

Quick Start Guide to Telecommuting Using Office 365

This Quick Start Guide will get you up and running with Office 365, OneDrive, Teams and SharePoint Online so you can work from any location and stay in touch with colleagues while telecommuting. These and other Office 365 applications can be installed on multiple personal and official devices including desktops, laptops, tablets, and smartphones.

Please note that at this time Office 365 has been certified for the storing and sharing of unclassified and confidential information only. Strictly confidential information is not to be stored or shared using Outlook, OneDrive, Teams and SharePoint Online without additional protective measures. For guidance on the storage and sharing of strictly confidential information please contact the Office of Information and Communications Technology (OICT) through your departmental IT focal point.

Information on all enterprise applications can be found at:
<https://iseek.un.org/appdesk>

Additional training resources, comprehensive articles and videos can be found online at the Office 365 Learning Centre site:
https://unitednations.sharepoint.com/sites/unhq_learning_office365

The Office 365 materials that follow are sourced from:
<https://support.office.com/en-us/article/office-quick-starts-25f909da-3e76-443d-94f4-6cdf7dedc51e>



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Need Help?

You can access **Unite Self-Service** for support on enterprise applications from anywhere, as follows:

1. Go to the Unite Self-Service website (ineedservice.un.org) on your browser and login with your Unite Identity (username and password).
2. The Unite Self-Service mobile app can be downloaded from the Apple App Store or Google Play Store.
3. Contact your local help desk directly.

Learn how to raise and track a ticket in Unite Self-Service: https://iseek.un.org/system/files/unite_self_service_-_user_quick_guide.pdf.

Telecommuting Checklist

Review the following items to make sure you are prepared to telecommute effectively:

- Have the necessary equipment (e.g., computer, power cord, phone, internet access, etc.) at your home or another alternate work location.
- Familiarize yourself with Office 365 applications as detailed in this Quick Start Guide.
- Store your files in cloud-based applications such as OneDrive, SharePoint Online or Teams so that you and colleagues can access them remotely.
- Ensure that you have access to the ICT systems and applications you need in order to conduct your work (e.g., Umoja, inspira).
- Know how to forward your work phone calls and access your voicemail from home or elsewhere. For help go to: <https://iseek.un.org/system/files/iseek/LibraryDocuments/1702-201303271307474726784.pdf>
- Familiarize yourself with how to participate in and, if necessary, coordinate virtual meetings.

Important Note: You will need authorization to work remotely. This is not a guide about policy. To find out more about how to request a flexible working arrangement, visit the UN HR portal: <https://hr.un.org/page/flexible-working-arrangements>

Access Office 365 Applications and Your Files Remotely

Many products in the Office 365 suite are available from anywhere over the internet. This includes Outlook for email ([Unite Mail: https://outlook.office.com](https://outlook.office.com)), Teams for communications and collaboration, OneDrive for your personal working files, SharePoint Online for department-level information, and Microsoft Office applications such as Word, Excel and PowerPoint. These tools can be installed on desktops, laptops and mobile devices such as tablets and smartphones.

Microsoft Teams is the preferred application for communications and collaboration; however, Skype for Business is still supported. Information on its use can be found at: <https://iseek.un.org/department/skype-business>

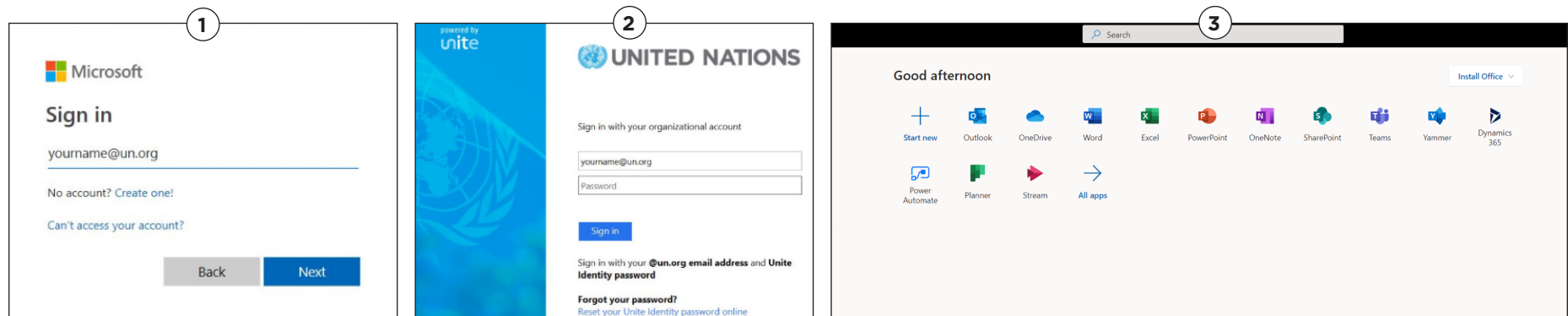
Let's get started!

Quick Start to Office 365

Logging in to Office 365

Connect to Office 365 through a Chrome or Edge browser:

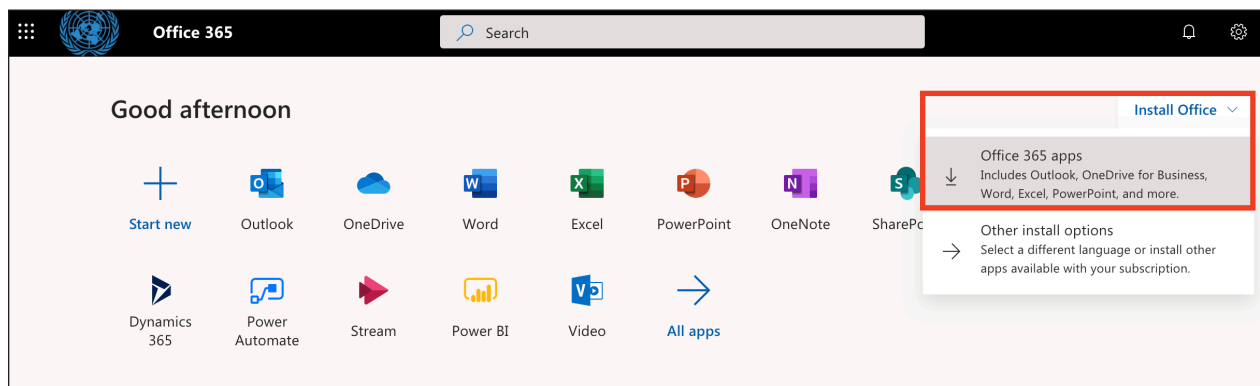
1. Go to [Office.com](https://office.com), enter your UN email address: **[name]@un.org** and click “Next”.
2. You will be redirected to the UN Login page where you will enter your **UN email /Unite ID password**. Click “Sign in”.
3. Once you login successfully you will be presented with the Office 365 portal page. From here you can access all Office 365 products.



Install Office 365 Applications on Other Devices

You can install Office 365 applications on up to 5 Windows or Apple computers, 5 tablets (Windows, iPad, and Android), and 5 smartphones as follows:

1. Login to [Office.com](https://office.com).
2. On the portal page, click on “**Install Office**”, then click on “**Office 365 apps**” and an installer file will download on to your device.



3. Windows users: Double click on the “**Setup....exe**”. In case of MAC OS users the file may appear as “**Microsoft_Office....pkg**”.



4. When prompted “**To allow changes to your device...**”, click “**Yes**” to start installing.
5. After installation, start Office and sign in with your **un.org email address** and **Unite Identity password**.

You may also install individual apps for all these applications on your mobile devices such as smartphones or tablets, by downloading them, as you would for any app, from the Apple App Store or Google Play Store.

Office 365 Training and Resources

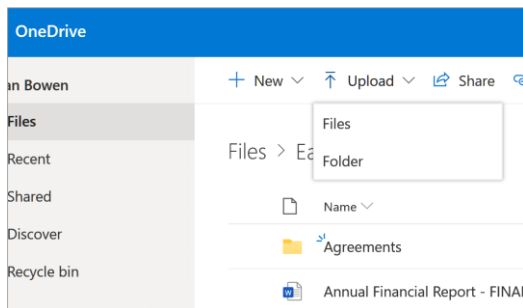
Know the basics but want to learn more? Find additional training resources, comprehensive articles and videos on these products and others in the Office 365 Learning Centre: https://unitednations.sharepoint.com/sites/unhq_learning_office365

QUICK START GUIDES

OneDrive

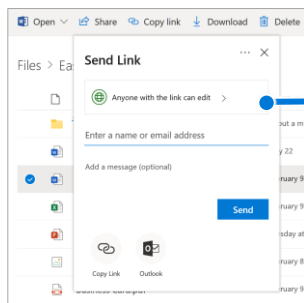
Create or upload files and folders

You can create **New** files and folders and upload existing files and folders from your device. In OneDrive, select **Upload > Files**. Or select location in OneDrive and drag and drop files or folders from your device.



Share files

The files and folders you store in OneDrive are private until you decide to share them. You can stop sharing at any time. You can grant **Edit** or **View** permissions for recipients and set time limitations on a file to specify when it will no longer be accessible. In OneDrive, select a file and then select **Share**.

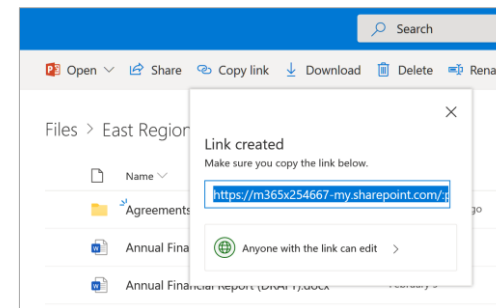


Based on admin settings, sharing levels are:

- Anyone** – people inside and outside your org can access. Links can be forwarded.
- People <organization>** – everyone in your org can access.
- People with existing access** – create a link to be used by people who already have access.
- Specific people** – specify email addresses of the people you want to give access to.

Copy Link

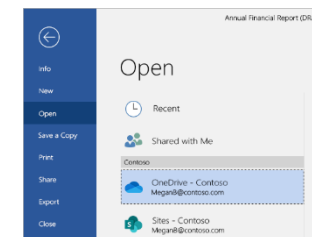
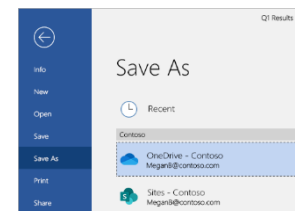
You can also share a file by copying the link and pasting it in email, IM, a webpage, or a OneNote page. In OneDrive, select a file and then select **Copy link**. Copy the link and then paste it in the destination.



Save and Open files in Office apps

(Requires Office 365, 2019, or 2016)

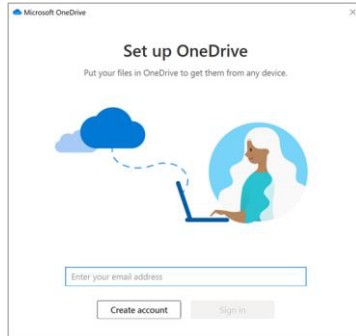
You can save or open Office documents in OneDrive from the Office apps. In any Office document, select **File > Save As**, choose your OneDrive, and then pick the folder where you want to save the file. To open a file stored on OneDrive, select **File > Open**, choose your OneDrive, and then select the file.



OneDrive

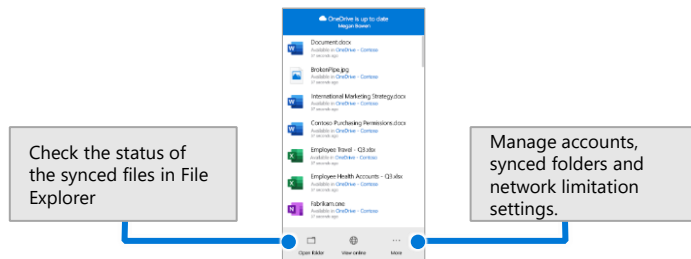
Sync files and folders

Sync your files and folders in OneDrive to your computer, so you can access them even when you're offline. When you are back online, changes you or anyone else make will sync automatically. In Windows 10, select **Start**, type OneDrive, and sign-in to OneDrive on your PC. In other versions of Windows or Mac, get the OneDrive sync app from onedrive.com/download.



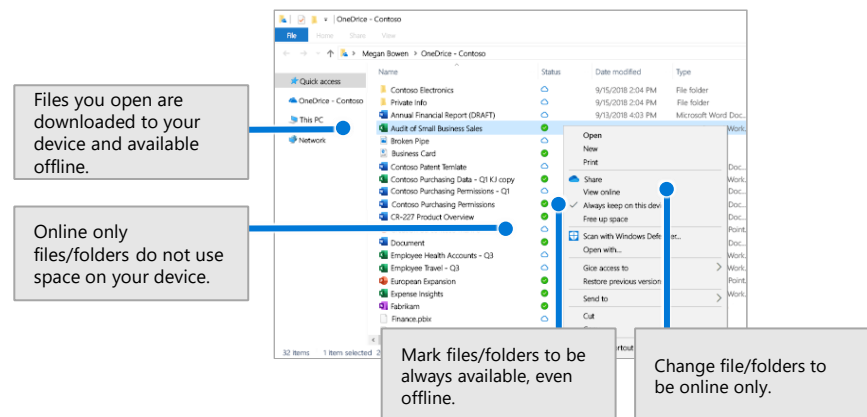
View sync activity

You can view sync activity from the OneDrive activity center. Click the OneDrive icon in the Windows taskbar. If you click the folder icon, you can go directly to the OneDrive web view. Users on Mac have a similar experience.



OneDrive Files On-Demand

With OneDrive Files On-Demand, you can set files and folders always to be available locally on your device or save space by making files online only. In the taskbar, select OneDrive icon, and select **More > Settings**. Then, on the **Settings** tab, select **Save space and download files as you use them**.



Next steps with OneDrive

Find help

Explore the help and training for OneDrive and other Office apps. Visit <https://go.microsoft.com/fwlink/?linkid=871124> for more information.

Learn about OneDrive Files On-Demand

Access all your files in the cloud without having to download them. Visit <https://go.microsoft.com/fwlink/?linkid=871126>.

Get free Office training, tutorials, and videos

Ready to dig in the capabilities that OneDrive has to offer? Visit <https://go.microsoft.com/fwlink/?linkid=871128> to explore free training.

OneDrive

Do more wherever you are with secure access, sharing, and file storage. Sign-in to your Office 365 subscription and select **OneDrive** from the app launcher. This guide covers OneDrive for business or school, but most of the functionality is the same for home subscribers.

Open
Open and edit a file online or in a desktop app.

Share
Share files directly from OneDrive. Files are private until shared.

Copy link
Get a link to the selected file to insert in an IM, email, or site.

Move to/Copy to
Move or copy to another destination in your OneDrive or any SharePoint site.

Information Pane
See file information, recent activity, and manage access permissions to the file.

Shared
View and sort files with date shared, activity, or who they are shared with.

Discover*
View trending content in your organization and content relevant to your work.

Recycle bin
Recover files you've accidentally deleted up to 93 days.

Shared libraries
Navigate to shared libraries on Microsoft Teams, SharePoint sites, or Office 365 Groups.

Download
Download a copy of a file to work offline on a device.

Flow
Create and manage automated workflows.

Search
Find your content throughout OneDrive, SharePoint sites, and Microsoft Teams.

Sharing status
See which files are being shared and who they're shared with.

Manage access
See who can access a file, and manage what people can do with it.

Activity
See the sharing, viewing, and editing activity for a file.

Name	Modified	Modified By	File Size	Sharing	Activity
Agreements	About a minute ago	Megan Bowen	0 Items	Private	
Annual financial Report - FINAL.docx	May 22	Megan Bowen	22.2 KB	Private	
Annual financial Report (DRAFT)...	February 9	Megan Bowen	22.2 KB	Shared	
Audit of Small Business Sales.xlsx	February 9	Megan Bowen	21.0 KB	Shared	
Coffee House Design.pptx	August 7	Megan Bowen	319 KB	Private	
Coffee Houses.pptx	August 7	Megan Bowen	28.9 KB	Private	
Contoso Electronics Sales Presentation.pptx	May 22	Megan Bowen	3.29 MB	Private	
Contoso Purchasing Permissions - Q1.docx	February 9	Megan Bowen	24.7 KB	Private	
Employee Travel - Q3.xlsx	February 9	Megan Bowen	20.7 KB	Shared	
European Expansion.pptx	May 22	Megan Bowen	3.41 MB	Private	
Expense Insights.xlsx	February 9	Megan Bowen	398 KB	Private	
Finance.pbix	February 9	Megan Bowen	3.18 MB	Private	

*Powered by Microsoft Graph Discover View does not change any permissions. Your private documents are not visible to others and you can view only those documents that you have been given access to.

OneDrive

OneDrive Mobile

The OneDrive app supports both OneDrive personal and organization accounts across iOS, Android, and Windows and can be downloaded from the app stores.

See and manage all your accounts.

Capture whiteboards & scan or single or multiple page documents.

Share a file internally or externally with access controls.

Edit a file on the web or in client view.

See and manage multiple accounts.

See trend views and an activity chart.

Search all of OneDrive for files, folders, shared content.

Access your files and folders on OneDrive.

Access your SharePoint sites.

Send a copy of the file instead of sharing.

Copy the sharing link, email it in Outlook, or choose an app to send it with.

See details such as who the file is shared with.

Make files and folders available offline. *

Recover deleted files.

See all the files you have taken offline.

See your most recent active files.

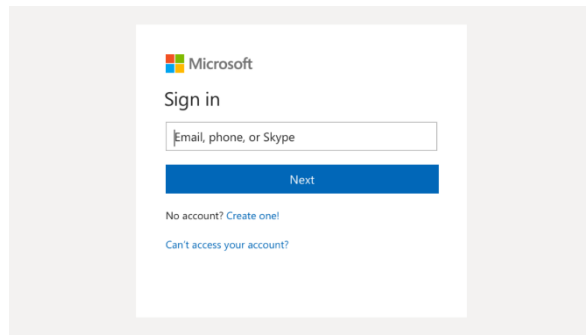
See files shared with you and discover content trending around you.

The above screens represent OneDrive for business accounts in iOS. Android users will have similar experience except the file activity functionality.
*Files and folders need to be taken from offline to online before they are synced to the cloud.

Microsoft Teams

Sign in

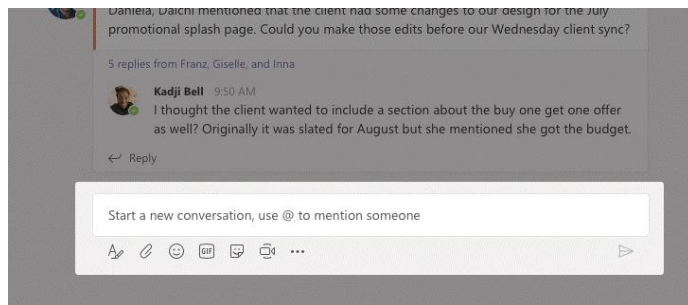
In Windows, click **Start**  > **Microsoft Teams**.
On Mac, go to the **Applications** folder and click **Microsoft Teams**.
On mobile, tap the **Teams** icon. Then sign in with your Office 365 username and password. (If you're using Teams free, sign in with that username and password.)




Start a conversation

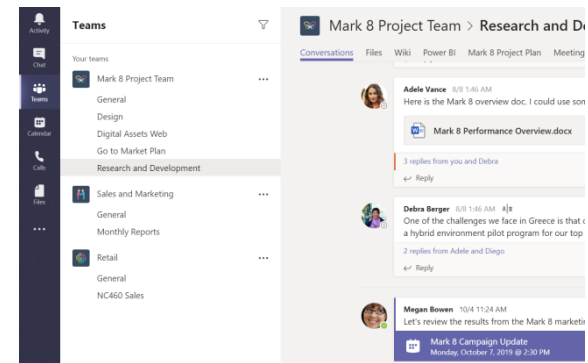
With the whole team... Click **Teams** , pick a team and channel, write your message, and click **Send** .

With a person or group... Click **New chat** , type the name of the person or group in the **To** field, write your message, and click **Send** .





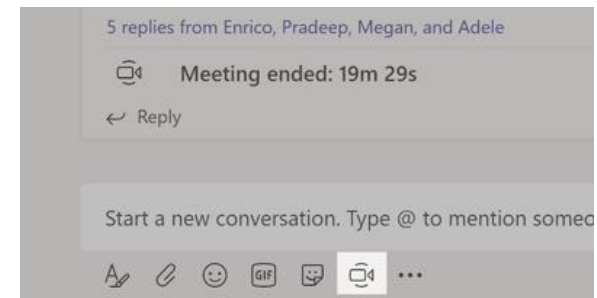
Pick a team and channel

A *team* is a collection of people, conversations, files, and tools—all in one place. A *channel* is a discussion in a team, dedicated to a department, project, or topic. Click **Teams**  and select a team. Pick a channel to explore the **Conversations**, **Files**, and other tabs.






Start a meeting

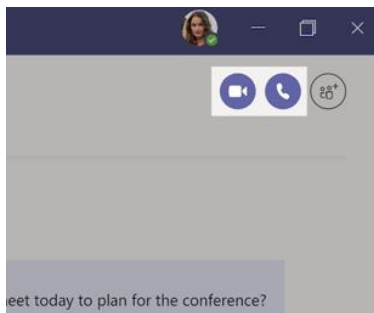
Click **Meet now**  under the area where you type a message to start a meeting in a channel. (If you click **Reply**, then **Meet now** , the meeting is based on that conversation.) Enter a name for the meeting, then start inviting people.



Microsoft Teams

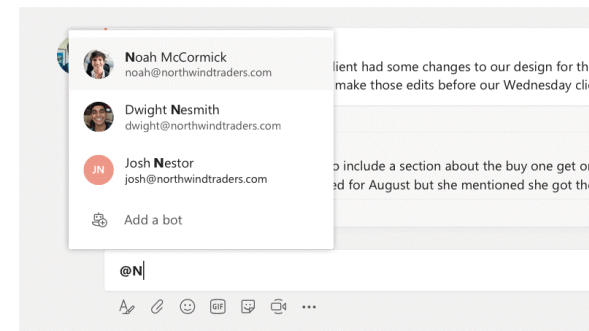
Make video and audio calls

Click **Video call**  or **Audio call**  to call someone from a chat. To dial a number, click **Calls**  on the left and enter a phone number. View your call history and voicemail in the same area.




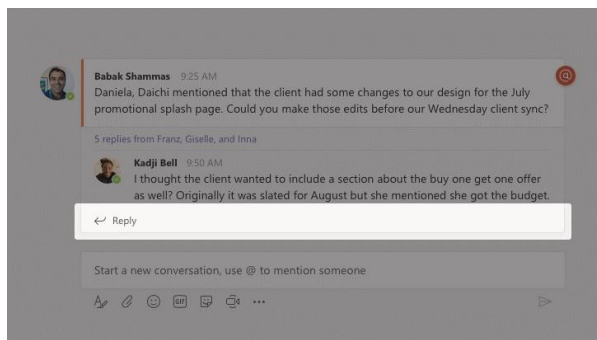
@mention someone

To get someone's attention, type @, then their name (or pick them from the list that appears). Type **@team** to message everyone in a team or **@channel** to notify everyone who favorited that channel.




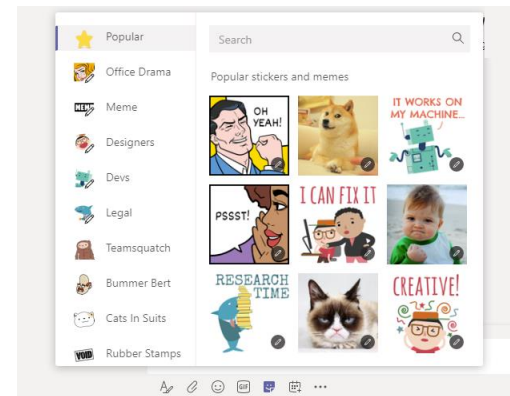
Reply to a conversation

Channel conversations are organized by date and then threaded. Find the thread you want to reply to, then click **Reply**. Add your thoughts and click **Send** .




Add an emoji, meme, or GIF

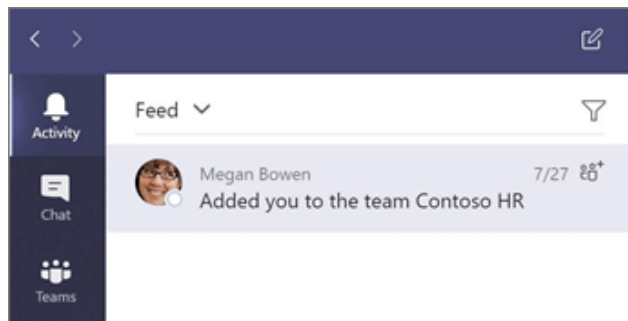
Click **Sticker**  under the box where you type your message, then pick a meme or sticker from one of the categories. There are also buttons for adding an emoji or GIF.



Microsoft Teams

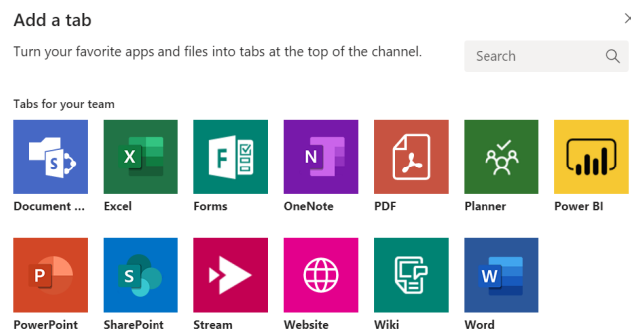
Stay on top of things

Click **Activity**  on the left. The **Feed** shows you all your notifications and everything that's happened lately in the channels you follow.




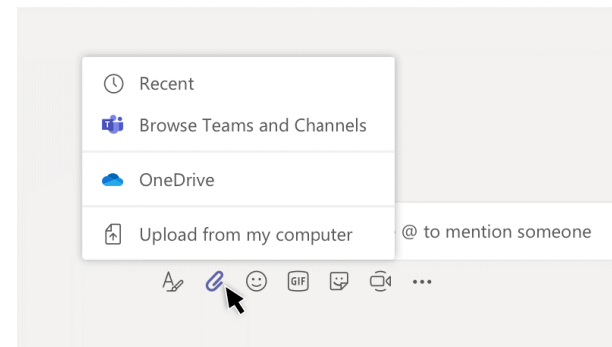
Add a tab in a channel

Click **+** by the tabs at the top of the channel, click the app you want, and then follow the prompts. Use **Search** if you don't see the app you want.




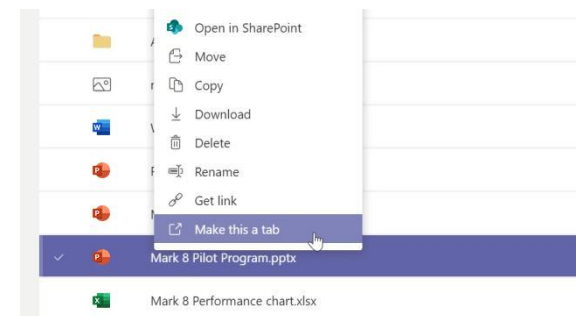
Share a file

Click **Attach**  under the box where you type messages, select the file location and then the file you want. Depending on the location of the file, you'll get options for uploading a copy, sharing a link, or other ways to share.




Work with files

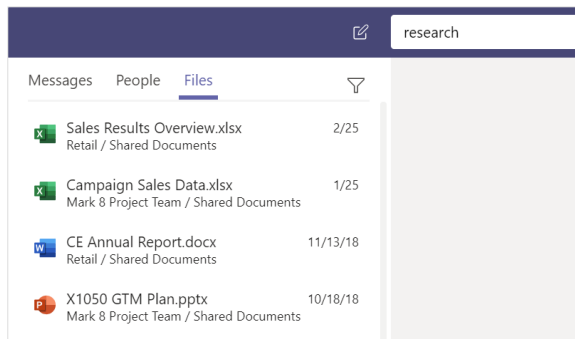
Click **Files**  on the left to see all files shared across all of your *teams*. Click **Files** at the top of a channel to see all files shared in that *channel*. Click **More options ...** next to a file to see what you can do with it. In a channel, you can instantly turn a file into a tab at the top!



Microsoft Teams

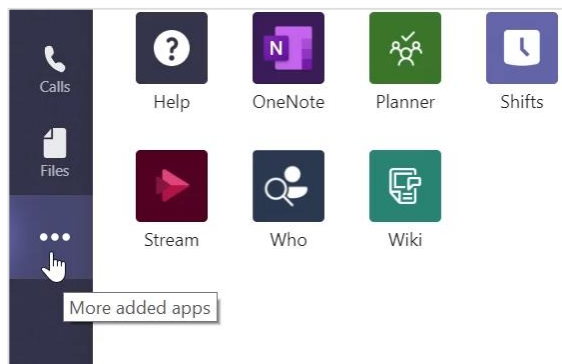
Search for stuff

Type a phrase in the command box at the top of the app and press Enter. Then select the **Messages**, **People**, or **Files** tab. Select an item or click **Filter**  to refine your search results.




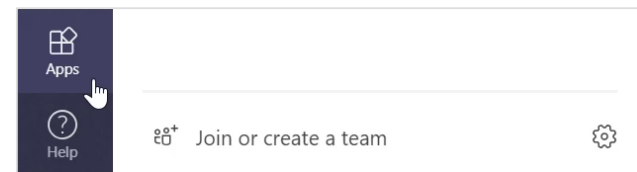
Find your personal apps

Click **More added apps**  to see your personal apps. You can open or uninstall them here. Add more apps under **Apps** .



Add apps

Click **Apps**  on the left. Here, you can select apps you want to use in Teams, choose the appropriate settings, and **Add**.



Next steps with Microsoft Teams


See what's new in Office

Explore the new and improved features in Microsoft Teams and the other Office apps. Visit <https://go.microsoft.com/fwlink/?linkid=871117> for more information.

Get free training, tutorials, and videos for Microsoft Teams

Ready to dig deeper into the capabilities that Microsoft Teams has to offer? Visit <https://go.microsoft.com/fwlink/?linkid=2008318> to explore our free training options.

Send us your feedback

Love Microsoft Teams? Got an idea for improvement to share with us? On the left side of the app, click **Help**  > **Give feedback**. Thank you!

Get other Quick Start Guides

To download our free Quick Start Guides for your other favorite apps, go to <https://go.microsoft.com/fwlink/?linkid=2008317>.

Microsoft Teams

New to Microsoft Teams? Use this guide to learn the basics.

Move around Teams
Use these buttons to switch between Activity Feed, Chat, your Teams, Calendar & Files.

View and organize teams
Click to see your teams. In the teams list, drag a team name to reorder it.

Find personal apps
Click to find and manage your personal apps.

Add apps
Launch Apps to browse or search apps you can add to Teams.

Every team has channels
Click one to see the files and conversations about that topic, department, or project.

Start a new chat
Launch a one-on-one or small group conversation.

Add tabs
Highlight apps, services, and files at the top of a channel.

Use the command box
Search for specific items or people, take quick actions, and launch apps.

Manage profile settings
Change app settings, change your pic, or download the mobile app.

Manage your team
Add or remove members, create a new channel, or get a link to the team.

Add files
Let people view a file or work on it together.

Join or create a team
Find the team you're looking for, join with a code, or make one of your own.

Reply
Your message is attached to a specific conversation.

Compose a message
Type and format it here. Add a file, emoji, GIF, or sticker to liven it up!

SharePoint Online

Quick Start Guide

Do more wherever you are with secure access, sharing, and file storage. Sign in to your Office 365 subscription and select SharePoint from the App launcher.

The screenshot shows the SharePoint Online homepage interface. The top navigation bar includes the Office 365 logo, the text 'Office 365 | SharePoint', and icons for notifications, settings, help, and the user profile. Below the navigation bar are two buttons: '+ Create site' and '+ Create news post'. The main content area is divided into several sections: 'Following' (with a list of sites like 'New York #03', 'Business Development', and 'Production Line'), 'Recent' (with a list of sites like 'X1050 Launch Team' and 'Business Development'), and 'Featured links' (with an 'Edit' button and a note that no featured links are currently set). The 'News from sites' section displays three news items, each with a thumbnail, title, author, and date. The 'Frequent sites' section shows two site tiles for 'X1050 Launch Team Group' and 'Business Development Group'. At the bottom right, there are buttons for 'Get the mobile app' and 'Feedback'.

Search
Find Sites, People, or Files.

Find your sites

- **Following** displays sites you follow, like your team's site or a site from another group you work with.
- **Recent** shows any site you've gone to recently.
- **Featured links*** displays sites your company wants to showcase.

Create a site or news post

Check out featured content

- **News from sites** highlights updates from sites you follow or visit often.
- **Frequent sites** shows sites you like to go to and recent activity in them.
- **Suggested sites*** (not shown) appear based on searches you've done and recommendations from Microsoft Graph.
- Microsoft Graph must be enabled by your admin to see **Featured links** and **Suggested sites** on your SharePoint homepage.

SharePoint Online

Work with files

Select a site from the SharePoint homepage or enter its URL into your browser. Then select **Documents** in the left navigation pane.

The screenshot shows the SharePoint Online interface for the 'Mark 8 Project Team' site. The left navigation pane is open to 'Documents'. A list of files is displayed, including 'Contoso Quadcopter Camera.docx', 'Contoso Research and Develop...', 'CR -227 Camera briefing.docx', 'Creating the Contoso Mark 8.pptx', 'Engine Perf.xlsx', 'oso Mark 8 3D.pptx', 'elivery plan.docx', 'mark 8 - FAU.docx', 'Mark 8 Controller specs.xlsx', 'Mark 8 Parts and Spec List.xlsx', and 'Mark 8 Performance chart.xlsx'. A context menu is open over the 'Mark 8 3D.pptx' file, showing options like Open, Preview, Share, Copy link, Download, Delete, Flow, Rename, Move to, Copy to, Version history, Alert me, More, and Details. A 'Details Pane' is open on the right, showing a chart and file properties. Callout boxes provide detailed descriptions for various actions and features.

Open
Open and edit a file online or in a desktop app.

Share
Share files directly from SharePoint. Files are private until shared.

Copy link
Get a link to the selected file to insert in an IM, email, or site.

Move to/Copy to
Move or copy to another destination in your OneDrive or any SharePoint site.

Document
View and work with the files stored on a SharePoint site.

Pin to top
Pin important folders or documents to the top of the list for easy viewing.

Download
Download a copy of a file to work offline that takes local device space.

Flow
Automate common tasks between SharePoint and other Office 365 and third party services.

Version history
View a file's version history and restore a file to a previous version.

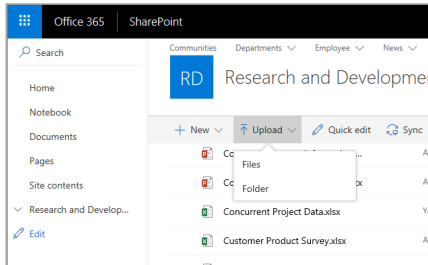
Details Pane
See file information, a thumbnail, recent activity, manage access permissions, and edit file properties.

Sharing status
See which files are being shared and who they're shared with.

SharePoint Online

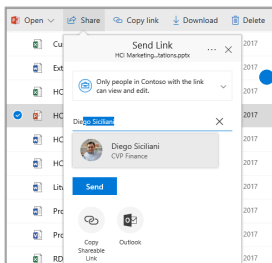
Create or upload files and folders

You can create **New** files and folders and upload existing files and folders from your device. In SharePoint, select **Upload > Files**. Or select a location in SharePoint and drag and drop files or folders from your device.



Share files

Select a file and then select **Share**. You can grant **Edit** or **View** permissions for recipients and set time limitations on a file to specify when it will no longer be accessible.



Based on admin settings, the three levels of sharing are:

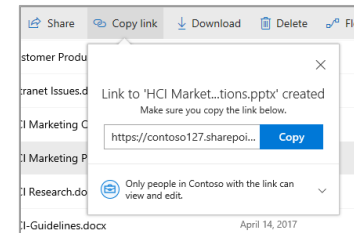
Anyone – people inside and outside your org can access. Receive links directly or forwarded.

People in your org – everyone in your org can access.

Specific people – specify email addresses of the people you want to give access to.

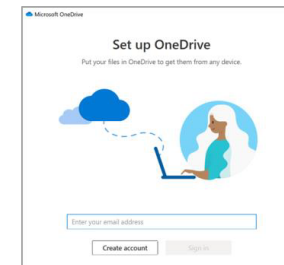
Copy link

You can also share a file by copying the link and pasting it in email, IM, a webpage, or a OneNote page. In SharePoint, select a file and then select **Copy link**. Copy the link and then paste it in the destination.



Sync SharePoint files and folders with OneDrive

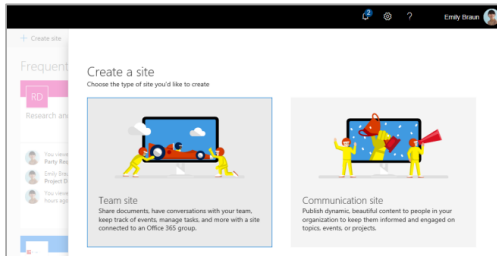
Sync your files and folders in SharePoint to your computer, so you can access them even when you're offline. From a document library on the SharePoint site that you want to sync files from, select **Sync**, and sign in with your work or school account.



SharePoint Online

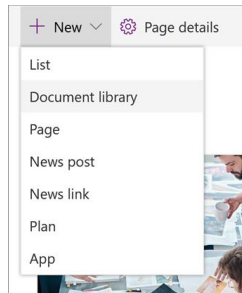
Create a site

Select **+ Create** site on the SharePoint homepage to create a new SharePoint site. Select a Team or Communication site, and enter a title, description, owners, and members. You can also select to make the group private and change the group email name. (If you select a Team site, an Office 365 Group is also created.)



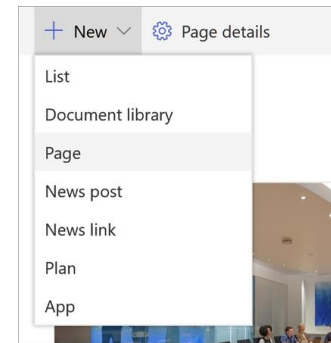
Add a document library or list

Select **+ New** in your new website to add a library or list.



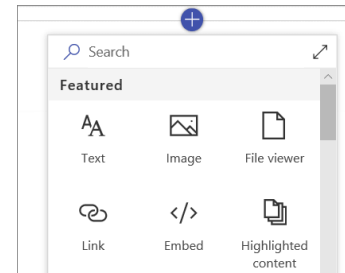
Add a page

Select **+ New > Page** in your new site, name your page, and then select **Publish**.



Add web parts

In your news post or page, select the plus sign **+**. You can add text, images, files, video, dynamic content and by using the corresponding web parts.



SharePoint Online

Mobile SharePoint access

Mobile SharePoint a new way to reach intranet content on your phone or tablet and is available in the app store for iOS, Android, and Windows. You can get to sites, people, and files, search and browse SharePoint, stay up-to-date with news, and view your content. and more.

Access your personalized view of team sites, communication sites, and news posts

View news posts on the go and share your updates, reports, status, and experiences with your team

Use search to find and discover important content.

Tap on a user to get to their contact card and see who they work with and what they are working on.

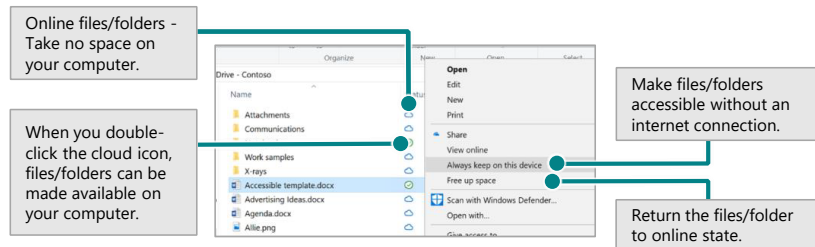
Browse your sites, files, people and more to get back to what you were working on.

The above screens represent SharePoint accounts in iOS. Android users will have similar experience except the file activity functionality.

SharePoint Online

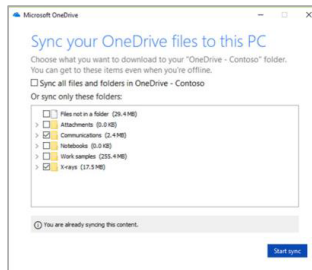
Files On-Demand

Files On-Demand helps you access all your files in SharePoint through OneDrive without having to download all of them and use storage space on your computer. In the taskbar, select the OneDrive icon, select **More > Settings**. On the **Settings** tab, select the **Save space and download files as you use them** box.



Select files and folders to sync

You can choose the folders and files to sync to your computer. In the taskbar, select the OneDrive icon, select **More > Settings > Choose folders**.



Next steps with SharePoint

Find help

Explore the help and training for SharePoint and other Office apps. Visit <https://go.microsoft.com/fwlink/?linkid=871131> for more information.

Get free Office training, tutorials, and videos

Ready to dig in the capabilities that SharePoint has to offer? Visit <https://go.microsoft.com/fwlink/?linkid=871134> to explore our free training.

Get the SharePoint mobile app

Get the mobile app to reach your intranet content on your phone or tablet. Visit <https://aka.ms/getspmobile>

Get other Quick Start Guides

To download our free Quick Start Guides for your other favorite apps, go to <https://go.microsoft.com/fwlink/?linkid=2008317>.



Office 365 Training and Resources

Find Quick Start Guides for all Office 365 products:

<https://support.office.com/en-us/article/office-quick-starts-25f909da-3e76-443d-94f4-6cdf7dedc51e>

Find training resources, comprehensive articles and videos in the Office 365 Learning Centre:

https://unitednations.sharepoint.com/sites/unhq_learning_office365

Get Support on Enterprise Applications from Anywhere

Go to the Unite Self-Service website:

<https://ineedservice.un.org>

Flexible Working Arrangements in the Secretariat

Find out how to request a flexible working arrangement through the UN HR portal:

<https://hr.un.org/page/flexible-working-arrangements>