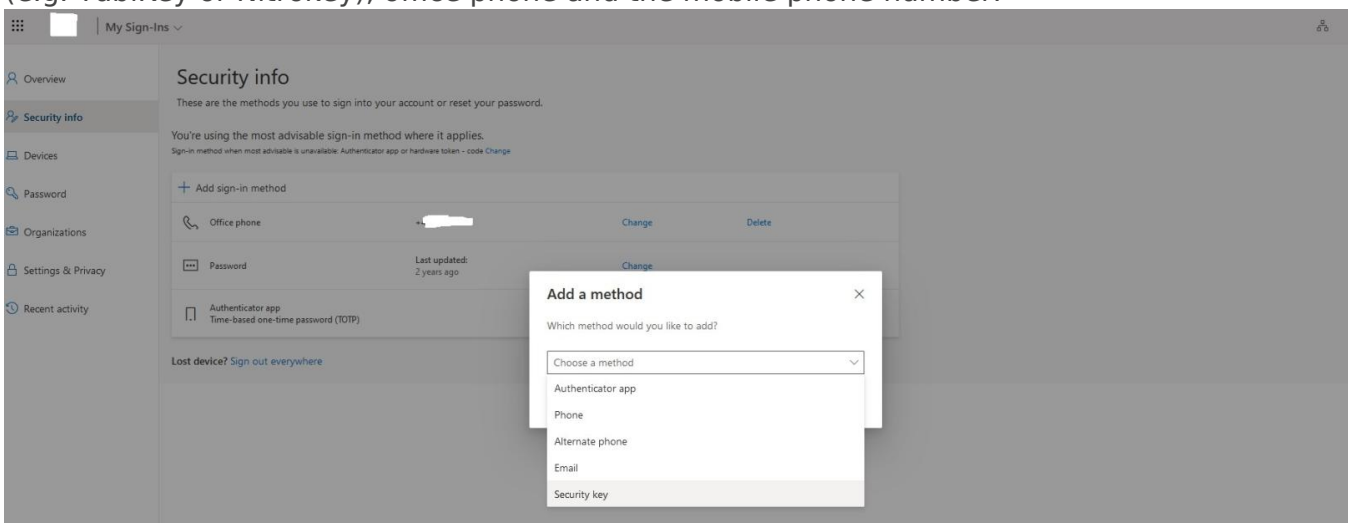
# Microsoft 365

- Check Multifactor Authentication (MFA)
- Open Shared Mailbox
- Send As/From Different Mailbox
- Sync SharePoint Library (aka Group Folder) With Computer (File Explorer Or Finder)
- Outlook
    - Marking External E-mails
    - Report Phishing and Junk
    - Create Contact List
- Fix Microsoft 365 Login
- SharePoint
    - Sharing in SharePoint

# Check Multifactor Authentication (MFA)

- Open the Security info of your Microsoft account.
- Check whether the methods are up-to-date and whether there are at least two different ways. For example, the Microsoft Authenticator, password manager Enpass, security key (e.g. YubiKey or Nitrokey), office phone and the mobile phone number.
- 


In case you are not able to login please call +49 511 79098032 or write to werkstatt@pcspezialist-hannover.de.

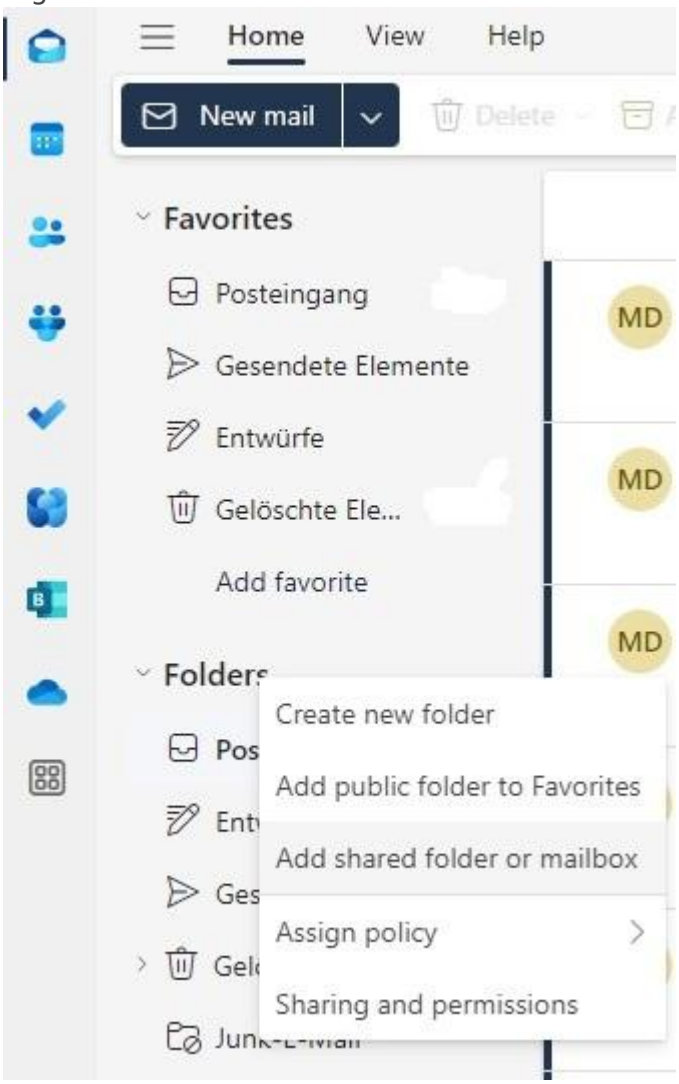
Be aware that it may take some time until we verify your request and allow access.

# Open Shared Mailbox

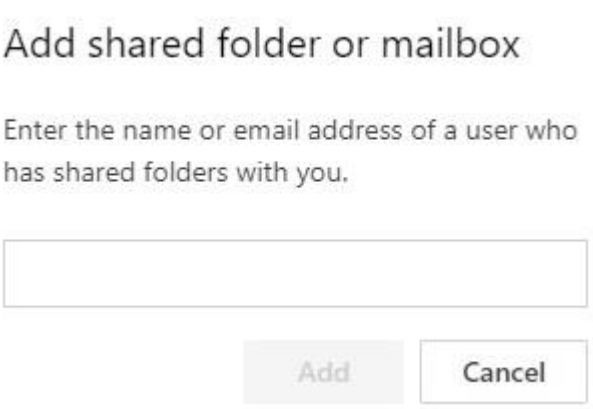
The shared mailbox appears in Outlook for Windows automatically but you need to open it manually on the web, smartphone or macOS.

## Web

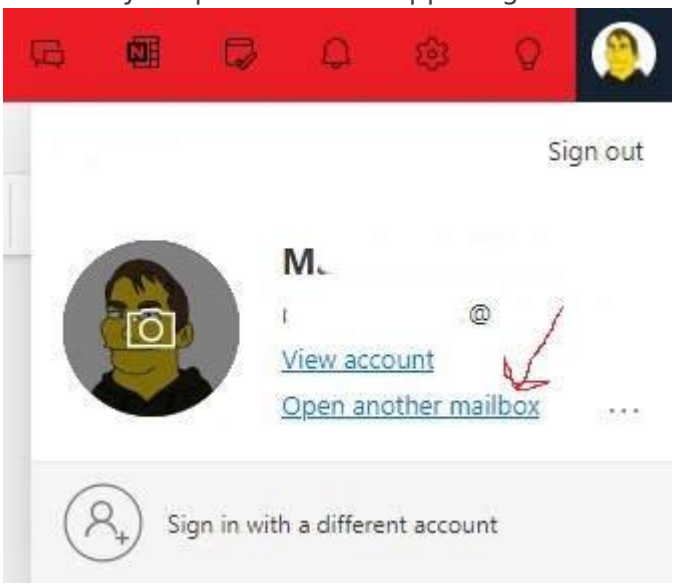
There are two options:

1. **Pin it:**
    1. Right-click on **Folders** and select **Add shared folder or mailbox**.
    2. 

    3. Enter the name of the shared mailbox.

4. 

5. Click on **Add**.

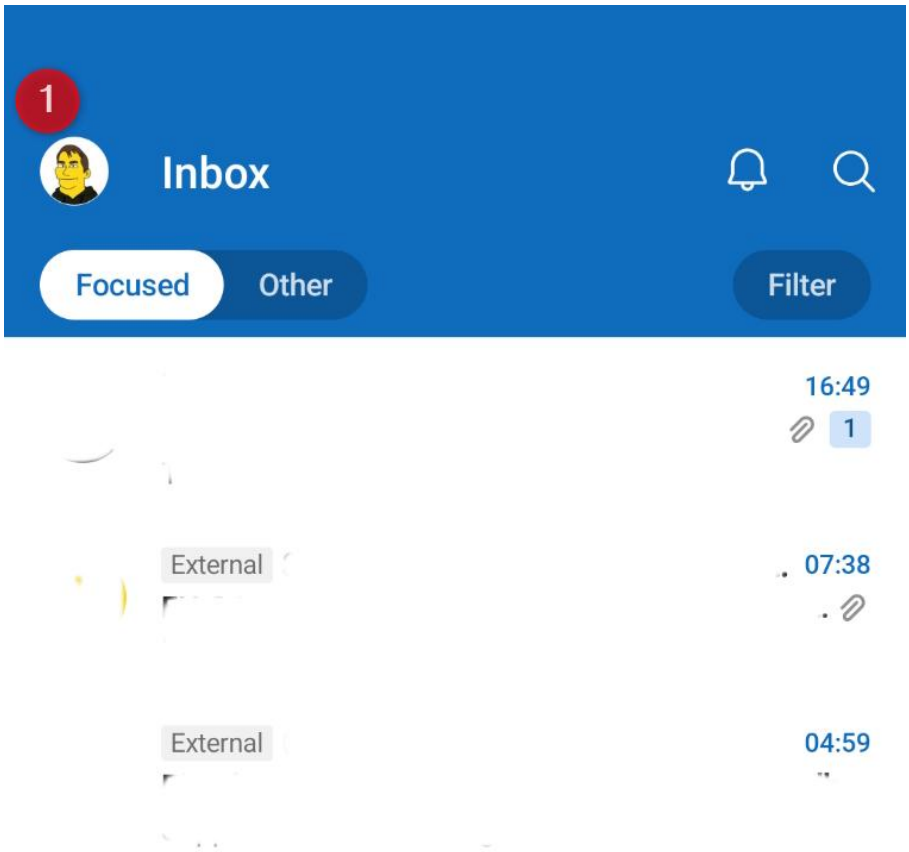
2. **Open it in a new tab:**
   1. Click on your picture in the upper right and select **Open another mailbox**.
   2. 

   3. Enter the name of the shared mailbox.
   4. 

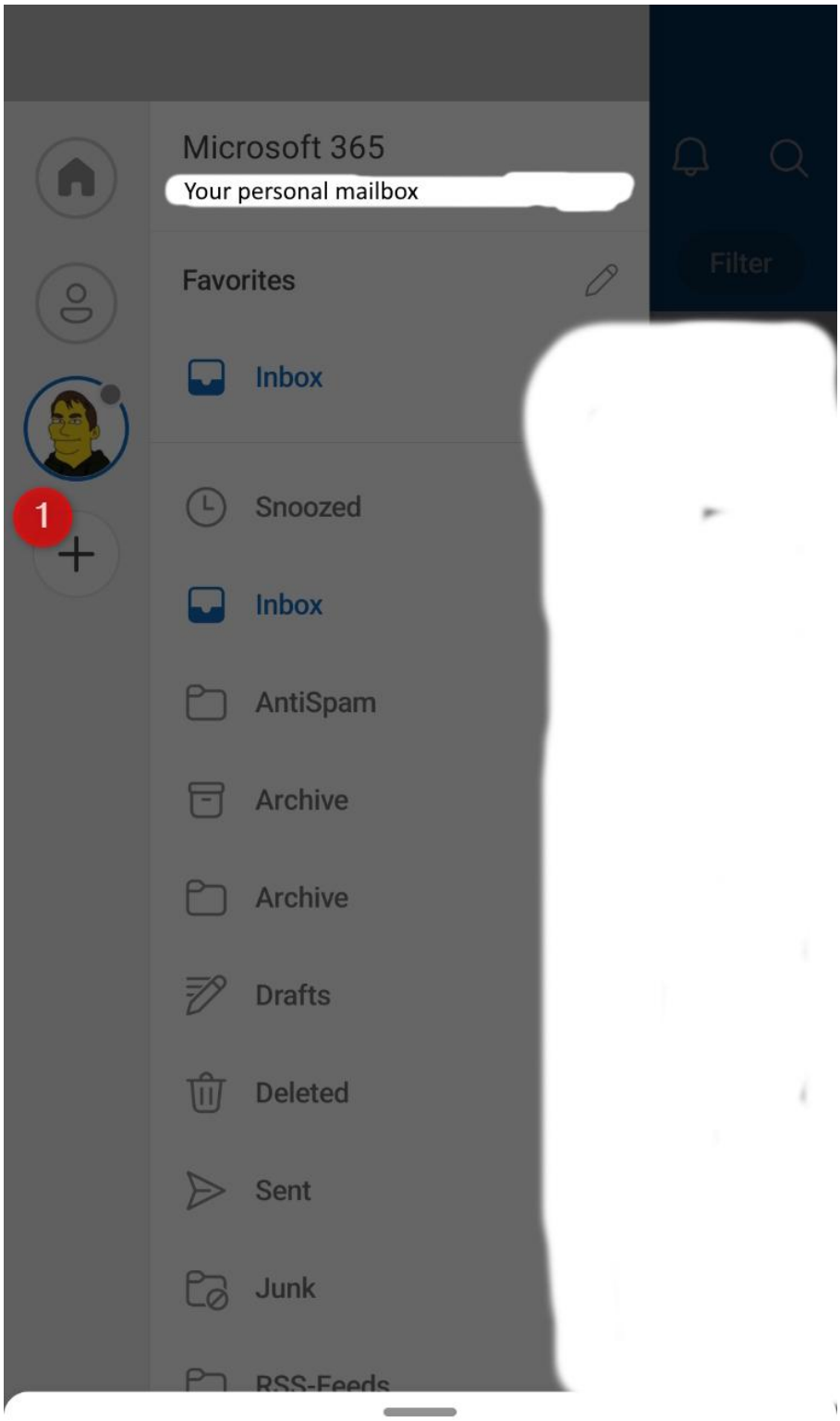
   5. Click on **Open**.

## Smartphone

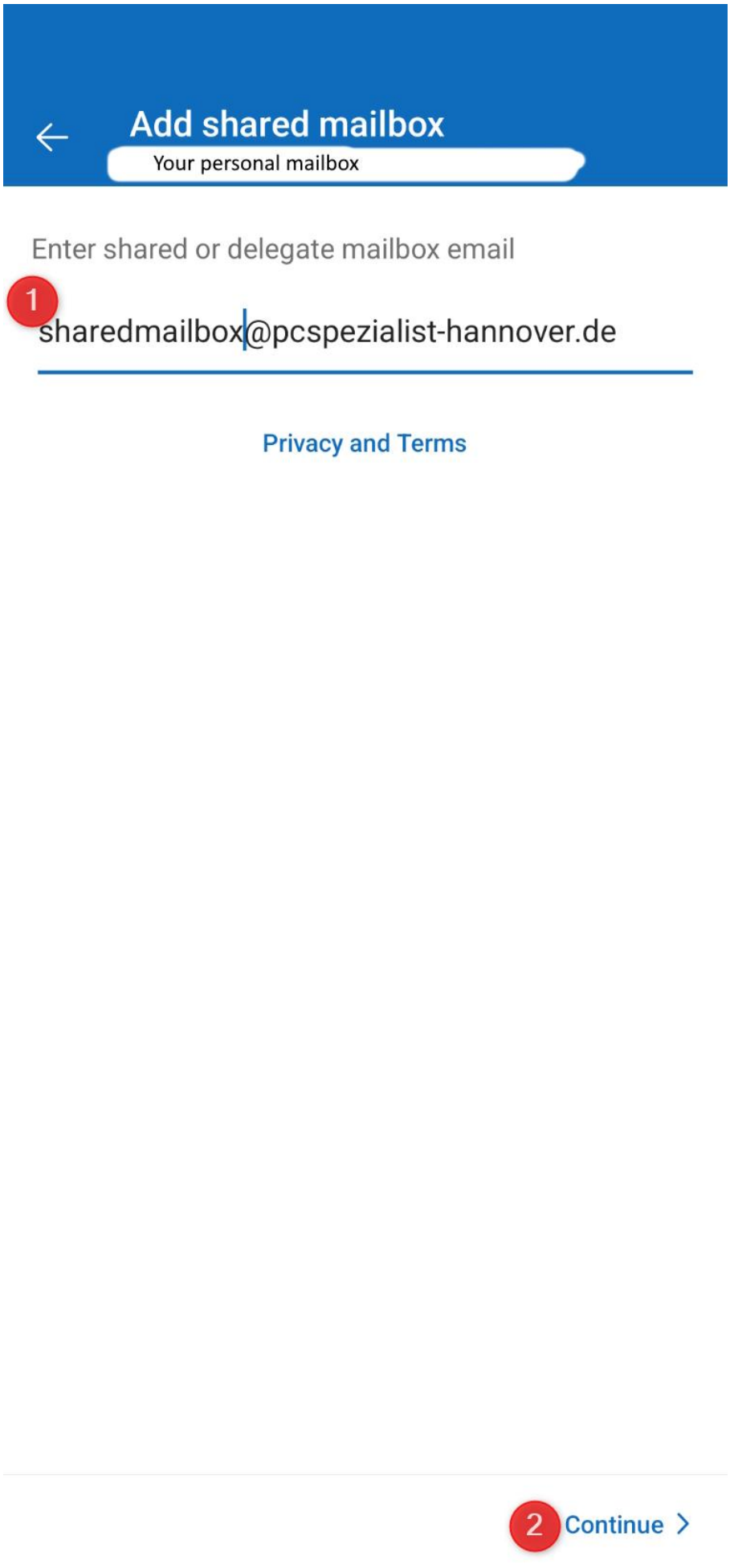
- Click on your picture on the upper left




- Click on **+** in the left menu that just openend and choose **Add shared mailbox**


Microsoft 365
Your personal mailbox
Filter
Favorites
Inbox
1
Snoozed
Inbox
AntiSpam
Archive
Archive
Drafts
Deleted
Sent
Junk
RSS-Feeds
Add an account
Outlook, Exchange, Gmail, iCloud...
2
Add a shared mailbox
Shared and delegate mailboxes
Create new account
Free email and calendar

- Enter the shared mailbox you would like to add and click **Continue** (authentification is handled by your personal account)


Add shared mailbox
Your personal mailbox
Enter shared or delegate mailbox email
1
sharedmailbox@pcspezialist-hannover.de
Privacy and Terms
2
Continue

- Nice! □□

## macOS

File > Open > Shared Mailbox

# Send As/From Different Mailbox

1. Click on your personal email address and select **Other email address...**




2. Enter the mailbox you want to send as.




3. Now you can switch between the email addresses.

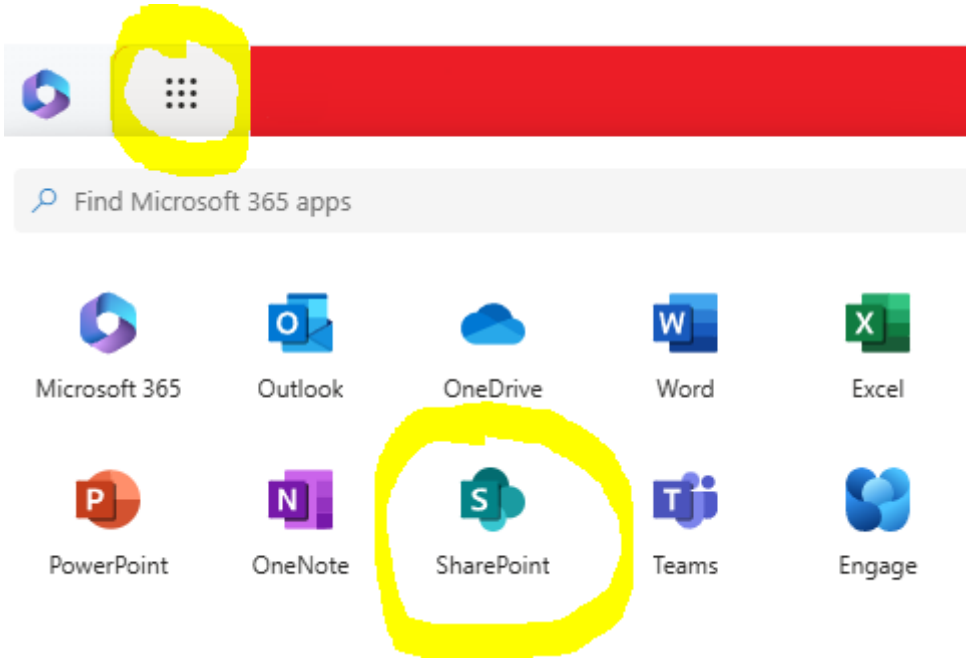
If you do not have the permission to send as that user/mailbox you will get an error.

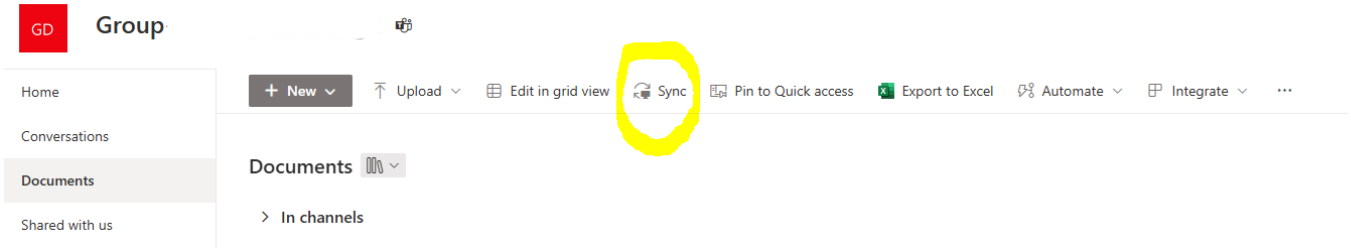


# Sync SharePoint Library (aka Group Folder) With Computer (File Explorer Or Finder)

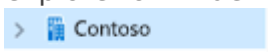
It is useful to have direct access to the company's files on your computer. There are two easy ways to achieve this.

Option 1:

- Open office.com in your browser and go to SharePoint
- 

- Select the site you want to use
- Open **Documents** and click on **Sync**
- 

- Wait a few minutes and check if you have an icon showing an office building in your file explorer or Finder




- 


- **Good to know:**
  - The files in the office building are for everyone in that team.
  - The files in the cloud are only for you by default.

Option 2:

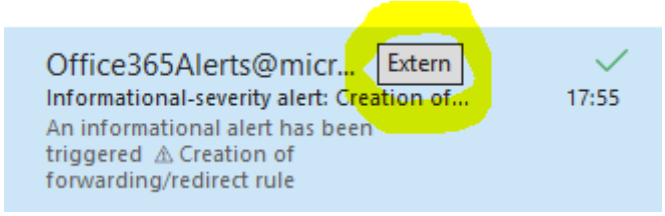
TBD

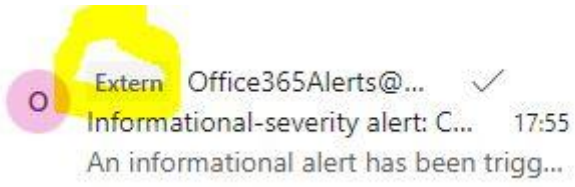
# Outlook

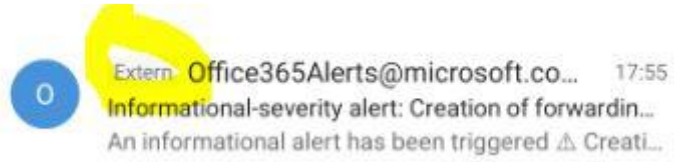
# Marking External E-mails

Outlook can mark emails from external sources with a note to make it easier to recognise spam and phishing threats.

It will look like this:

- **Outlook for Windows**
- 

- **Outlook on the Web**
- 

- **Android**
- 


However, please do not rely completely on this labelling. For one thing, the technology can also make mistakes and it is always possible to take over a colleague's account.

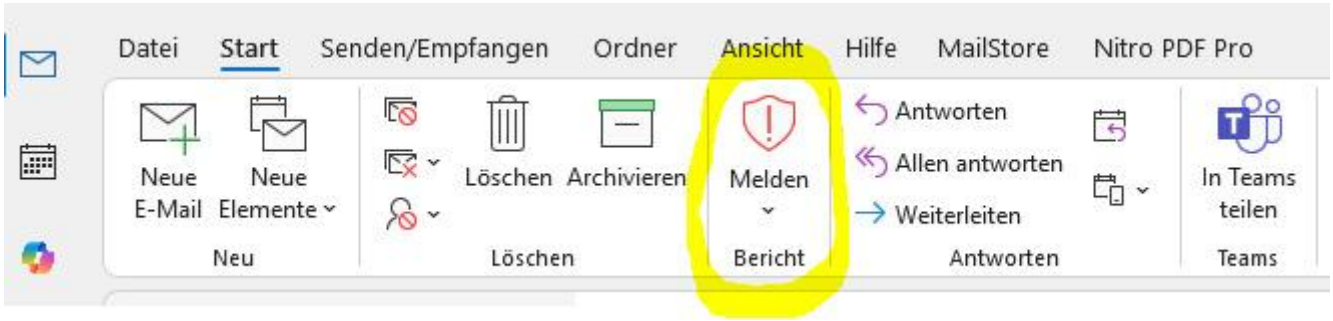
If you would like this labelling, please contact us.

Outlook

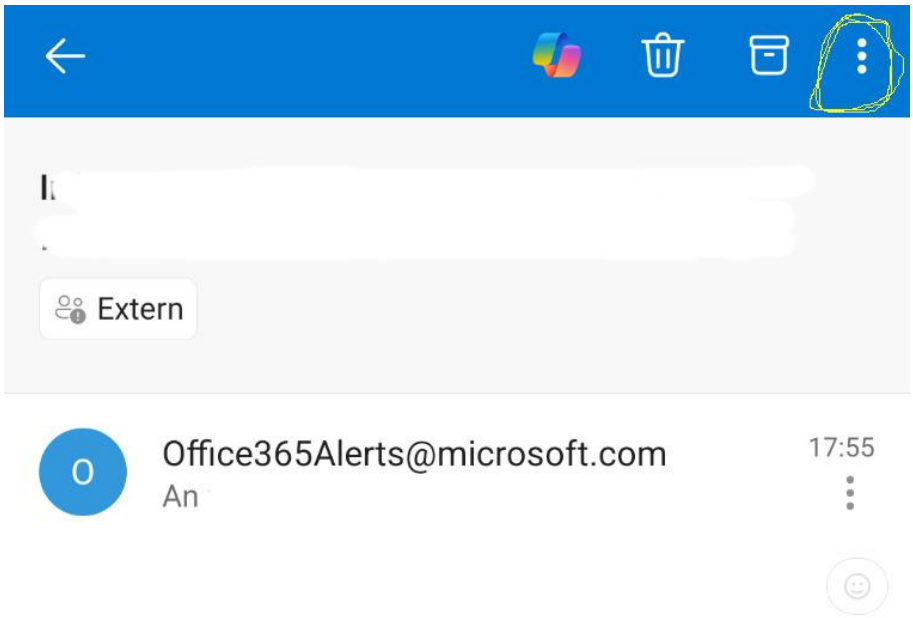
# Report Phishing and Junk

Please inform us about phishing or junk.

This is how it works:

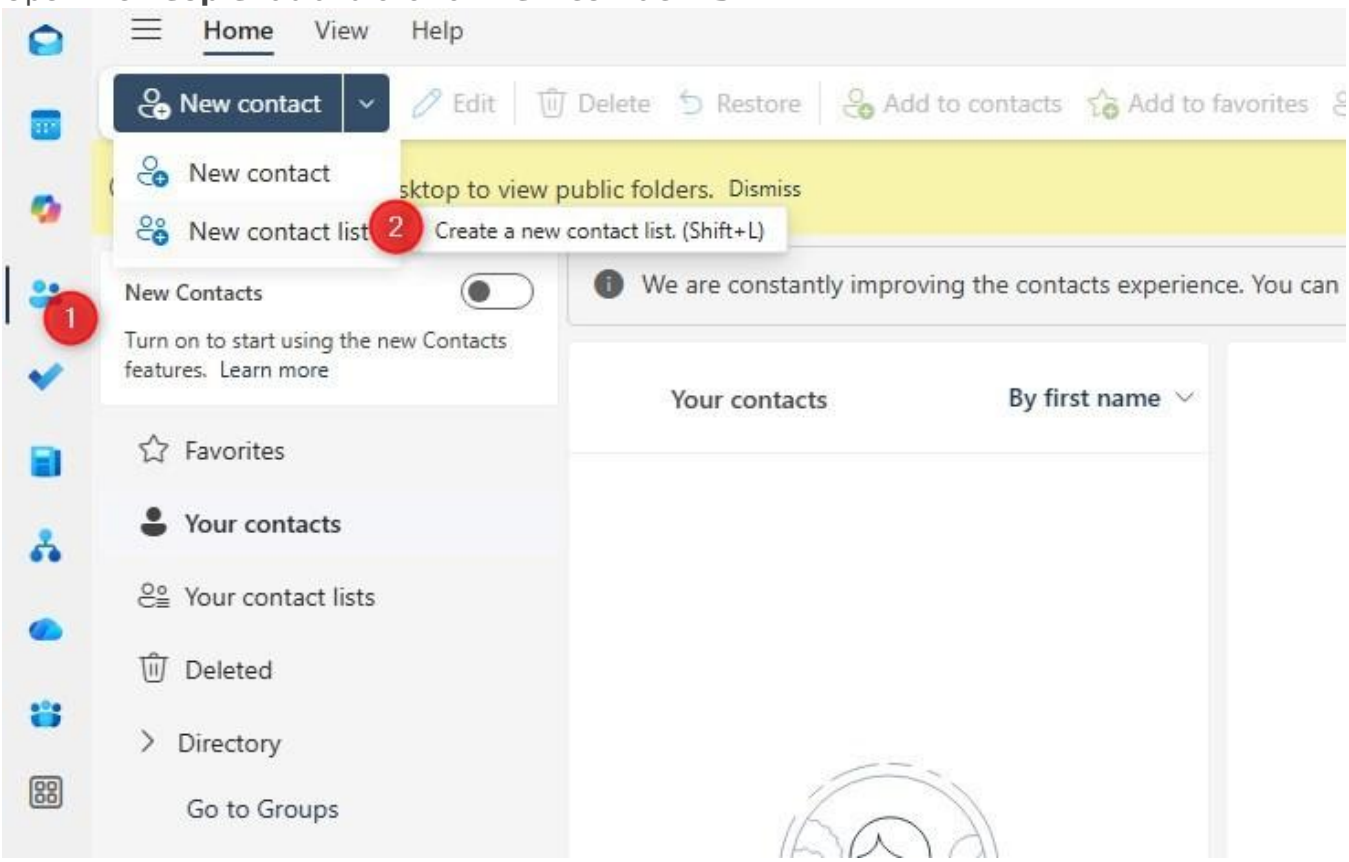
- **Outlook for Windows**
- 

- **Outlook on the Web**
- 

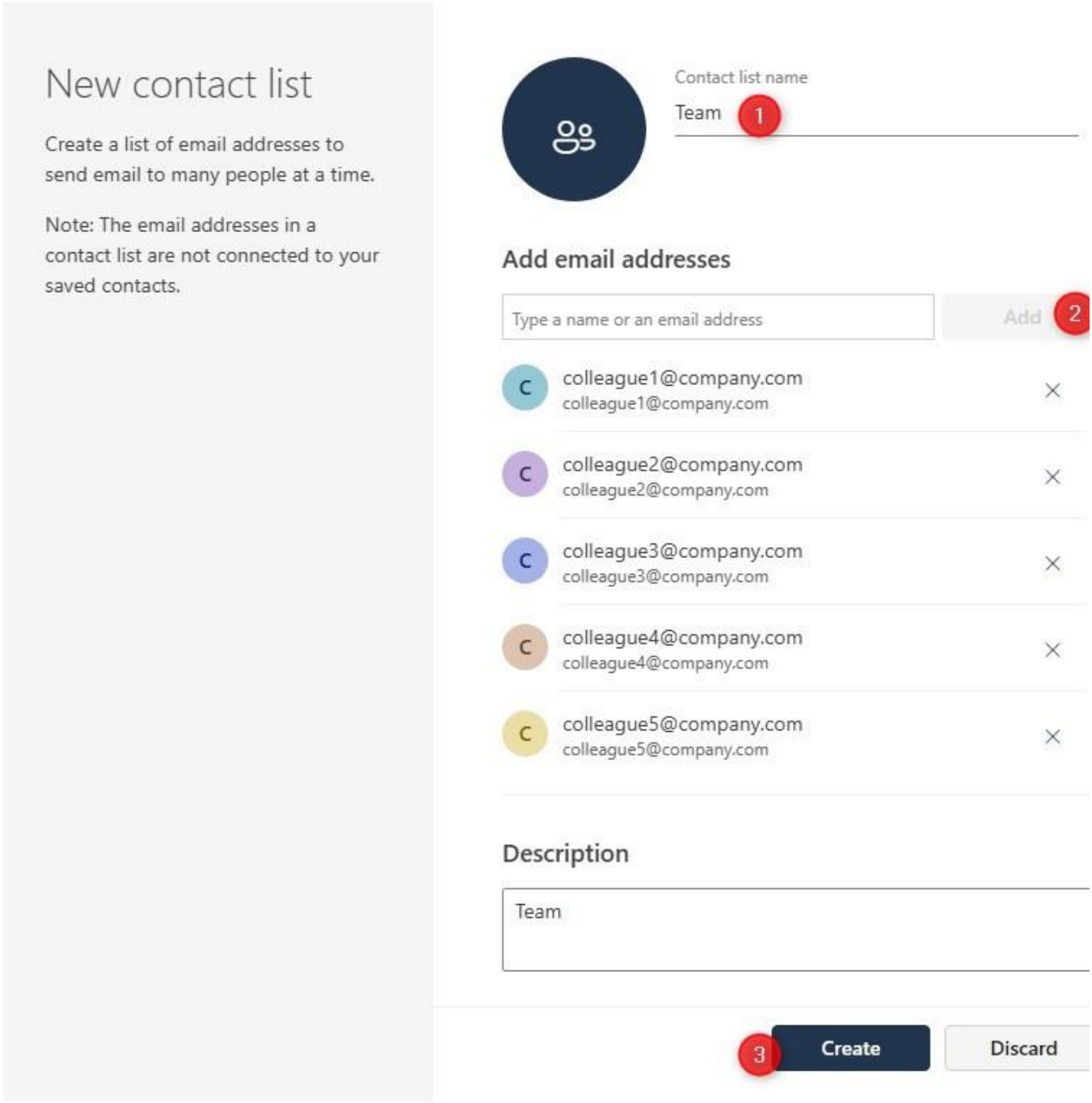
- **Android**
- 


**Important:** If there is a targeted attack, please also inform us by telephone and e-mail. Targeted cases include, for example, addressing someone by their real name, referring to colleagues or special knowledge (e.g. from a post on social media, studying the homepage or an overheard conversation).

# Create Contact List

- Open the **People** tab and click on **New contact list**.
- 

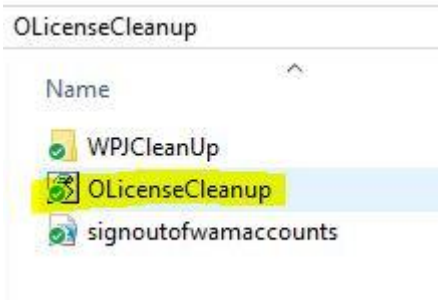
- Now you can give a name, add email addresses and an optional description.

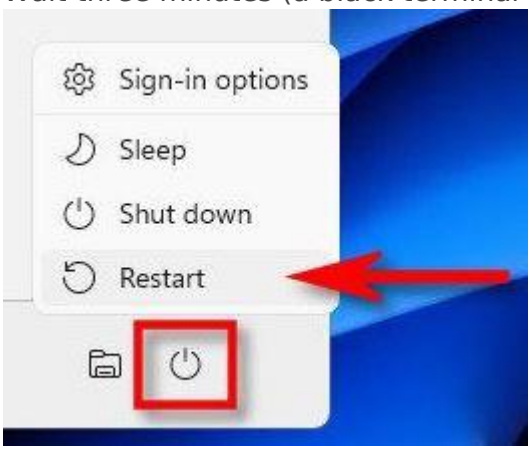
- 


- After clicking on **Create**, you may use this contact list for sending emails or inviting them to appointments.
- A popular use case is a list with the colleagues you often work with so you can email them easily or add them to calendar invitations.

# Fix Microsoft 365 Login

If you experience issues with your Microsoft 365 login like frequent requests to login again, the attached script may help.

1. Download the OLicenseCleanup.zip and extract it
2. Close your Microsoft 365 applications like Outlook, Teams or Office
3. Run the OLicenseCleanup.vbs VBScript file and ignore the other files
1. 

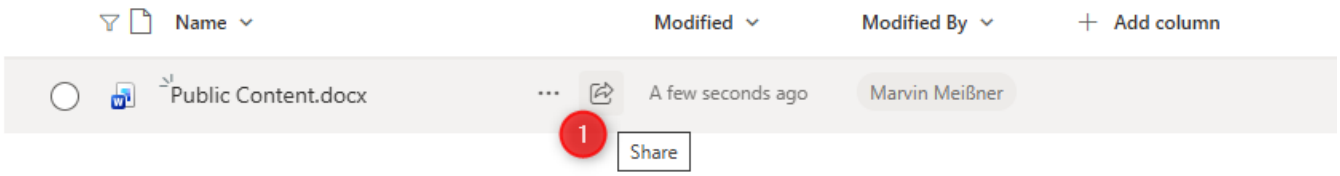
2. Wait three minutes (a black terminal window may flash shortly) and restart your PC
3. 

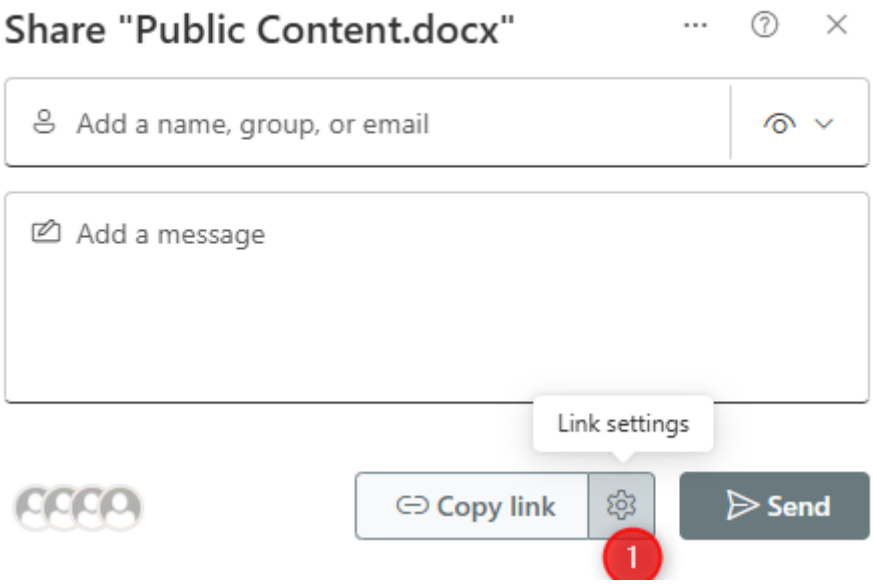
4. Now you need to login again without any issues
5. Let us know if you still experience any issues so that we may troubleshoot further

# SharePoint

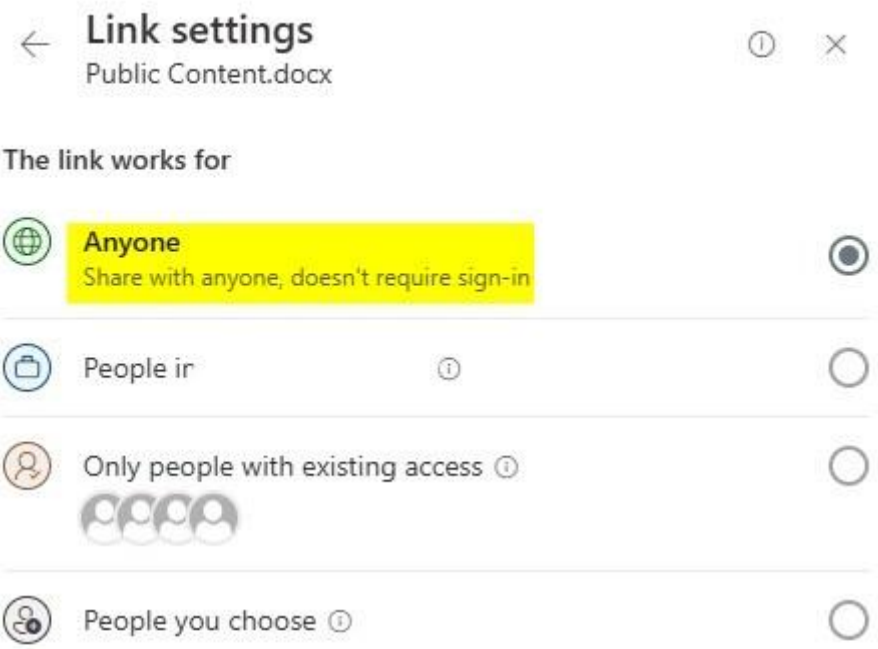
SharePoint

# Sharing in SharePoint

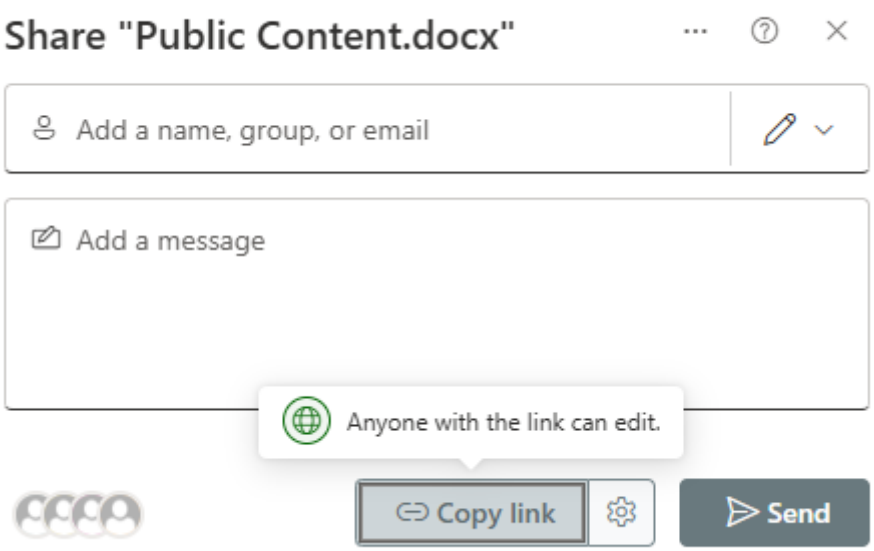
- Upload the data you want to share
- Hover over the document or folder you want to share and click on the **Share** symbol
- 


- Modify the **link settings** by clicking on the gear symbol
- 


- Feel welcome to adjust the settings as you like



- When sharing files or folders in SharePoint, always choose *Can view by default* and only use *Can edit* if real collaboration is required. Please always set an *expiration date*. This date should be as short as appropriate. You may add an additional *password* if you like.




- You can copy or send the link now