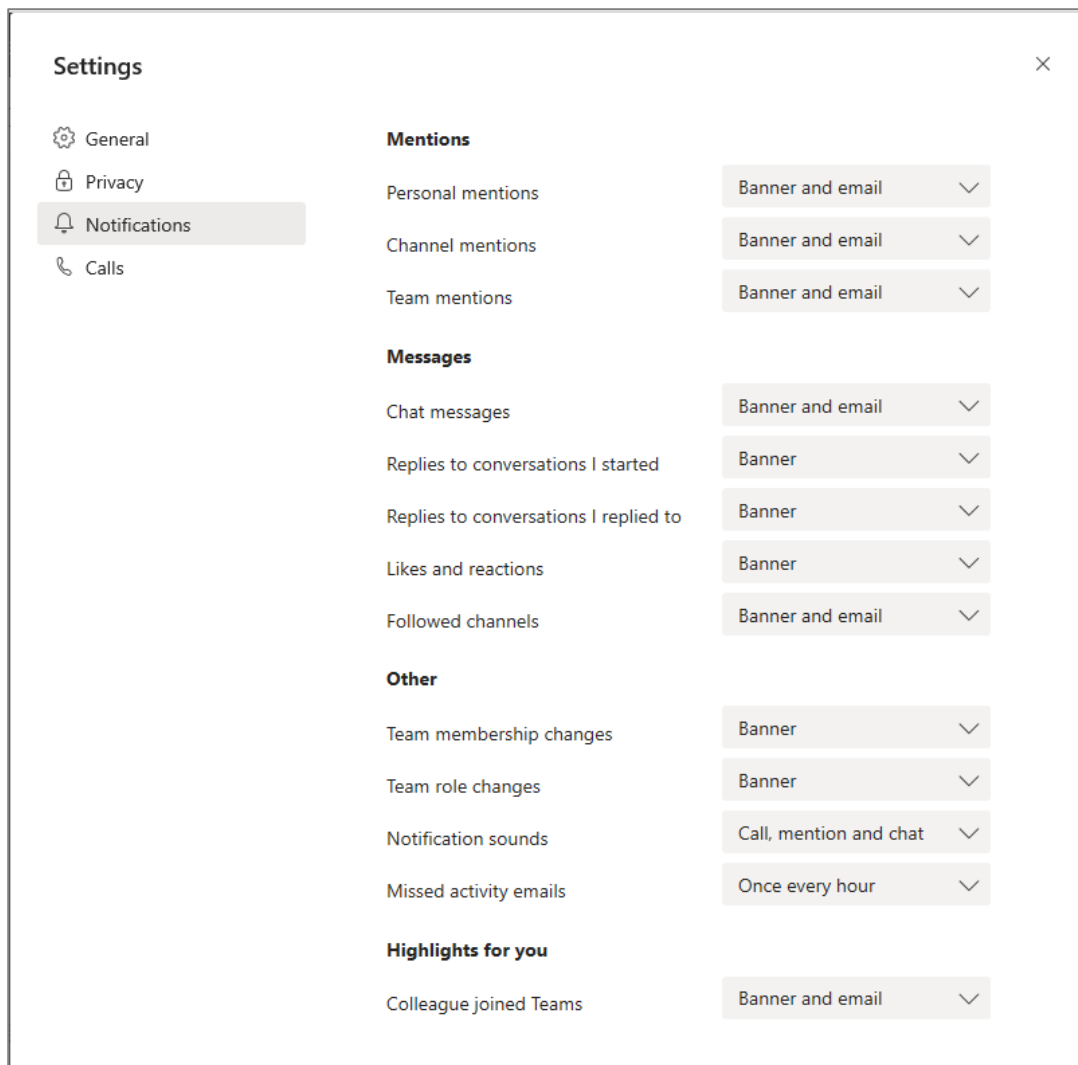


DETAILS

1. From MOH, start Outlook on the Web by clicking on the purple teams icon in the applications banner at the top of the page. See [Figure 1](#).
2. Teams starts in its own web browser tab. Click on the new browser tab with the Teams favicon to switch from MOH to Teams.
3. Click on your “profile icon” at the top, rightmost corner of the Teams application to see settings for notifications and other settings.
4. Click on “Settings” and then click on “Notifications”. See [Figure 4](#). Make sure you are receiving banner and/or email notifications for all options under “Mentions” and “Messages” and that “Meeting chat notifications” are “Unmuted.” Please note, you will have to scroll down to see all notification types. See [Notification Settings for Teams](#).

Notification Settings for Teams

Figure 4 Notification settings for Microsoft Teams



The screenshot shows the 'Settings' window for Microsoft Teams, specifically the 'Notifications' section. On the left, there is a sidebar with icons for 'General', 'Privacy', 'Notifications' (which is highlighted), and 'Calls'. The main area is divided into several sections: 'Mentions', 'Messages', 'Other', and 'Highlights for you'. Each section contains a list of notification types with a corresponding dropdown menu to select the notification method.

Section	Notification Type	Notification Method
Mentions	Personal mentions	Banner and email
	Channel mentions	Banner and email
	Team mentions	Banner and email
Messages	Chat messages	Banner and email
	Replies to conversations I started	Banner
	Replies to conversations I replied to	Banner
	Likes and reactions	Banner
	Followed channels	Banner and email
Other	Team membership changes	Banner
	Team role changes	Banner
	Notification sounds	Call, mention and chat
	Missed activity emails	Once every hour
Highlights for you	Colleague joined Teams	Banner and email

Meetings in Teams

There are multiple ways to have both planned and impromptu meetings or conversations. Supervisors and colleagues can hold meetings with HPD staff no matter the location of individuals by using either Outlook or Teams.

HPD Teams

HPDTech has developed “Teams” for many business units. If your business unit does not have a Team, please have your Deputy Commissioner or Assistant Commissioner reach out to HPDTech. In your “Teams” you can set up channels dedicated to a specific topic, department, or projects. However, channel conversations within Teams are public. Chats are just between you and someone else (or a group of people).

Meeting Scheduling

Scheduling an online meeting: In order to hold a scheduled meeting, go to the calendar function in either *Teams* or *Outlook*.

1. Click on the on either “New meeting” or “New event” respectively.

Figure 5 Scheduling a Meeting in Teams

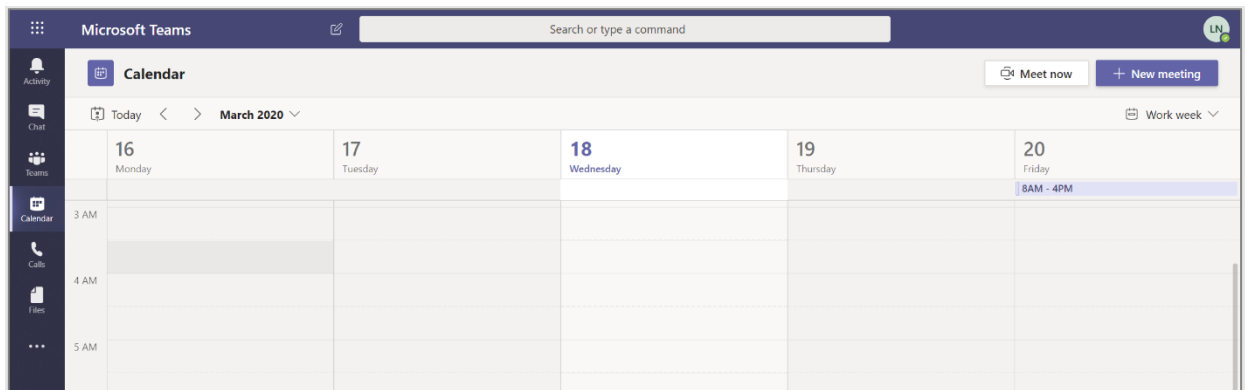
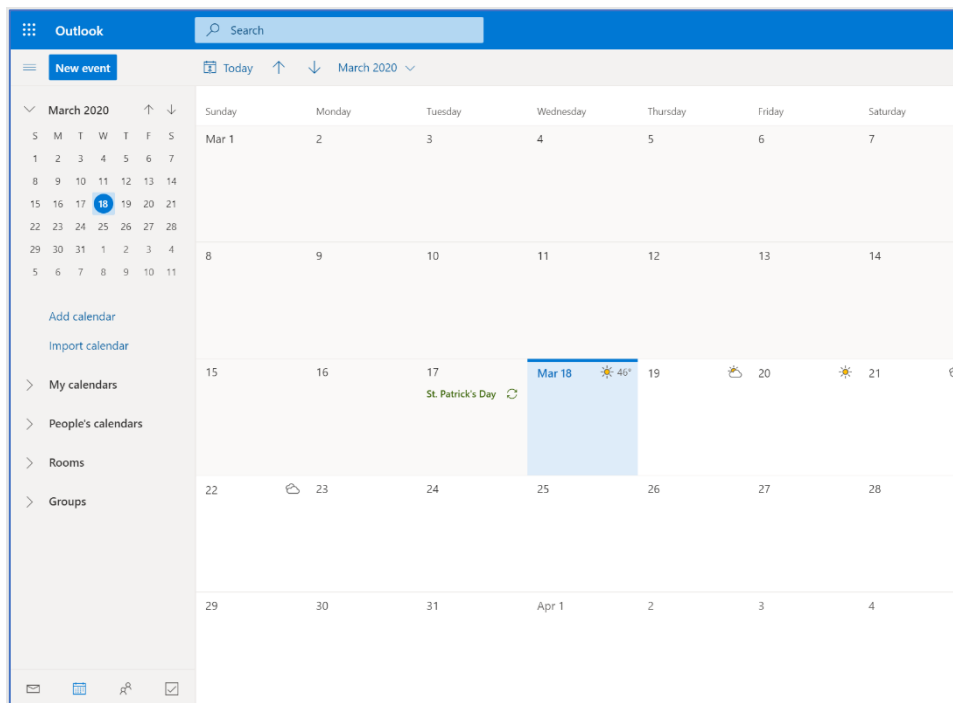
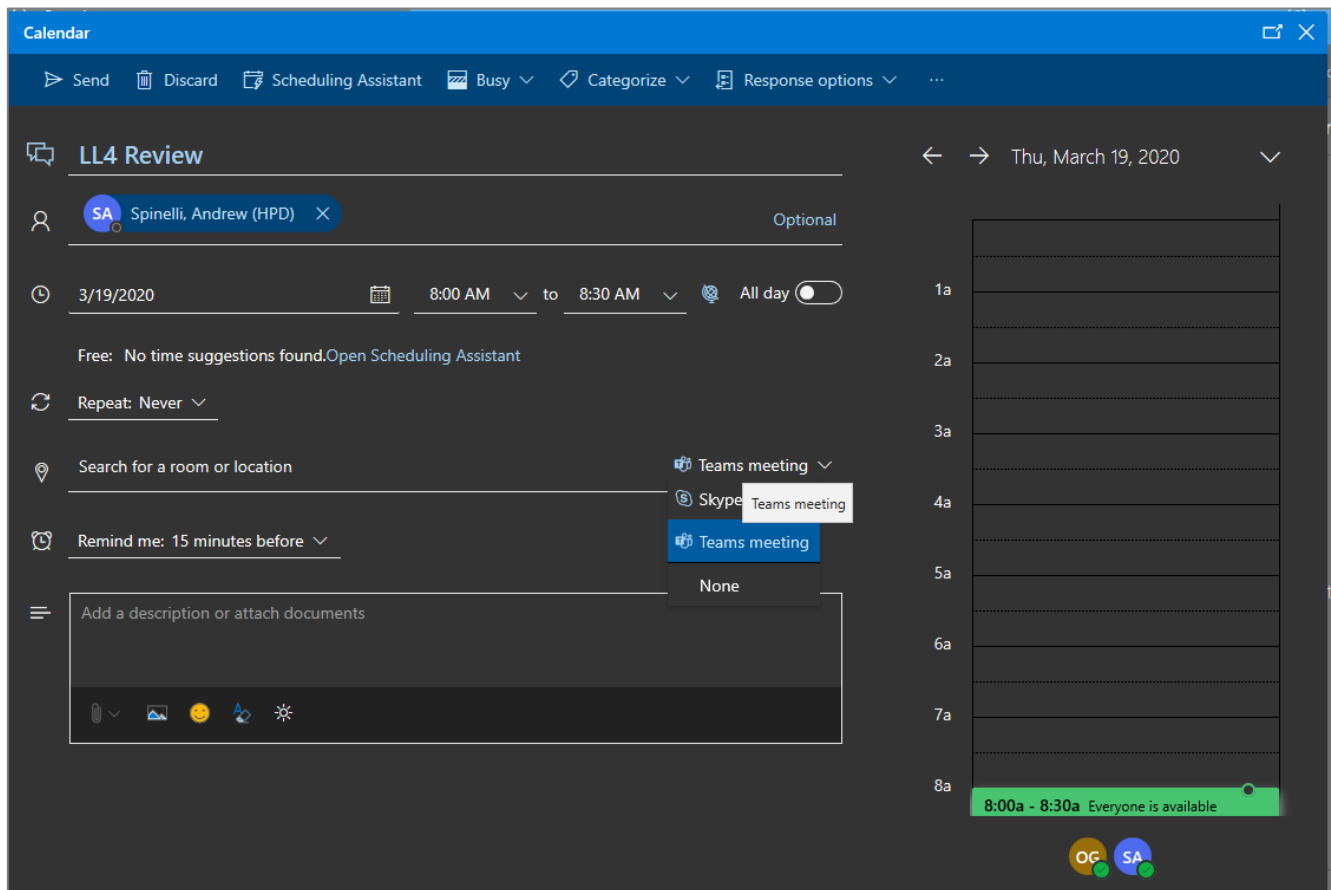


Figure 6 Scheduling a Meeting in Outlook



2. Enter the subject, date, time and participants for the meeting, as normal. However, when you get to meeting location for:
 - a. **Teams:** leave the location blank if you would like to conduct the meeting through Microsoft Teams
 - b. **Outlook:** click on the down arrow next to the location entitled “Add online meeting.” In the dropdown menu click on “Teams meeting.”

Figure 7 Scheduling an online meeting in Outlook



Instant Messaging

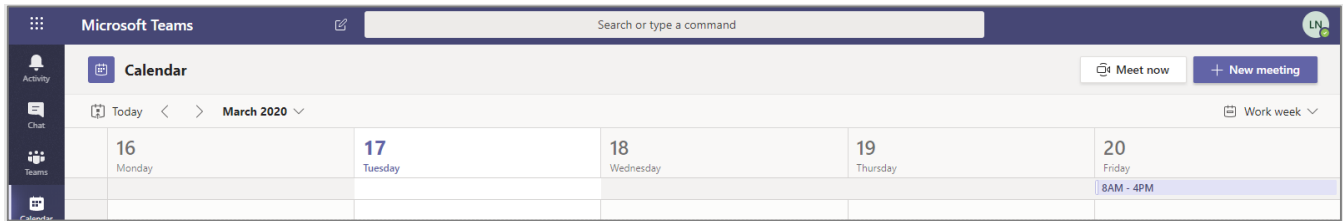
Through the “Chats” function in Teams, you and your team have the option of sending quick short messages to individuals, multiple people, or your full designated “Team.” Create chat groups for your different projects when the full Team does not need to receive notifications about the project.

Impromptu Meetings

Through the *Calendar* function in *Teams* you can hold an impromptu meeting with one or more HPD employees. In order to hold a video conference, the other staff members will have to have access to either a phone or a laptop with a mic and webcam. To initiate the call:

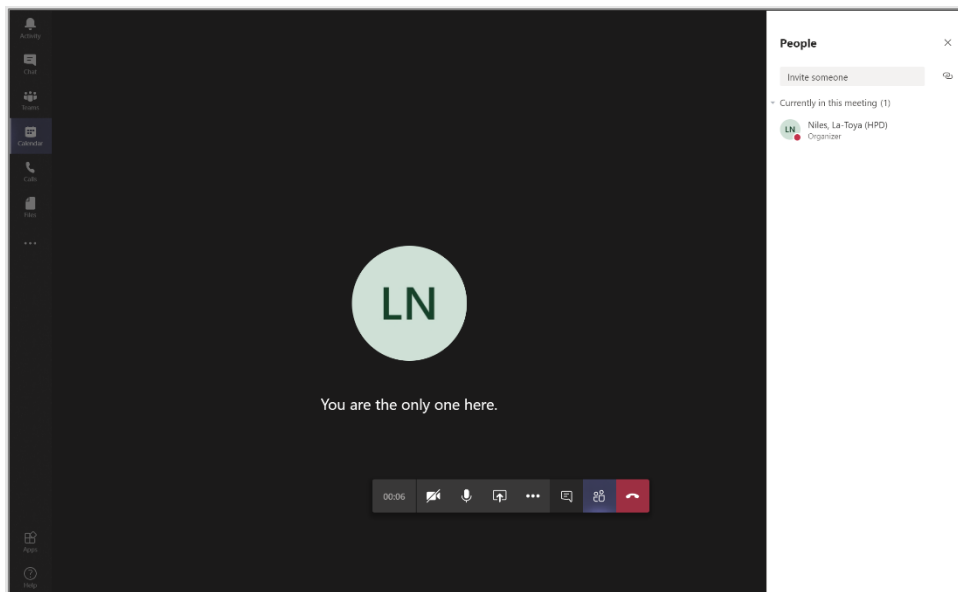
1. Click on the “Calendar” function then click on the “Meet now” button on the top, right-hand side of your screen.
 - Please note, this function is only available through the Desktop or web browser version of Teams. To hold an impromptu meeting via the phone mobile app, you will have to schedule the conversation for the immediate time.

Figure 8 Initiating an Impromptu Meeting



2. Initiate the call with the “Join” button and then invite “People” to join you using the right hand side of the screen.

Figure 9 Inviting People to a Call



Maintaining Documents

Through Office 365, HPD staff can share and collaboratively work on documents. This can be done through multiple applications in Office 365 or with individual Microsoft document creation tools, such as Excel, Word, and PowerPoint.

Commenting and Chatting in a Document

If you’re working with another staff person on a collaborative document or project, you can schedule “work time” and simultaneously edit a document that’s all parties have access to. Through the chat function, you can share instant messages to address comments and concerns in real time.

Saving Documents for Use for the Full “Team”

Teams in Office 365 can function similarly to the R and S drives at HPD:

1. Use the channels in the Teams applications as project folders for your team and save documents directly to these locations for ease access by others in your Team
2. Files can also be shared with other staff through the chat function either through uploading them directly from your computer or from OneDrive.

One Drive can also be used for sharing documents and files.

When sharing files with other HPD employees, it's best to share a whole folder with a team or individual(s). An important note is that all subfolders within that folder are also shared. As a result make sure to check what files and folders you're giving someone access to and share only relevant subfolders or files if the individual is not part of your team.

1. If you're working on a collaborative document, make sure to click "can edit" when sharing the file. Otherwise the file will be sent as "read only"
2. You can view version history and download previous versions of Word, PowerPoint, and excel files.

Additional Tutorials

1. **OneDrive** – Tutorials for how to upload files and folders can be found here: https://support.office.com/en-us/article/video-upload-files-and-folders-in-onedrive-work-or-school-5bd927ad-d186-495c-93e8-7ca116fe7b83?wt.mc_id=otc_onedrive
2. **Teams** – Tutorials for Teams can be found here: https://support.office.com/en-us/article/microsoft-teams-video-training-4f108e54-240b-4351-8084-b1089f0d21d7?wt.mc_id=otc_home
3. **OneNote** - Tutorials for OneNote can be found here: https://support.office.com/en-us/article/onenote-video-training-1c983b65-42f6-42c1-ab61-235aae5d0115?wt.mc_id=otc_home
4. **Outlook** - Tutorials for all of the Outlook functions can be found here: <https://support.office.com/en-us/article/outlook-training-8a5b816d-9052-4190-a5eb-494512343cca>