

0365 User Setup & Support Guide

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Overview

Step-by-step support instructions for common Microsoft 365 (O365) user issues. Use as a KB article for end users or internally during support.

- Password resets with MFA (self-service & assisted)
- OneDrive sync problems (reset & re-sign-in)
- Outlook configuration (desktop & mobile)
- Teams access & permissions (members, guests, files)

Audience: IT Helpdesk and end users.

Tip: Turn repeated steps into canned responses for faster support.

1) Password Reset with MFA

Self-Service (User)

1. Go to <https://portal.office.com> and choose 'Can't access your account?' or visit <https://aka.ms/sspr>.
2. Enter work email and complete MFA verification.
3. Create a new password per policy.
4. Sign into Outlook, Teams, and OneDrive.

Confirm: User signs into webmail and Teams without prompts.

Assisted Reset (IT)

5. Verify identity per policy.
6. Reset password in Entra ID / AD and enforce change at next sign-in.
7. Check Conditional Access/MFA is enabled if required.
8. Ask user to sign into webmail first, then desktop apps.

If still failing: Clear saved credentials in Windows Credential Manager.

2) Outlook Configuration

Outlook Desktop – Fix Sync / New Profile

9. Close Outlook.
10. Control Panel → Mail (Microsoft Outlook) → Show Profiles....
11. Add... → enter email to create new profile.
12. Set 'Always use this profile' to new one → open Outlook.
13. Send a test email both ways.

Extra: Clear cached credentials before creating a new profile if needed.

Outlook Mobile (iOS/Android)

14. Install Microsoft Outlook app.
15. Add work email → complete MFA.
16. Enable notifications.

3) OneDrive – Sync Problems

Quick Checks

- Signed into OneDrive with work account?
- Internet/VPN OK?
- Files On-Demand enabled?

Full Reset

17. Quit OneDrive.
18. Win+R: %localappdata%\Microsoft\OneDrive\onedrive.exe /reset
19. Start OneDrive and sign in again.
20. Re-link SharePoint libraries via 'Sync'.

Confirm: Green check marks return; edits sync both ways.

4) Teams – Access & Permissions

Membership & Guest Access

21. Confirm user is a member (or invite as guest).
22. If external, verify guest access is allowed.
23. Sign out/in to refresh permissions.

Client Fix (Desktop)

24. Sign out of Teams.
25. Clear cache: %appdata%\Microsoft\Teams (delete Cache, tmp).
26. Sign in and test access.

5) Quick Triage Checklists

Email/Outlook

- Webmail works? Issue is local.
- License/mailbox OK?
- New profile usually resolves sync faults.

OneDrive

- Signed in with work account?

- Run onedrive.exe /reset and re-link libraries.
- Check file size/path limits.

Teams

- Membership/permissions first.
- Try web (teams.microsoft.com).
- Single-file failures → SharePoint permissions.

6) Communication Templates

Password Reset – User Email

Hi [Name],

I've reset your password. Please sign into <https://portal.office.com>, then Outlook/Teams. If prompts repeat, restart your device and try again.

Thanks,
IT Helpdesk

Outlook Sync – User Email

Hi [Name],

We repaired your Outlook profile. Keep Outlook open a few minutes while it finishes syncing. If emails don't appear, check webmail and reply here.

Thanks,
IT Helpdesk

OneDrive Reset – User Email

Hi [Name],

After the OneDrive reset, please sign back in. Watch for the green check marks. Re-link any SharePoint libraries via the site's Sync button.

Thanks,
IT Helpdesk

Appendix: Useful Shortcuts (Windows)

- Credential Manager: Control Panel → User Accounts → Credential Manager
- Teams cache: %appdata%\Microsoft\Teams
- OneDrive reset: %localappdata%\Microsoft\OneDrive\onedrive.exe /reset