**📧 O365 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)

1. Verify identity per policy.
2. Reset password in Entra ID / AD and enforce change at next sign-in.
3. Check Conditional Access/MFA is enabled if required.
4. 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

1. Close Outlook.
2. Control Panel → Mail (Microsoft Outlook) → Show Profiles….
3. Add… → enter email to create new profile.
4. Set ‘Always use this profile’ to new one → open Outlook.
5. Send a test email both ways.

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

## Outlook Mobile (iOS/Android)

1. Install Microsoft Outlook app.
2. Add work email → complete MFA.
3. Enable notifications.

# 3) OneDrive – Sync Problems

## Quick Checks

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

## Full Reset

1. Quit OneDrive.
2. Win+R: %localappdata%\Microsoft\OneDrive\onedrive.exe /reset
3. Start OneDrive and sign in again.
4. Re-link SharePoint libraries via ‘Sync’.

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

# 4) Teams – Access & Permissions

## Membership & Guest Access

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

## Client Fix (Desktop)

1. Sign out of Teams.
2. Clear cache: %appdata%\Microsoft\Teams (delete Cache, tmp).
3. 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