

Click on any title to go to that section.

## Contents

1.	Signing in for the first time	5
Ad	ccessing your group inbox	6
Ad	ccessing your old inbox	7
2.	Self-service password reset sign-up	7
M	aking changes to your registration	8
Re	esetting your password via self-service password reset	9
Re	esetting your password via our Volunteer Support Team	11
3.	How to use your calendar	12
So	cheduling a new meeting	12
4.	Emailing	13
Se	ending an email	13
Re	eplying to an email	14
Fc	prwarding an email	15
Se	ending emails from individual and group email addresses	16
Yo	our auto signature	17
D	eleting emails from your inbox	17
D	eleting emails from group inboxes	17
Er	mailing each other	17
5.	Member and contact lists	
С	ontact data on the Portal	
6.	Documents	20
Ad	dding documents to your file storage	20

Uploading files to your group file storage, SharePoint	20
Uploading files to your individual file storage, OneDrive	22
Email attachments	23
Viewing attachments	23
Editing shared files	23
Creating new documents	23
Individual file storage	24
Group file storage	26

# What is MS Society email?

MS Society email is one of our six online tools designed to support your group to meet our requirements. It gives your group access to a range of functions that enable you to communicate on our behalf, whilst ensuring that we comply with current data protection legislation.

This technical guide will help you get started with MS Society email, access your inboxes, send and receive emails, work with documents and use your calendars.

### Support to use MS Society email

Please note that Office 365 is supported by devices running on operating system IOS 11 and above (i.e. you may not be able to use devices that cannot be updated to the IOS 11 such as iPad 4th Gen, iPhone 5, iPhone 5c and older).

We've developed a set of resources to support your group to use MS Society email.

#### Technical guides

This technical guide shows you how to use MS Society email on an Apple (iOS) device. If you have a different type of device, click on one of the links below to go to your guide:

- MS Society email technical guide: PCs and laptops
- <u>MS Society email technical guide: Android devices</u>

#### User guide

Our <u>MS Society email user guide</u> covers who needs to use MS Society email, why and when to use it, data protection, and how to make changes to your group of MS Society email users.

You'll find the full set of resources at <u>Using MS Society email</u> on the volunteer website, and our Volunteer Support Team is your key source of support. Contact us if you can't find the answer to your question in our MS Society email resources.

Volunteer Support Team volunteersupport@mssociety.org.uk Tel. 0300 500 8084 - option #3

## Technical details and security

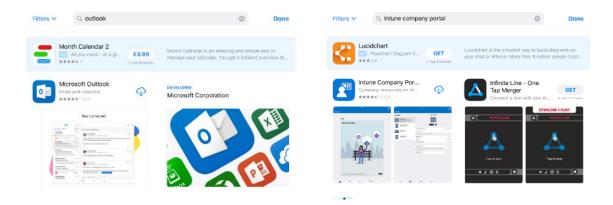
You can sign in to MS Society email via Safari or another internet browser. However, you will only be able to access and view your individual account this way. In order to access and view your group account(s) you must download and install the Microsoft Outlook app from the Apple App Store.

You will also need to download the Intune Company Portal app so we can use a technology called Microsoft Intune Mobile Application Management (MAM) to protect data at an application level and allow secure access to MS Society data on personally owned mobile devices. It enables us to remotely remove this data, and reset your password especially if your device is lost or stolen.

Must do: Your device must be password/pin protected. If you do not already use this feature or don't know how to do this, don't worry. You will be prompted to create one when installing the apps.

# 1. Signing in for the first time

From the App Store, download and install the Microsoft Outlook and Intune Company Portal apps.



Open OUTLOOK. You don't need to open or enrol with the Intune Company Portal app - it just has to be installed on your device.

Press GET STARTED, ADD ACCOUNT and then enter your individual MS Society email address and press CONTINUE.

Add Account	$\bigcirc$	
Enter your work or personal email address.		
Email Address		G Office 365
Add Account		Enter password
Microsoft may email you about Outlook Mobile. You can unsubscribe at any time. Privacy & Cookies Statement		Password Sign in
		Forgotien my passeord Sign is with another account

Enter your account password and click on SIGN IN.

You will be prompted that the application is protected and asked to create a six digit PIN. You will need this PIN (or if available, your fingerprint) to access the managed applications.

Your IT administrator is now	To access your organization's data with this app, set a PIN.
helping you protect work or school data in this app.	$\mathbf{O} \bigcirc \bigcirc$
ОК	
	Your organization has not allowed you to set a PIN with repeats or sequences. Ex. 123 or 111.

Click MAYBE LATER when asked about adding another account, read instructions about your FOCUSED INBOX and add a tick.

<complex-block></complex-block>	Add Another Account	
email to the test local group ta test email - please reply! re receiving this message be mblin 21/03/2018 at test email from: Test Person Sent: 21 Test Person Sent: 21 Test Person Sent: 21 Test Person Sent: 21 Test Person Sent: 21 Totable Notifications proving this message be mblin 19 No. Thanks Turn On bill selected		Immuno     Participation       Immuno     Participation
Mype Later       Let's dot!         email to the test local group          a test email - please reply!          re receiving this message be       21/03/2018         at test email          Bit in the test local group          Stor          mblin       21/03/2018         at test email          From: Test Person Sent: 21          Mblin          Test Person          newher of the The Ship          Molin          Molin          Molin          Test Person          member of the The Ship          Molin          Molin      <		Focused Inbox
email to the test local group a test email – please reply! re receiving this message be mblin 21/03/2018 at test email From: Test Person Sent: 21 18 10:01 To: John Ham Prom: Test Person Sent: 21 19 <b>Enable Notifications</b> Dutlock uses notifications as a way to make sure that your inbox is always up to date. Disabiling them might delay email delivery. No. Thanks Turn On bail selected	Maybe Later Let's do it!	
Test Person Serving this message be mblin 21/03/2018 mblin 21/03/2018 mblin 21/03/2018 mblin 19 Test Person Serving this message be mblin 19 No. Thanks Turn On bail selected Your individual MS Society email inbox should now be shown. If prompted enable notifications		Skip •••
ablin added you to the and local	a test email – please reply! re receiving this message be mblin 21/03/2018 al test email rom: Test Person Sent: 21 18 10:01 To: John Hamb mblin 19 Test Person eiving this message br nember of the The Shir mblin 19 No, Thanks Turn On 19 No, Thanks Turn On 19 No 21/03/2018 Enable Notifications to date. Disabiling the might delay email delivery. mail se	MS Society email inbox should now be shown. If prompted enable notifications

## Accessing your group inbox

You can only access the group inbox via the app. It cannot be accessed online unless you are using a PC or laptop.

In the OUTLOOK app, click on the little circle containing your initials in the top left corner to access the menu.

Click on GROUPS, then click on your group name to access your group MS Society email inbox.

nbox 🗹	Click on GROUPS,	ТР	Office 365 test.person@groups.mssociety.org	J.uk
Focused Other	then click on		Favourites	0
Last Month   Jacob Przeklasa   test attachment   Kind regards Jacob Jacob Przeklasa   Volunteering Manager   MS Society D   T5 The Shire   T5 The Shire   T5 The Shire	your group name to access your group MS Society email inbox.	0	<ul> <li>Inbox</li> <li>Sent Items</li> <li>Drafts</li> <li>emails from the shire</li> <li>Inbox</li> <li>shire emails</li> <li>Archive</li> <li>Groups</li> </ul>	63

Must do: Only trained Lead/Support Volunteers can access and respond to enquiries sent to your MS Support email address.

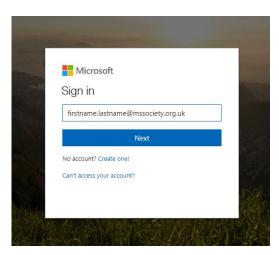
### Accessing your old inbox

You will need to sign in and use the online version to view this inbox. Please be aware that you will only have access to this inbox for six months. We advise that you move any pertinent emails to another inbox or folder so as not to lose them.

# 2. Self-service password reset sign-up

Microsoft self-service password reset enables you to access your account if you forget your password, without having to involve us.

From any web browser go to <u>http://aka.ms/ssprsetup</u> and sign in using your username and password (your individual MS Society email address is your username).



You'll now see this window. Decide whether to add a phone number or another email address to enable the system to verify who you are.

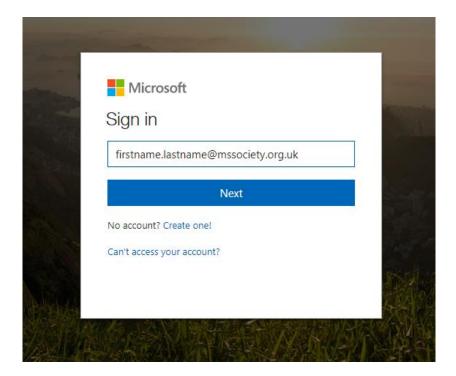
don't lose access to your account!
To make sure that you can reset your password, we need to collect some info so that we can verify who you are. We your account more secure. You'll need to set up at least 1 of the options below.
• Office phone is not configured. This information is managed by your administrator.
Authentication Phone is not configured. Set it up now
Authentication Email Address is not configured. Set it up now
looks good Cancel

Click on SET IT UP NOW and enter the requested details. You must set up at least one of the two options. When you've finished, click on LOOKS GOOD.

## Making changes to your registration

Follow these steps to update the phone number or email address the system uses to verify your identity.

From any web browser go to <u>http://aka.ms/ssprsetup</u> and sign in using your username and password (your individual MS Society email address is your username).



You'll now see this window. Decide whether to change your phone number or email address that enables the system to verify who you are.

don't lose access to your account!
To make sure that you can reset your password, we need to collect some info so that we can verify who you are. We won't use this to spam you – we'll just use it to make your account more secure. You'll need to set up at least 1 of the options below.
Office phone is not configured. This information is managed by your administrator.
✓ Authentication Phone is set to ±44 07444444444444444444444444444444444
✓ Authentication Email Address is set to myemail@mssociety.org.uk. Change
looks good Cancel

Click on CHANGE and enter the requested details. You must set up at least one of the two options. When you've finished, click on LOOKS GOOD.

# Resetting your password via self-service password reset

If you have registered with Microsoft self-service password reset, follow these steps. We recommend that you register your MS Society email account with this service so you can reset your password without having to contact us. Go to <u>https://portal.microsoft.com</u>. Enter your email address and click NEXT.

Click on FORGOTTEN MY PASSWORD.

Contraction of the			
Microsoft		ر <del>ت</del> ے	
test400@	mssociety.org.uk	R	
Enter password			
Back	Sign in		
Forgotten my password			
	test400@ Enter password Password Back	test400@mssociety.org.uk Enter password Password Back Sign in	test400@mssociety.org.uk Enter password Password Back Sign in

Top tip: You can also access Microsoft self-service password reset by going straight to <a href="https://passwordreset.microsoftonline.com/">https://passwordreset.microsoftonline.com/</a>

In Microsoft self-service password reset, type your email address into the User ID box, complete the characters as requested and press NEXT.

#### Microsoft

Next Cancel

Get back into your ad	ccount
Who are you?	
To recover your account, begin by entering your u	ser ID and the characters in the picture or audio below.
User ID:  Example: user@contoso.onmicrosoft.com or user@	Dcontoso.com
AMES	44 C
Enter the characters in the picture or the words in	the audio.

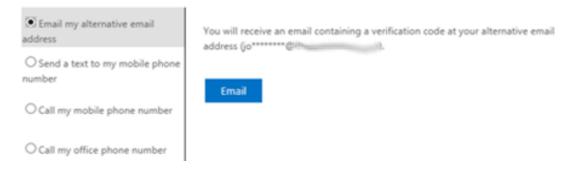
Choose whether to have the system email, text or call you.

Microsoft

## Get back into your account

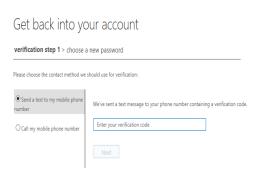
verification step 1 > verification step 2 > choose a new password

Please choose the first contact method we should use for verification:



Enter the code from the text message or call and press NEXT. Enter your new password twice on the screen and click FINISH.

#### Microsoft



## Resetting your password via our Volunteer Support Team

If you have not registered with Microsoft self-service password reset, contact our Volunteer Support Team for help to reset your password.

Volunteer Support Team volunteersupport@mssociety.org.uk Tel. 0300 500 8084 - option #3

Opening hours: Monday to Friday, 9am-7pm except bank holidays

# 3. How to use your calendar

MS Society email includes a both an individual and a group calendar. On your Apple (iOS) device, you are only able to access your personal calendar.

To be able to view and edit the group calendar, you will need to use a PC or laptop.

You will be able to keep track of all the meetings, activities and events you are invited to, schedule team meetings and add descriptions.

Click on the calendar icon at the bottom of the inbox screen.

South Devon	28/01/2019			
		Q	17	

You will be taken to your personal calendar. You can change the view – Week, Agenda, Day, Month – by clicking on the slatted square in the top right-hand corner.



### Scheduling a new meeting

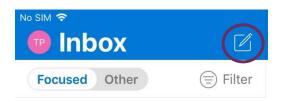
Po SIM <b>P</b> April ~			13:39			* 54% 🗩	 Click on the PLUS sign.
Mon 15	Tue 16	Wed 17	Thu 18	Fri 19	Sat 20	Sun 21	

	° April∨	x <sup>2</sup>	1	3:39			<b>\$</b> 54% <b>■</b> •	
			Wed 17				Sun 21	
All-day					Good Friday		Easter Day	
08:00	×			Event endar		$\checkmark$		
09:00						1		
10:00	•	Title						Give your event a title
11:00	2	People			/	×		 Decide who needs to attend
12:00								Set the date, and start and
13:00	<u> </u>	All-day		-		$\bigcirc$		finish times
13:39 14:00	Date Wed Toda	17 Apr		Time (GI 14:00 → Duration	15:00			
15:00								
16:00	0	Location		_/	,	>		Add the location
17:00	=	Description				>		—— Add a description
18:00	G	Repeat				None >		
19:00				/				
20:00	Û	Alert	/		15 minutes	before >		
21:00			_/					
22:00	Sav	ve the o	event					
23:00								
						17		

# 4. Emailing

# Sending an email

Click on the PENCIL sign in the top right-hand corner of your inbox.



X To:	New Message test.person@groups.mssociety.org.uk	$\triangleright$	In the TO field, add the person's email address
Cc/Bcc:			In the ADD A SUBJECT
Subject:			field, give your email a title
			Type your email and sign off with your name
			To add an attachment click on the PAPERCLIP and choose a file
			To SEND your email, click on the arrow in the top right-hand corner

Must do: When emailing members and contacts, don't forget to add them to the Bcc field to protect their privacy.

#### To, Cc and Bcc

Use the TO field to send an email to the people that the message directly affects, and that you require action from.

Use the CC field to send a 'copy' of the email to people you want to know about the message, but who are not directly involved.

Use the BCC field to send a 'blind copy' of the email to people whose personal data you need to protect.

Sending an email to a list of external contacts using the TO line is a data breach. It shares everyone's email addresses with everyone else, which they may not have consented to, or be happy with.

#### Replying to an email

Click on your INBOX, click on the email you want to reply to then click on REPLY or REPLY ALL.

💼 Inbox 🛛 🗹	
Focused Other	Welcome! There are already 7 or more groups to join on Yammer
This Week	
Test PersonTuesdayRe: Out of officetthis is a reapoly From: Susana Lampert	Yammer 23 Apr To You ····
Sent: 01 May 2019 15:18:20 To: The S	
test 🗇 No Conflict	Car ~ Reply
test 🗇	الله المحمد المحمد حمد المحمد الم

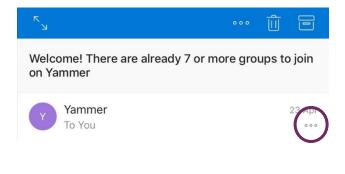
The  $\top$ O field will be automatically populated.

Kind regards Jacob Jacob Przeklasa Volunteering Manager   MS Society D.	$\langle\!\!\langle \!\!\langle \!\!\rangle \rangle \!\!\rangle \sim$ To You and The Shire	л L
February		
Jacob Przeklasa 11/02/20 RE: test	9 [] 0	

## Forwarding an email

Forwarding an email means sending it on to someone else.

Click on the email you would like to forward. Click on the three horizontal dots.



₽	Add-ins Tap to manage and install your extensions	join
	Reply Yammer	3 Ap •••
:	Forward	
	Delete	

From the list, click on FORWARD.

#### Data protection and forwarding emails

You can only forward an email that includes personal information to another MS Society volunteer who has access to MS Society email if you need their help to reply to it. Both parties must use MS Society email whilst dealing with the enquiry.

You must never share emails with a third party, including your own personal, non-MS Society email address.

See our <u>MS Society email user guide</u> for more on data protection and MS Society email.

# Sending emails from individual and group email addresses

You can only choose which email address to send an email from on the online version. It is only possible to reply from your personal email when using the app.

Sign in online and go to OUTLOOK.

$\leftrightarrow$ $\rightarrow$ $\mathbb{C}$ $\triangleq$ https://outlook.office.com/owa/?realm= $\ddagger \pm$ $\bigcirc$ $\leftrightarrow$ $\rightarrow$ $\mathbb{C}$ $\triangleq$ ht	
	ttps://outlook.office.com/owa/?realm= 📩 🛓 🧿
Click on the PLUS sign *	erson@groups.mssociety.org.uk groups.mssociety.org.uk society.org.uk

ADD A SUBJECT, type your message and click on SEND.

Group and MS Support inboxes do not have a SENT ITEMS folder. Make sure you always add your group or MS Support email address to the CC field to create a copy.

#### Your auto signature

All emails sent from individual and group MS Society email addresses are finished with an auto signature that includes your group name, contact details, a link to our <u>Privacy Notice</u> and one to unsubscribe from receiving emails from us.

Your auto signature does not include your name or role. Make sure you sign off with your name (and role, if appropriate) before you click on SEND.

### Deleting emails from your inbox

Select the email you wish to delete and then click the BIN. Select and hold on the email you wish to delete, a little tick will appear next to it. In this mode you are able to select multiple emails at a time to delete. You can also swipe to delete individual emails.

🐵 Inbox	<u>г</u>	••• 📋 🗖								
Volunteering Manager   MS Socie	John H added y	John H added you to the The Shire group								
February Jacob Przeklasa 11, RE: test Great stuff Kind regards Jacob	DO2/2019 JH On behalf To You	e 31 Jan of <b>John H</b> •••								
3 Selected Cancel	•••	🕞 🐵 Inbox 🛛 🗹								
8 E Select All Re: Ou	t of office	Focused Other 🗐 Filter								
This Week	You	7 May This Week								
Test Person Tuesday Re: Out of office	To You and The Shire a reapoly	on Tuesday office								
	om: Susana Lampert     apoly From: Susana Lampert       nt: 01 May 2019 15:18:20     ay 2019 15:18:20 To: The S									
Yammer     23/04/2019       Welcome! There are already 7 or Others at Multiple Sclerosis Society have already gotten start     Second	t: Out of office									

## Deleting emails from group inboxes

Only volunteers with authorisation can delete emails from the group inbox.

#### Emailing each other

MS Society email enables your Coordinating Team to enjoy secure, GDPR compliant discussion between team meetings.

Top tip: Start a team discussion by sending an email to your group MS Society email address. This way, all volunteers with access to MS Society email will be able to view and comment on it.

Make sure you add the group email address to the CC field in each reply you send so everyone can access it.



See <u>Group Handbook C3: Your Coordinating Team</u> for guidance on how your group should operate.

# 5. Member and contact lists

MS Society email does not enable you to store lists of non-MS Society email addresses. We expect you to download contact data from the Portal each time you need it.

Volunteers in these roles can download contact data from the Portal to write to members and others in the area who have agreed for their details to be shared with you:

- <u>Group Coordinator</u>
- Administration Volunteer
- Lead Support Volunteer
- Finance Volunteer
- <u>Communications Volunteer</u>
- Support Volunteer

### Contact data on the Portal

Click on this link to sign in to your group's Portal account - <u>https://portal.mssociety.org.uk/user/login</u>.

Follow the instructions in our <u>Portal User Guide</u> to download contact data as an EXCEL file. Ensure you click to ONLY INCLUDE PEOPLE WE CAN EMAIL.



To set up your Portal account or get support, see <u>Using the Portal</u> on our volunteer website, or ask the Supporter Care Team for help.

Open the EXCEL file, highlight the list of email addresses and right click on COPY in the drop down list.

Past	Cut Copy - Format Painter		Ū.			ĒĒ		Wrap Te		General		Conditional Formatting →	Format as	Cell Ins	ert Delete Fo	Trimat ↓ Σ A ↓ F F	loar v S	ort & Find &			^
A2	* 1	×	× .	fx t	est.persc	n1@em	ail.co.uk														¥
	А				В	С	D	E	F	G	н	1	J	К	L	M	N	0	Р	Q	۸
	Email																				
2	test.person1@ test.person2@ test.person3@	per .	dana -	12 -	A* A* E	- 0/ 0	E														
3	test.person2@	Þer 💾		12 *	A A 🌱	* 70 *															
4	test.person3@	þer <sup>B</sup>	1 =	: <u>0</u> • ]	A • 🖽 •	.00 0.0 🔨	r														
5	test.person4@	Pemai		odz.																	
6	test.person5@	þer 🍝	Cut																		
7		Pa	<u>C</u> opy																		
8		6	Paste	Option	ns:																
9																					
10																					
11			Paste	Special.																	

In OUTLOOK, click on NEW, and right click next to BCC to PASTE the list of email addresses into the 'blind copy' field.

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		<b>(S)</b>	<u>ين</u>	?	9		(5	) Q	ŝ	?	
🖾 Send 🛛 👂	Attach 🖌 🛛 Pro	tect Discard			🖬 Send	\rm Attach 🗸	Protect	Discard		I	d
From Test.	Person@groups.mss	ociety.org.uk			From 👻	theshire@mssocie	ty.org.uk				
То					То						
Cc		_			Cc						
Всс	Undo	Ctrl+Z			Всс	T test.perso	on1@email.co	o.uk 🗙			
	Redo	Ctrl+Shift+Z				T test.perso	on2@email.co	.uk ×			
Add a subjec	Cut	Ctrl+X				test.perso	on3@email.co	.uk ×			
Add a messa	Сору	Ctrl+C									
	Paste	Ctrl+V				test.perso	on4@email.co	o.uk ×			
	Paste as plain te Select all	xt Ctrl+Shift+V Ctrl+A				test.perso	on5@email.co	.uk ×			
A A	Spellcheck Writing Directio	'n	> >		Group news	sletter - Summer 20	18				
Send	A abannister@it			,	Add a mess	age or drag a file he	ere				

Choose which email address to send your email FROM, ADD A SUBJECT, type your message and click on SEND.

Must do: You must download contact data from the Portal each time you need it and delete the EXCEL file as soon as you have sent your email.

If a person does not appear on a current contact list you download from the Portal, you must not contact them for any reason, unless you're replying to an enquiry they sent you.



See <u>Group Handbook A6: Handling data</u> for our rules when handling personal information.

# 6. Documents

MS Society email includes a secure, GDPR compliant space where you can view and edit files you have uploaded, or received as email attachments.

You will need to log in to MS Society email through an internet browser (rather than accessing it via the Outlook app) to work with documents. We recommend you use a PC or laptop to do this. See <u>MS Society email technical guide: PCs and laptops for guidance.</u>

#### Uploading files

We expect your Coordinating Team to use your group MS Society email file storage to keep any personal data you need to hold, such as lists of event delegates or risk management documents such as <u>Physical Activity</u> <u>Readiness Questionnaires</u> (PARQ).



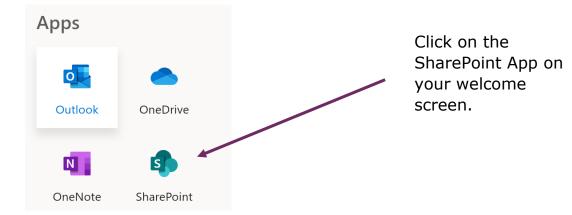
See <u>Group Handbook A6: Handling data</u> for how long you must store personal data before disposing of it.

### Adding documents to your file storage

- 1. Upload them directly from your device.
- 2. Send them to your group MS Society email address as an attachment

Top tip: Sending a document as an email attachment to your group inbox will automatically save to SharePoint.

# Uploading files to your group file storage (SharePoint)



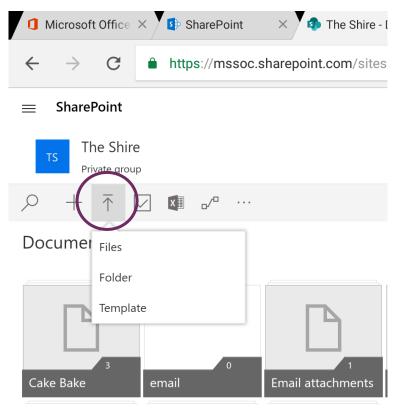
	Microsoft Office 🖂 🗙 SharePoint 🛛 🗙 💶 Mail – Test.Perso	×	
$\leftarrow$	→ C  https://mssoc.sharepoint.com/_layouts/ ☆	<b>±</b>	0
	SharePoint		TP
Q			
	Following		
	TS The Shire Support Group	*	

Click on your group (if you have access to group and/or MS Support inboxes). You will be taken to your home screen.

Click on the horizontal lines in the top-left corner and click on documents.

I Microsoft Office × Share	I Microsoft Office × SharePoint >
$\leftarrow \rightarrow C$ https://	$\leftrightarrow$ $\rightarrow$ C $$ https://mssoc.shar
$\equiv$ SharePoint	■ SharePoint
	Home
TS The Shire Private group	Conversations Documents
$ ho$ + New $\sim$ $\cdots$	Notebook
News	Pages

You will then be taken to your documents folder and you will be able to upload files, folders and templates.



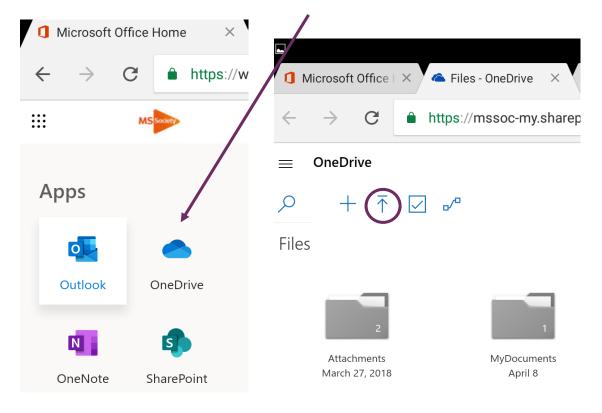
Once you click on the upload icon, you can choose what you wish to upload.

When chosen, just click on the file or folder and it will be uploaded to your group MS Society email file storage.

Note; you can also upload files into existing folders. Just choose the desired folder and follow the same steps.

# Uploading files to your individual file storage (OneDrive)

In your home screen, click on the OneDrive icon.



Click on the UPLOAD icon and follow the same process as uploading files to your group file storage.

#### Email attachments

An email attachment is a file sent along with an email message. Attaching a document to an email is a simple way to share it with others.

#### Viewing attachments

Click on the document to view it.

#### Email attachments and data protection

Stop and think before opening an attachment. Am I expecting something from this person? Does it make sense for them to be sending this type of thing?

If you have any doubts, contact the person (Not by email. If the account has been hacked, the hacker might reply) to check before opening the attachment. Don't forward the email to other people as they may accidentally follow it.

### Editing shared files

This can only be done online (through your browser) - not via the Outlook app.

Click on the file and start to make changes. You changes will be saved automatically.

#### Creating new documents

MS Society email enables you to create Word, Excel and PowerPoint documents and save them in your group or individual file storage.

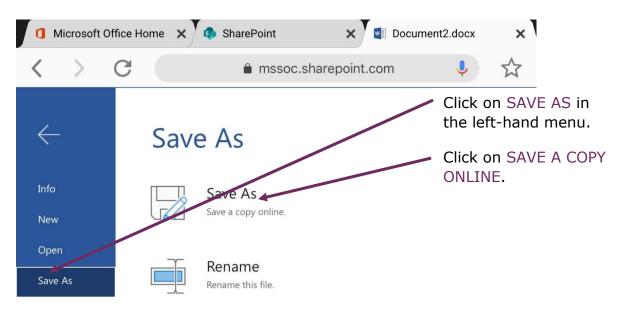
This can only be done online (through your browser) - not via the Outlook app.

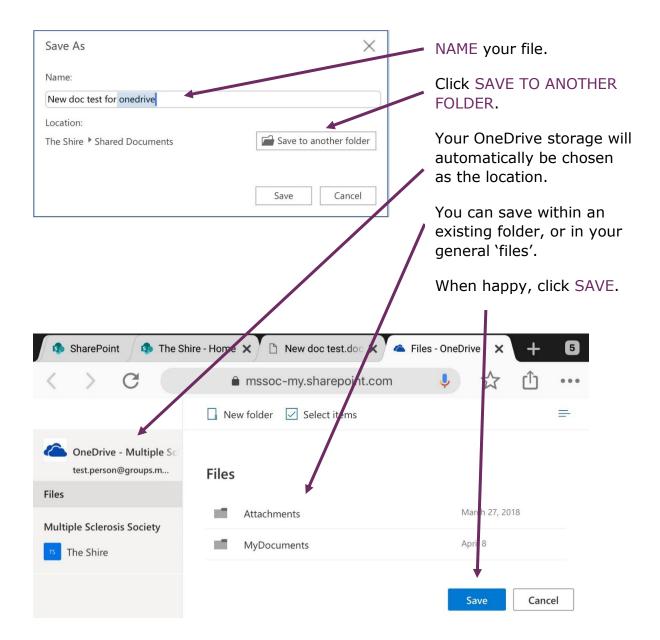
Follow the steps for UPLOADING to get to your documents page in SharePoint or OneDrive. Now click on +NEW.

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<	> C	mssoc.sharepoint.com	↓ ☆	document will be
=	SharePoint		H C C	saved automatically. To rename or save to a different file
	TS The Shire		<b>*</b> 2	storage, click FILE when you have finished and follow
2	+ New $\checkmark$ T Upload $\checkmark$	Select items ····		instructions below.
[	word document	Modified $\smallsetminus$	Modified By $\smallsetminus$	
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	🕼 OneNote notebook	May 15, 2018	Test Person	$\langle \rangle < \epsilon$
	Forms for Excel	November 22, 2017	John Smith	
	Link	October 17, 2018	Test Person	Word Onli
	<ul> <li>Edit New menu</li> <li>+ Add template</li> </ul>	August 30, 2018	Test Person	File Home

## Saving new documents

#### Individual file storage





1 Microsoft Office Home	× Chiles - OneDrive × +	
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## Group file storage

If you have created a new document through your individual storage, OneDrive, but you want it to be stored in your group file storage, follow the instructions above, choosing SharePoint for the location, then click on SAVE.

#### Tell us what you think

We hope you find this MS Society email technical guide useful and we're keen to hear your feedback and suggestions. Please <u>click</u> <u>here</u> to complete our short evaluation survey.

MS Society email technical guide: Apple iOS devices v2		
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