

Outlook FAQ for End User

Prepared by:

EUIT

Date: 07 May 2020

Version: 1.3

Table of contents

1	General Question	1
1.1	What's the difference between IBM Lotus Notes and Microsoft Outlook?.....	1
1.2	How to use Outlook?	2
1.3	Where can I find the Outlook help and learning resources?.....	2
1.4	What is the size of my Office 365 mailbox?	3
1.5	What version of Outlook do I have?.....	3
2	Questions for Notes migration to Outlook 365.....	4
2.1	Will all the emails be migrated to Outlook include the actual folders?.....	4
2.2	In Lotus Notes we have an archive of emails, what will happen with these emails? Will they be migrated into a new archive environment in Outlook?.....	4
2.3	What will happen with all emails from the "Sent items box"? Will these emails be migrated in to the "Sent emails box of Outlook"?	4
2.4	Will the department mailbox like (euivd@mindray.com,ECS@mindray.com,AED@mindray.com) be migrated ?	5
2.5	What will happen with the set up personal address book, Mindray address book and group email address books which have been issued in Lotus Notes? Will all these addresses including group and personal be migrated as well?.....	5
2.6	What will happen with the signatures which we made per person, per email box in .htm files? Will these be migrated as well automatically?.....	5
2.7	Is there any possible we may lose emails in the migration process? Or will these be kept elsewhere as back up (in the cloud or at the server)	5
2.8	Will my "sent" emails in IBM notes client still be synced to Outlook after my email account is migrated to Outlook 365?	5
2.9	If I copy my archived mail to IBM SmartCloud after receiving email migration notification, will these emails be migrated to Outlook?	6
2.10	Some old emails are lost in email migration to Outlook 365.....	6
3	Questions for Outlook PC version	7
3.1	How can we fix the error message "The item could not be found" in Outlook?	7
3.2	How do we import CSV contacts to Outlook?	7

4	Questions for Mobile device related	8
4.1	Do I need to delete the old profile on mobile phone to create the new Office 365 profile?	8
4.2	After creating O365 profile on your mobile phone, no notifications work.....	8
4.3	After creating O365 profile on mobile phone, emails don't sync automatically.	8
4.4	How to delete your OLD Lotus Traveller account on your iPhone	8
5	Questions for group mailbox's	9
5.1	How to open and use the group mailbox?	9
5.2	How will they work in Outlook when one user opens an email, will this remain unread for the rest of the department etc.?	9

1 General Question

1.1 What's the difference between IBM Lotus Notes and Microsoft Outlook?

They are different email clients, one is from IBM and another is from Microsoft, Click the link below see the more difference in detail.

[Compare IBM lotus notes vs Microsoft Outlook 365](#)

Lotus Notes 8.5 to Office 365 for business



Make the switch

Microsoft Outlook 2013 may look different from Lotus Notes 8.5, but you'll quickly discover that Outlook lets you do everything you're used to doing. Here are just a few of the time-saving features of Outlook 2013.

Quick actions on the ribbon

Use the ribbon to quickly act on your messages and folders or set options.

Use folders

Create new folders to keep track of your messages by project, person, or task.

Switch view

Go to your calendar, tasks, or contacts in one click.

Filter your messages

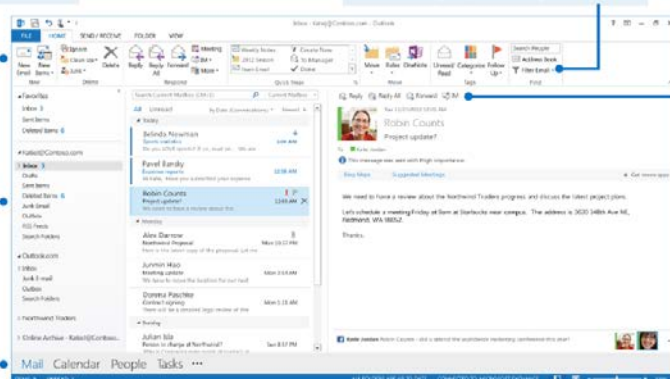
Find unread messages or messages sent with attachments, high importance, flags, or categories.

Take action on a message

Reply, forward, or IM the sender all within the Preview Pane.

Zoom in or out

Expand or contract your view by zooming in or out.



Microsoft

What is Office 365 for business?

Just as Lotus Notes 8.5 is a suite of desktop apps, your Office 365 for business subscription gives you a suite of powerful online services—including the latest version of Office desktop apps. Office 365 lets you:

- Install Office desktop apps on as many as five computers.
- Create, view and edit documents from anywhere using Office Online.
- Work offline and your changes automatically sync when you're back online.
- Use mobile Office apps on your Windows Phone, Android, iPad, or iPhone.

How do I use Outlook in Office 365?

You can use the Outlook 2013 desktop app, Outlook Web App, or Office 365 mobile apps to create and edit files.

	Outlook 2013*	Outlook Web App	Outlook mobile apps
Use it if	<ul style="list-style-type: none"> • Your Office 365 plan includes it. • You want offline access. 	You want to work online and use the newest features.	You want the most editing features available on your device.
Runs on	Laptop and desktop computers	Your browser	Specific devices
How to get it	Comes with some, but not all Office 365 plans (*Word 2013 for Mac)	Always available from your browser.	Windows Phone iPad iPhone Android phone and tablet

Microsoft

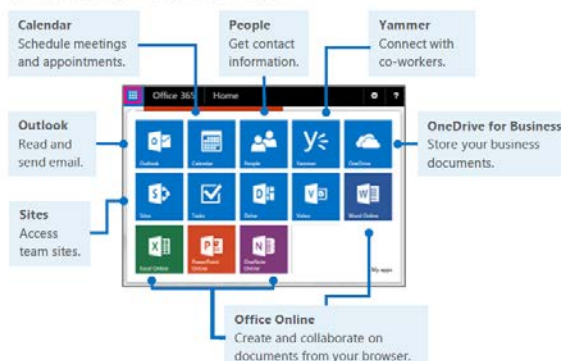
How do I sign in to Office 365?

1. From your web browser, go to <https://portal.office.com>.
2. Enter your work or school account and password, and then choose **Sign in**. For example: j.doe@contoso.com or j.doe@contoso.onmicrosoft.com



Find your way around

From anywhere in Office 365, click the app launcher  for quick access to all services, including all the Office Online apps:



1.2 How to use Outlook?

Microsoft provides the basic of using outlook, please click the link below for more details.

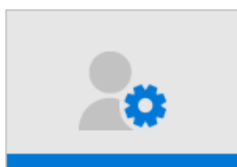
<https://support.office.com/en-us/article/outlook-training-8a5b816d-9052-4190-a5eb-494512343cca>

Outlook training

Windows



Quick Start



Set up and customize



Create and send email



Manage email



Organize your inbox



Contacts and tasks

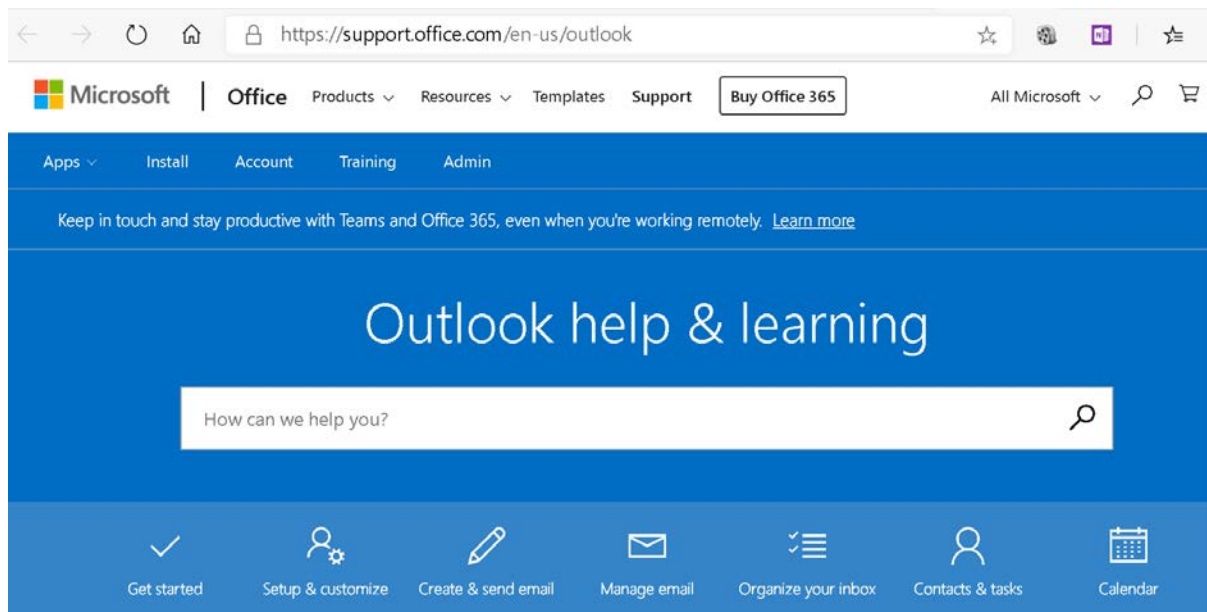


Calendar

1.3 Where can I find the Outlook help and learning resources?

You can find all newest help and learning resource from Microsoft official resource from link below.

<https://support.office.com/en-us/outlook>



1.4 What is the size of my Office 365 mailbox?

100GB.

1.5 What version of Outlook do I have?

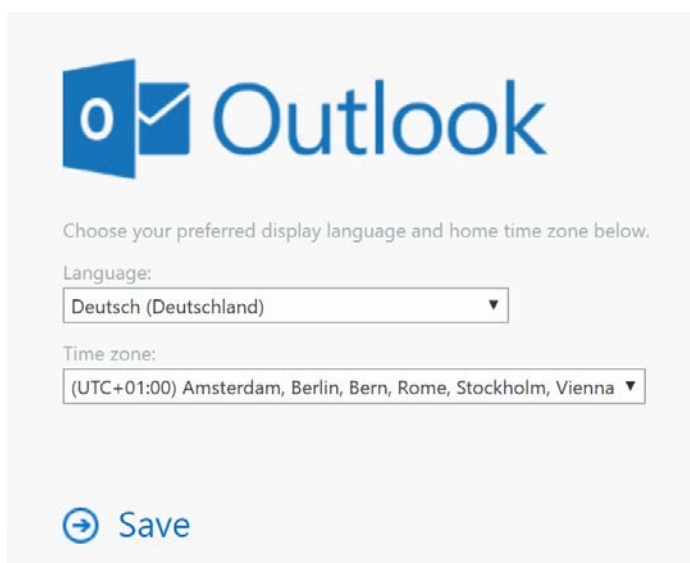
<https://support.office.com/en-us/article/what-version-of-outlook-do-i-have-b3a9568c-edb5-42b9-9825-d48d82b2257c>

2 Questions for Notes migration to Outlook 365

2.1 Will all the emails be migrated to Outlook include the actual folders?

Yes, notes mail folder structure will be migrated to Exchange online. Large emails that are over 70mb will not be able to be migrated as they are too big.

The default folders such as Inbox will always keep as **"Inbox"** after migrated, if we select **"Deutsch"** the first time we initialize Outlook, there will be another new folder called **"Posteingang"**, Please select all migrated mail in Inbox and drag and drop to Posteingang folder.



2.2 In Lotus Notes we have an archive of emails, what will happen with these emails? Will they be migrated into a new archive environment in Outlook?

No, only the email in IBM SmartCloud will be migrated, please keep using your Notes client to check local emails. Also, the Notes client is only be used to access old Archive mails.

2.3 What will happen with all emails from the "Sent items box"? Will these emails be migrated in to the "Sent emails box of Outlook"?

"Sent" emails will also be migrated to Exchange Online if you use the Notes client.

If you use Outlook client with SMTP/pop configuration, the "Sent" emails is not stored in server mailbox and they will not be migrated.

2.4 Will the department mailbox like

(euivd@mindray.com,ECS@mindray.com,AED@mindray.com) be migrated ?

Public or shared mailbox's will be migrated to Exchange online as well.

2.5 What will happen with the set up personal address book, Mindray address book and group email address books which have been issued in Lotus Notes? Will all these addresses including group and personal be migrated as well?

Local personal contact/groups in Lotus Notes will not be migrated. But they can be migrated manually by yourself using a simple export and import function, find the link below;

<https://guides.downstate.edu/c.php?g=654922&p=4870463>

Email distribution list on server will be migrated. such as Maillists MR – EU - UK

2.6 What will happen with the signatures which we made per person, per email box in .htm files? Will these be migrated as well automatically?

No, we need to configure email signature in Outlook. Click below link to get details to create your signature in Outlook.

<https://support.office.com/en-us/article/Create-and-add-a-signature-to-messages-8ee5d4f4-68fd-464a-a1c1-0e1c80bb27f2>

2.7 Is there any possible we may lose emails in the migration process? Or will these be kept elsewhere as back up (in the cloud or at the server)

We will migrate all messages from current cloud mailbox to O365 cloud, but some corrupted messages may not be able to migrate successfully. Please keep Notes client in local to check local/old emails.

2.8 Will my “sent” emails in IBM notes client still be synced to Outlook after my email account is migrated to Outlook 365?

No.

2.9 If I copy my archived mail to IBM SmartCloud after receiving email migration notification, will these emails be migrated to Outlook?

No.

2.10 Some old emails are lost in email migration to Outlook 365

Due to the difference in mailbox language, O365 users who are not English users may have 2 more folders named “inbox” and “sent” in O365 mailbox. Your old emails migrated from SmartCloud may be classified in these 2 folders.

3 Questions for Outlook PC version

3.1 How can we fix the error message “The item could not be found” in Outlook?

Restart the Outlook app can resolve this issue. If not, please refer to MRITHELPDESK@mindray.com

3.2 How do we import CSV contacts to Outlook?

<https://support.office.com/en-us/article/import-contacts-to-Outlook-bb796340-b58a-46c1-90c7-b549b8f3c5f8>

4 Questions for Mobile device related

4.1 Do I need to delete the old profile on mobile phone to create the new Office 365 profile?

No, you just need add the Office 365 profile.

If you want to delete the old profile, please make sure back up your contacts related to this profile.

4.2 After creating O365 profile on your mobile phone, no notifications work.

Make sure you do not disable the notification for your mail APP.

4.3 After creating O365 profile on mobile phone, emails don't sync automatically.

There are some mail apps on Android phones that you may need to setup synchronization manually, please check your mail app settings.

4.4 How to delete your OLD Lotus Traveller account on your iPhone

****Warning - Please backup your phone prior to any changes or installation****

Select Settings > Select General > Select Profiles IBM Lotus Notes Traveller > Select Remove.

5 Questions for group mailbox's

5.1 How to open and use the group mailbox?

The group\shared mailbox's will be migrated as planned, before migrating the group mailbox, we will provide the guides to access\manage group mailbox in Office 365 in a separate document attached to the migration email.

5.2 How will they work in Outlook when one user opens an email, will this remain unread for the rest of the department etc.?

When one user opens an email, the email will be marked as read, while the read status will be synchronised to all other users who connect to this shared mailbox. But when the network is not good, the synchronisation status of the 'Read' may be delayed.
