



MS Society email technical guide: PCs and laptops

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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

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 a PC or laptop. 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: Android devices](#)
- [MS Society email technical guide: Apple \(iOS\) devices](#)

User guide

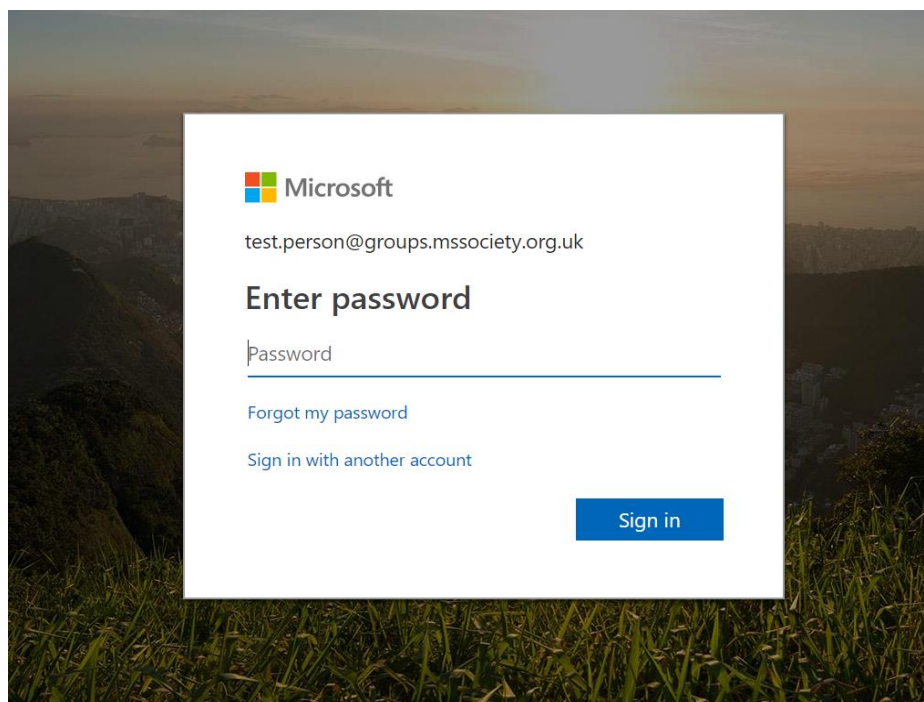
Our [MS Society email user guide](#) covers who needs to use MS Society email, why and when to use it, data protection, and how to make changes to your group of MS Society email users.

You'll find the full set of resources at [Using MS Society email](#) 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

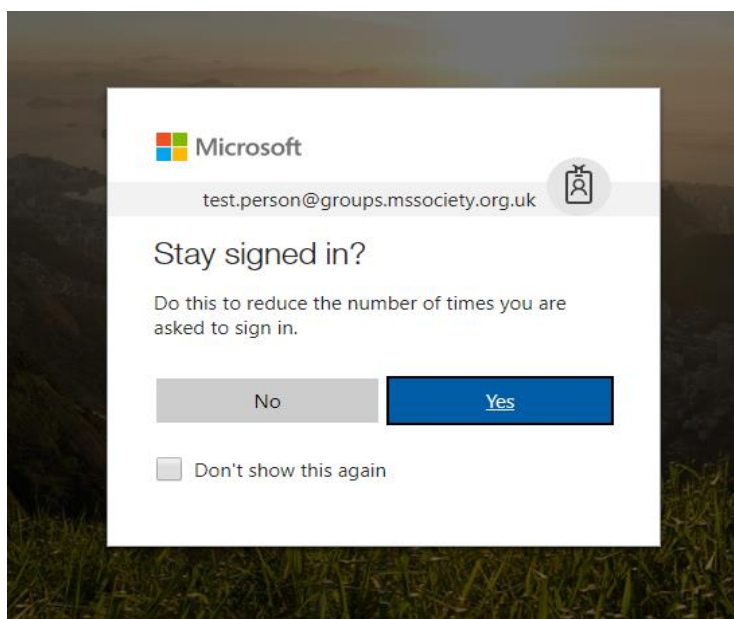
1. Signing in for the first time on a laptop or desktop

Go to <https://login.microsoftonline.com>, enter your individual MS Society email address and click on NEXT. Now enter your password and click on SIGN IN.



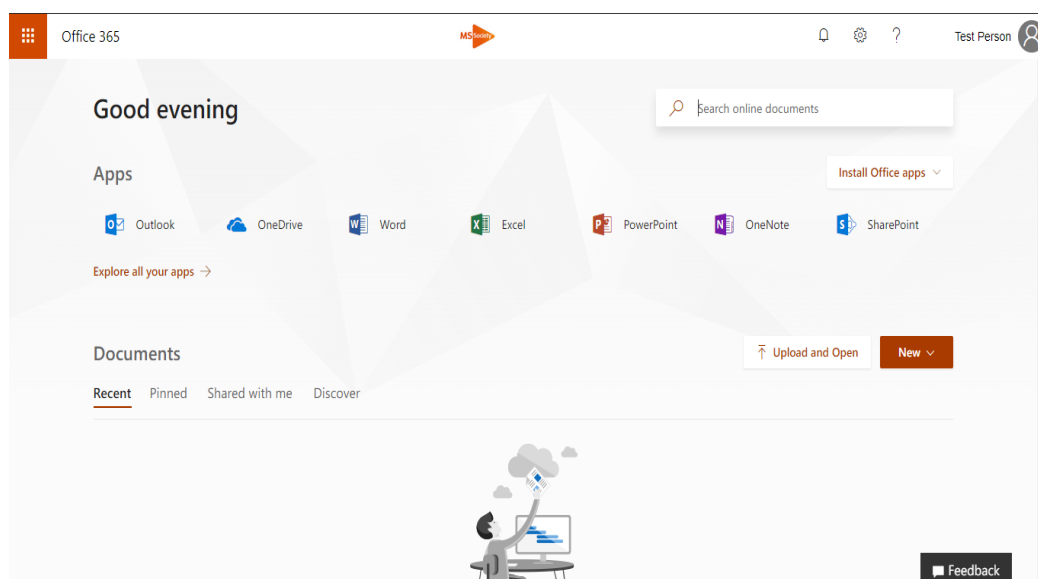
Security settings

Once you have entered your email and password, you will be asked if you want to stay signed in. If you are using a public computer (for example, in a library or community centre or a shared household one) you must click NO. If, however, all those using the household computer have separate logins to access the device or you are using your personal computer, then you can click YES.



Welcome screen

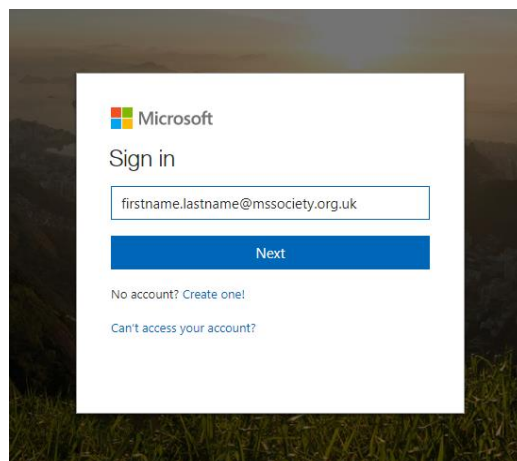
This is your welcome screen. Here, you can access a number of **Microsoft Office** applications. Generally, the main apps you will use are Outlook, SharePoint and OneDrive.



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 <http://aka.ms/ssprsetup> 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](#)

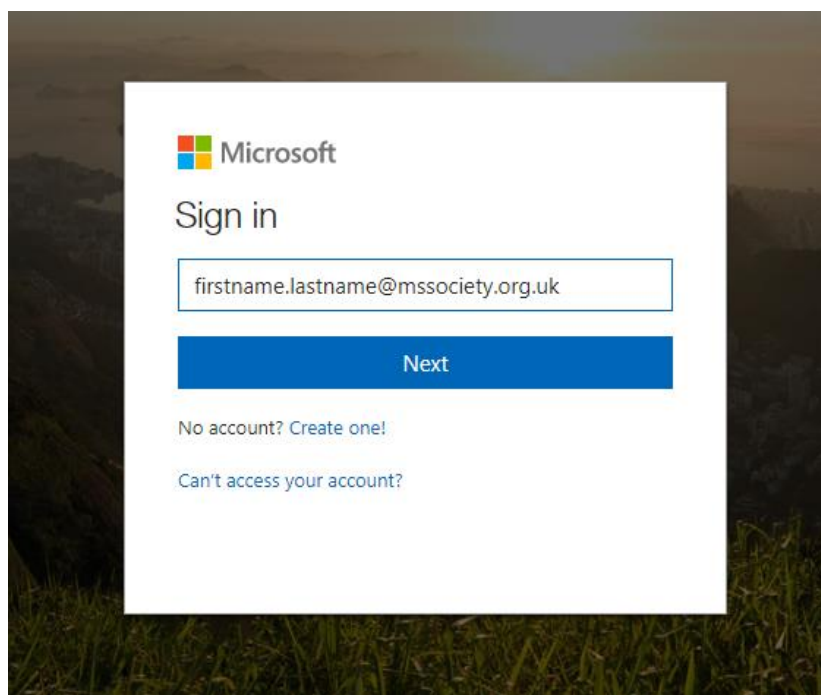
[looks good](#) [Cancel](#)

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 <http://aka.ms/ssprsetup> 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 07444444444](#). [Change](#)
- ✅ Authentication Email Address is set to [myemail@mssociety.org.uk](#). [Change](#)

[looks good](#) [Cancel](#)

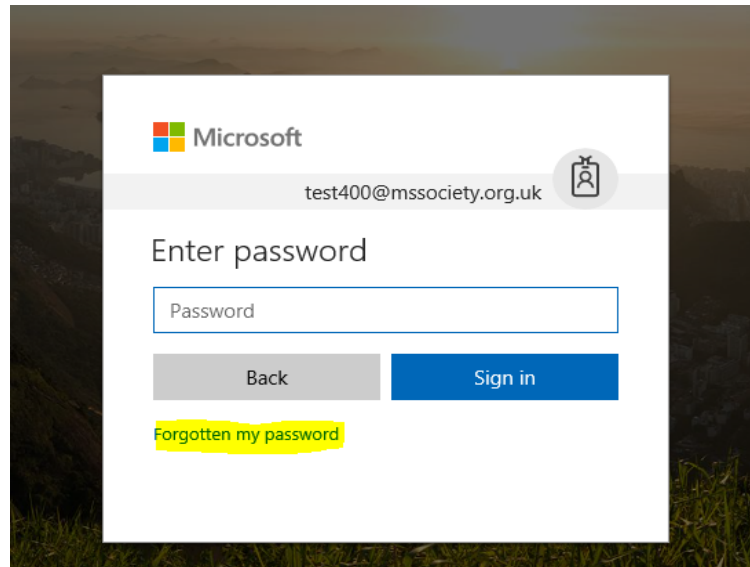
Click on **CHANGE** and enter the requested details. You must set up at least one of the two options. When you've finished, click on **LOOKS GOOD**.

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.

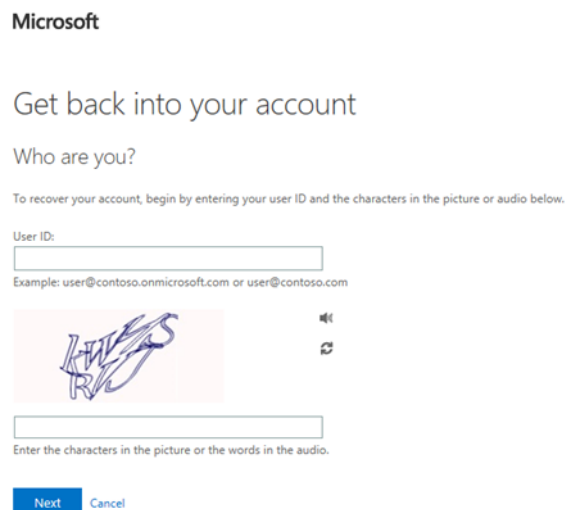
Go to <https://portal.microsoft.com>. Enter your email address and click **NEXT**.

Click on **FORGOTTEN MY PASSWORD**.

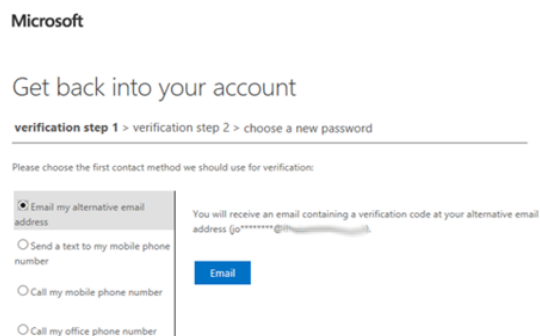


Top tip: You can also access Microsoft self-service password reset by going straight to <https://passwordreset.microsoftonline.com/>

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



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



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

Microsoft

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

This screenshot shows the verification options. The "Send a text to my mobile phone number" option is selected. Below the options, there is a text input field labeled "Enter your verification code" and a "Next" button. A message above the input field says "We've sent a text message to your phone number containing a verification code."

Microsoft

Get back into your account

verification step 1 ✓ > **choose a new password**

This screenshot shows the password creation step. It has two input fields: "* Enter new password:" and "* Confirm new password:". The first field has a strength indicator below it that says "strong" in green. At the bottom, there are "Finish" and "Cancel" buttons.

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

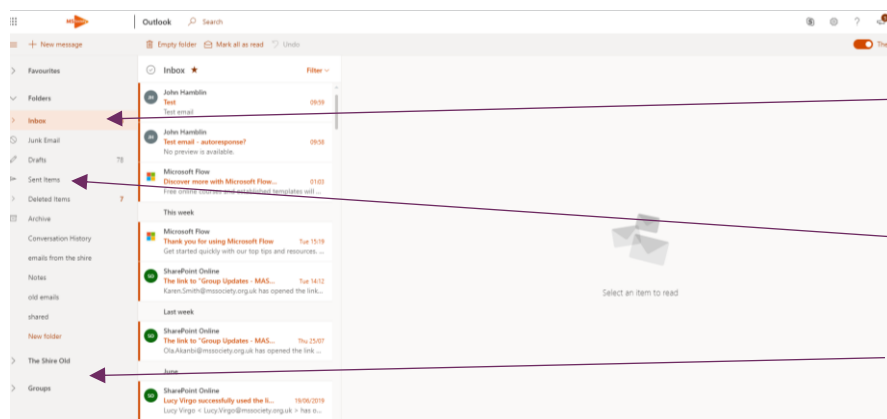
3. How to navigate through your inboxes

Viewing your inboxes

[Click here](#) for the video that will show you how to navigate through your inboxes.

On the left hand side, you will see a menu. The heading should read Folders, with sub-headings below. Your name (Test Person on the example below) marks your **PERSONAL** inbox.

Your individual inbox shows emails that have been sent to your individual **MS Society email** address. In there you can create subfolders if you wish to do so. Only you can see emails that have been sent to your individual inbox. When you send an email from your individual inbox, **OUTLOOK** adds it to your **SENT ITEMS** folder.

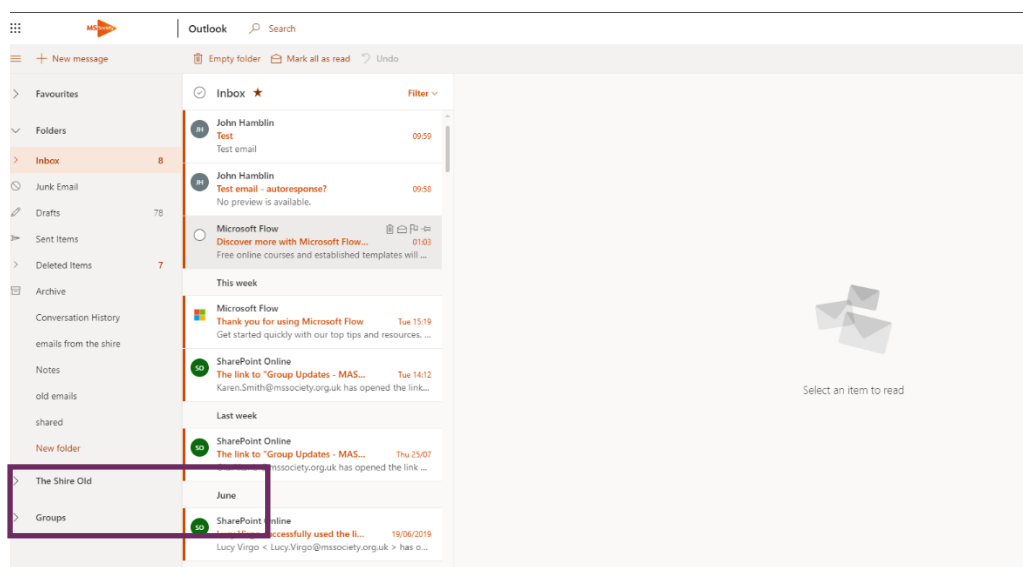


The inbox you are viewing is highlighted. This is your individual inbox

This is your **SENT ITEMS** folder

Click here to view your shared group inboxes

To access your shared **GROUP** inbox and your 'Old' MS Society inbox look down the left hand side menu for **GROUPS** (The Shire on the example below). Click on this and a drop down menu should appear with our group name.



Click on your group name and you will be taken to your group inbox.

All volunteers in your group who have **MS Society email** can view, send and reply to group emails.

Please remember, that only authorised members of the group can delete emails from the group inbox.

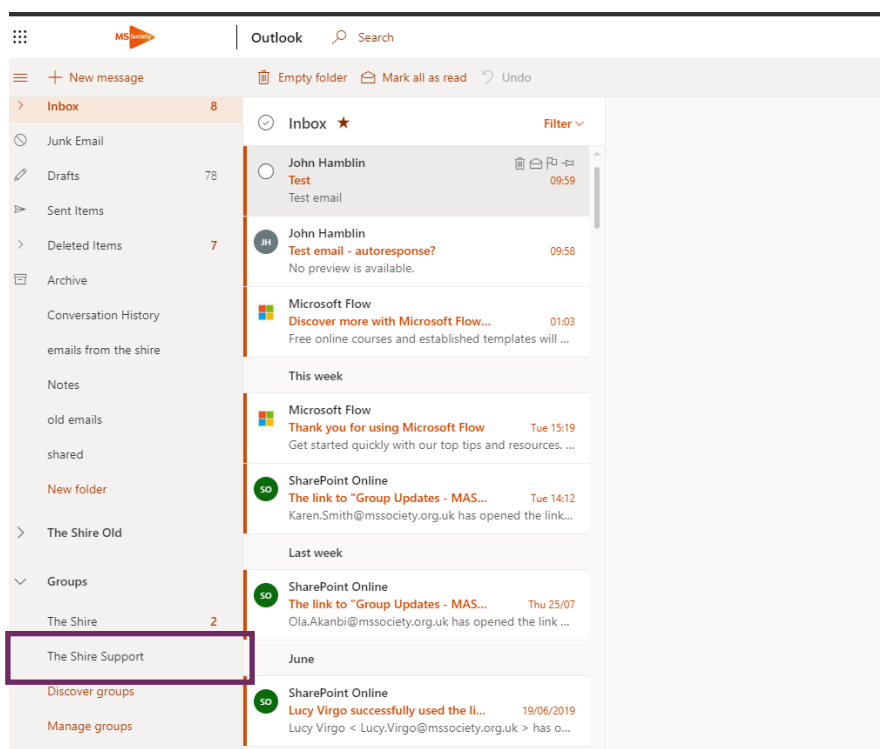
Your old MS Society inbox

You will have access to your old inbox for six months. We suggest you transfer any pertinent emails to another inbox or folder so you don't lose information or details you may need at a later date.

Your MS Support inbox

If your group offers **MS Support** and you are a **Lead Support Volunteer** or **Support Volunteer**, you'll also find your **MS Support** email inbox under **GROUPS**.

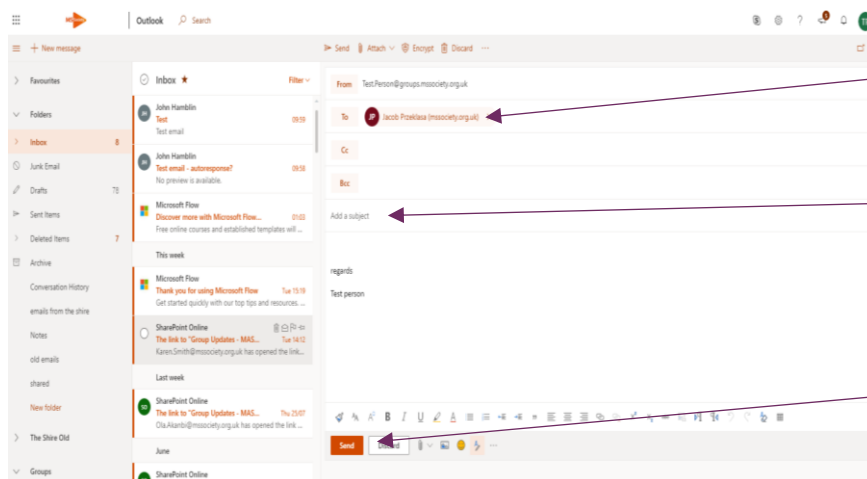
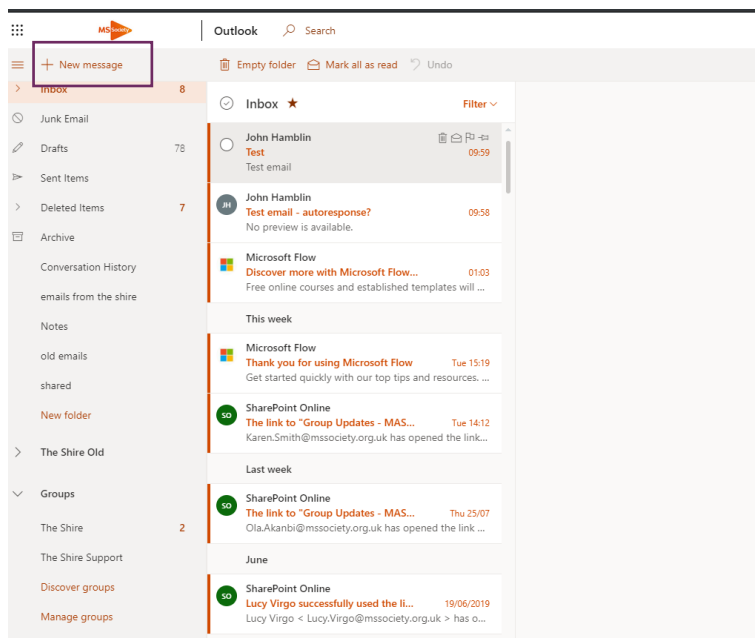
Only trained **Lead/Support Volunteers** can access and respond to enquiries sent to your **MS Support** email address.



4. Emailing

Sending an email

In **OUTLOOK**, click on **NEW MESSAGE**.



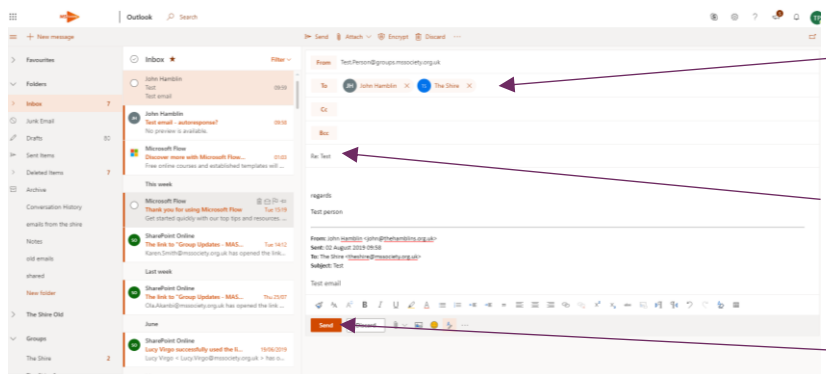
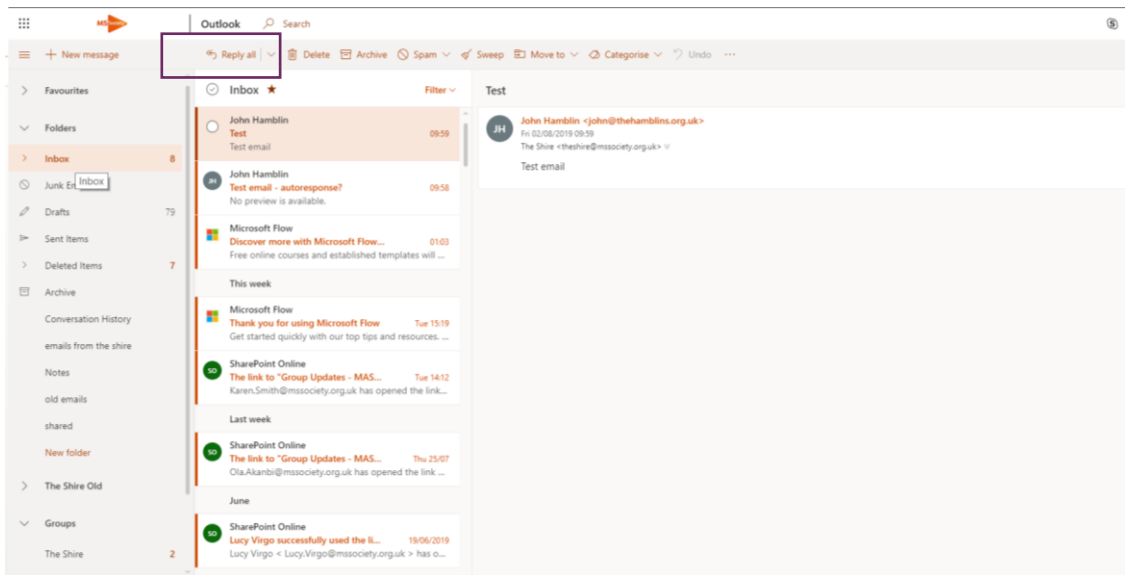
In the **TO** field, add the person's email address

In the **ADD A SUBJECT** field, give your email a title

Type your email, sign off with your name and click on **SEND**

Replying to an email

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



Check person's email which already in the **TO** field

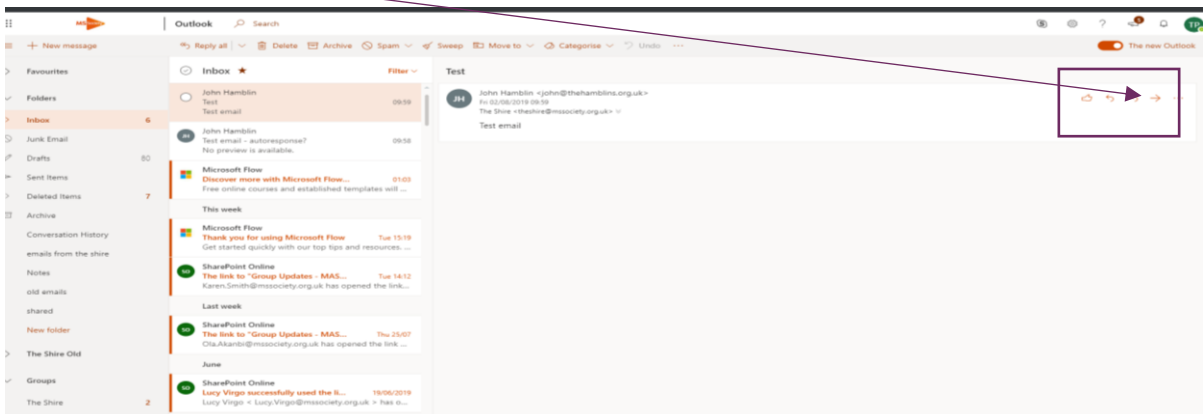
The subject now starts **RE:** to show it is a reply

Type your email, sign off with your name and click on **SEND**

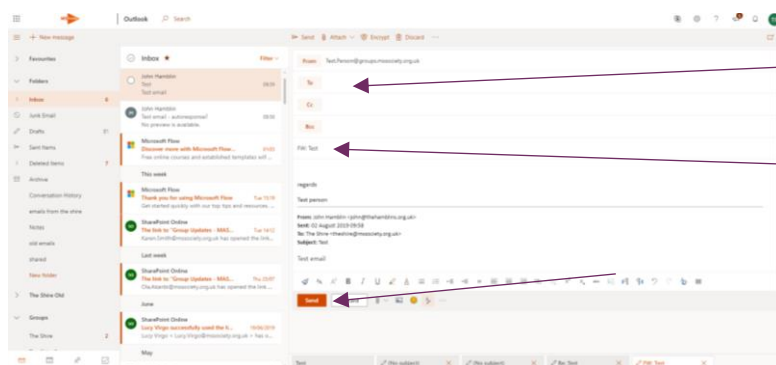
Forwarding an email

Forwarding an email means sending it on to someone else.

Click on your **INBOX**, click on the email you want to forward, then click on the arrow in the right hand corner.



From the drop down list, click on **FORWARD**.



Add the forwarding email to the **TO** field

The subject now starts **FW:** to show it has been forwarded

Type your email, sign off with your name and click on **SEND**

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.



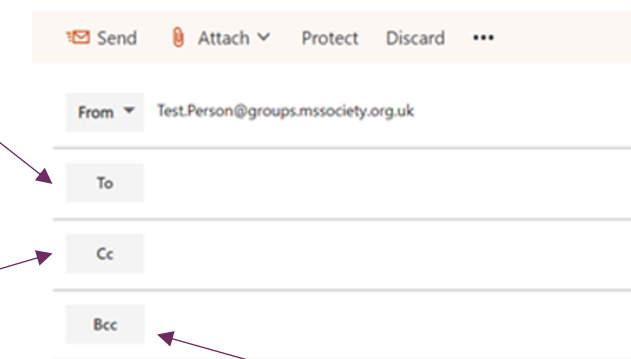
See our [MS Society email user guide](#) for more on data protection and **MS Society email**.

To, cc and bcc

The **TO**, **CC** and **BCC** fields allow you to indicate how your message should be read by the people that receive it.

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



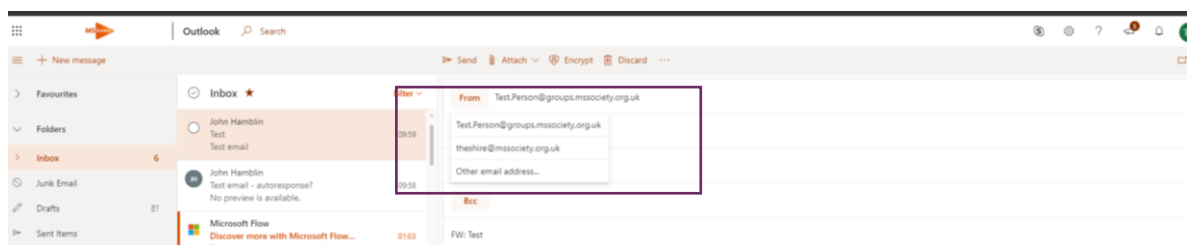
Use the **BCC** field to send a 'blind copy' of the email to people whose personal data you need to protect

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.

Sending emails from individual and group email addresses

You can send an email from any of your **MS Society email** inboxes from the same screen.

In **OUTLOOK**, click on **NEW MESSAGE**. Click on the **FROM** and choose the email address you want to use from the list. **ADD A SUBJECT**, type your message and click on **SEND** as usual.



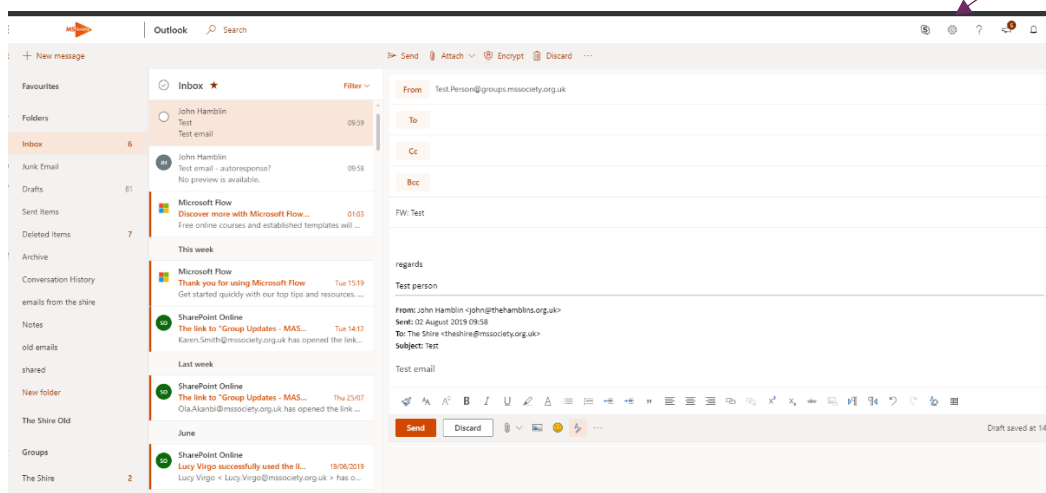
Group and **MS Support** inboxes do not have a **SENT ITEMS** folder. Make sure you always add your group or **MS Support** email address to the **CC** field to create a copy.

Your auto signature

All emails you send from individual and group **MS Society email** addresses are finished with an auto signature that includes your group name and contact details, a link to our [Privacy Notice](#) and one to unsubscribe from receiving emails from us.

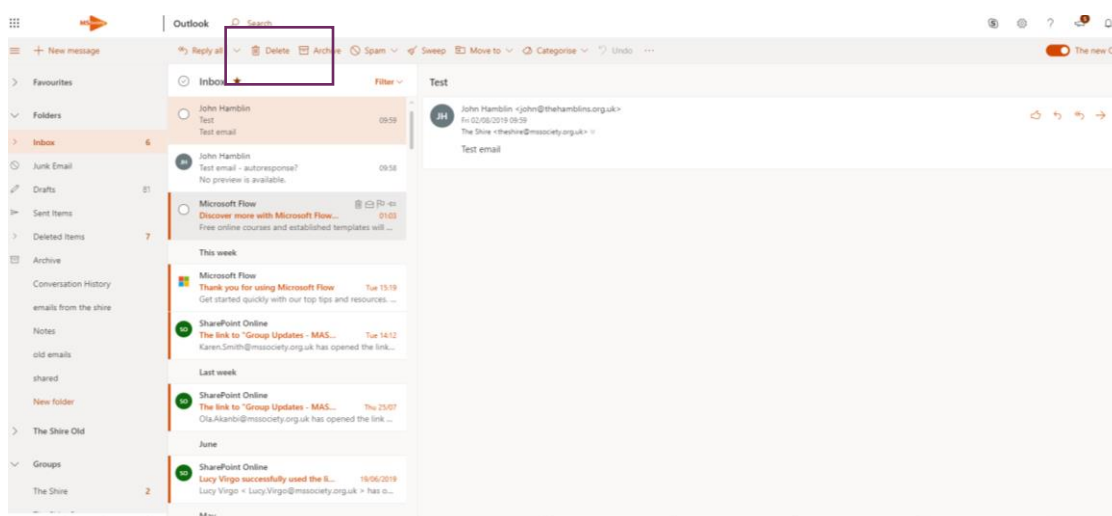
Your auto signature does not include your name or role. Make sure you sign off your email with your name (and role, if appropriate) before you click on **SEND**.

You can also create your own signature by clicking on the '**SETTING COG**', clicking '**View all Outlook settings**' at the bottom of the list, clicking '**Compose and reply**', updating your signature in the '**Email signature**' box and clicking '**Save**'



Deleting emails

In **OUTLOOK** click on the email you want to delete. Click on **DELETE**.



Deleting emails from group inboxes

Your **Coordinating Team** should nominate two volunteers who can delete emails from your group inbox when they are no longer needed.

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:

- [Group Coordinator](#)
- [Administration Volunteer](#)
- [Lead Support Volunteer](#)
- [Finance Volunteer](#)
- [Communications Volunteer](#)
- [Support Volunteer](#)

Contact data on the Portal

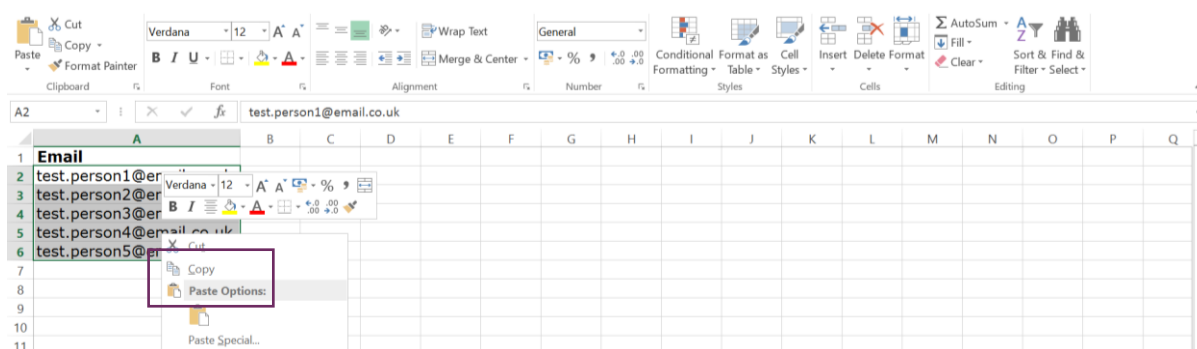
Click on this link to sign in to your group's **Portal** account - <https://portal.mssociety.org.uk/user/login>.

Follow the instructions in our [Portal User Guide](#) to download contact data as an **EXCEL** file. Ensure you click to **ONLY INCLUDE PEOPLE WE CAN EMAIL**.

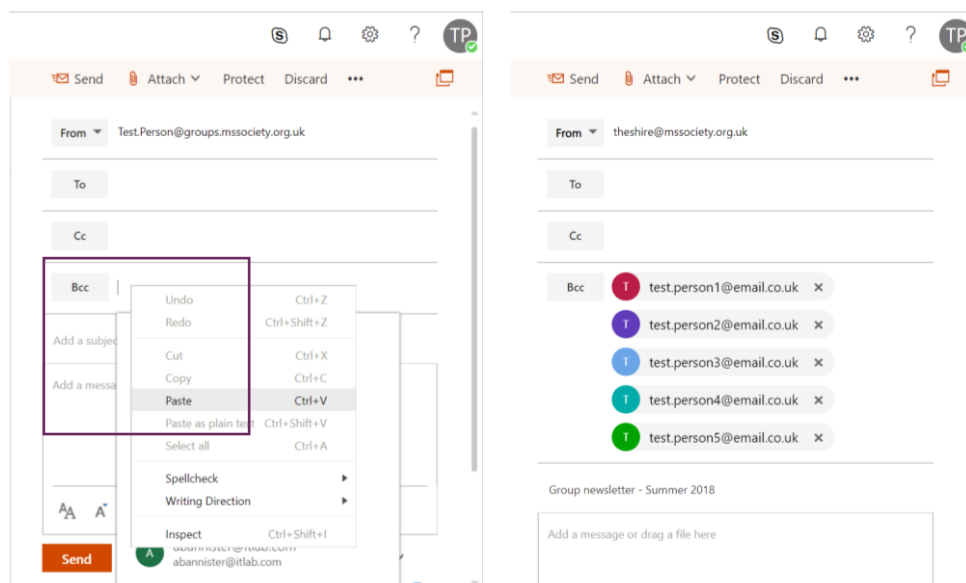


To set up your **Portal** account or get support, see [Using the Portal](#) on our volunteer website, or ask the **Supporter Care Team** for help.

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



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



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 [Group Handbook A6: Handling data](#) 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.

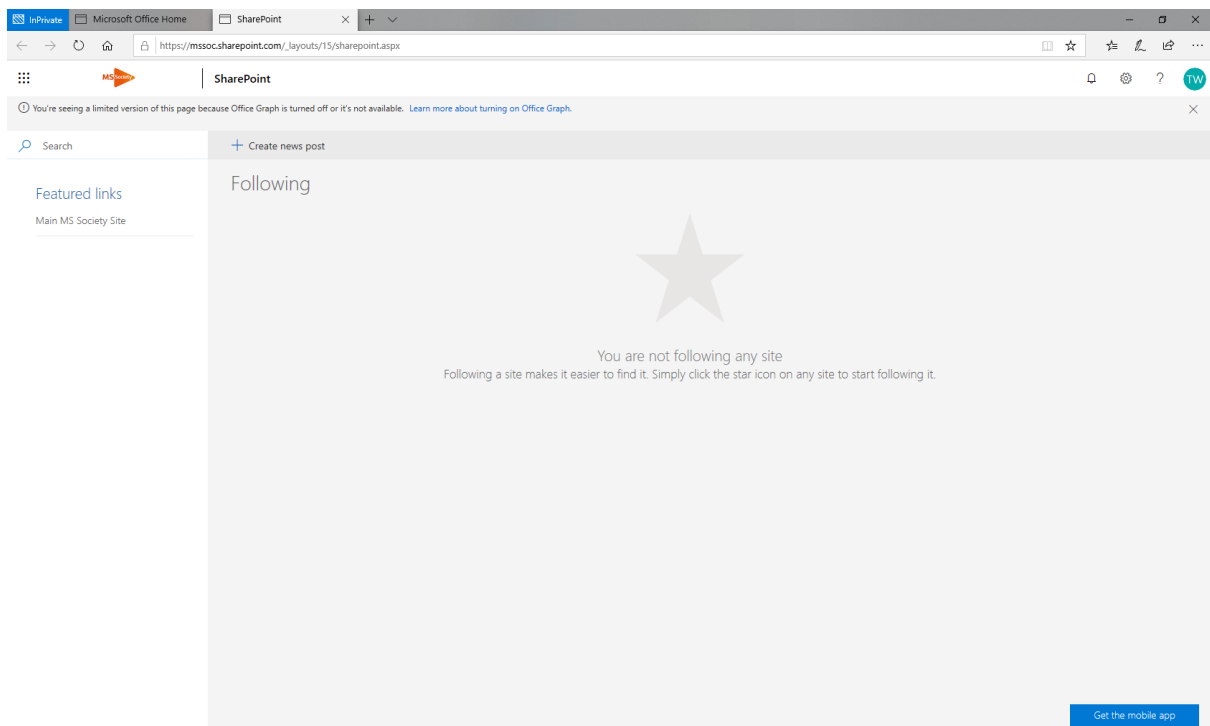
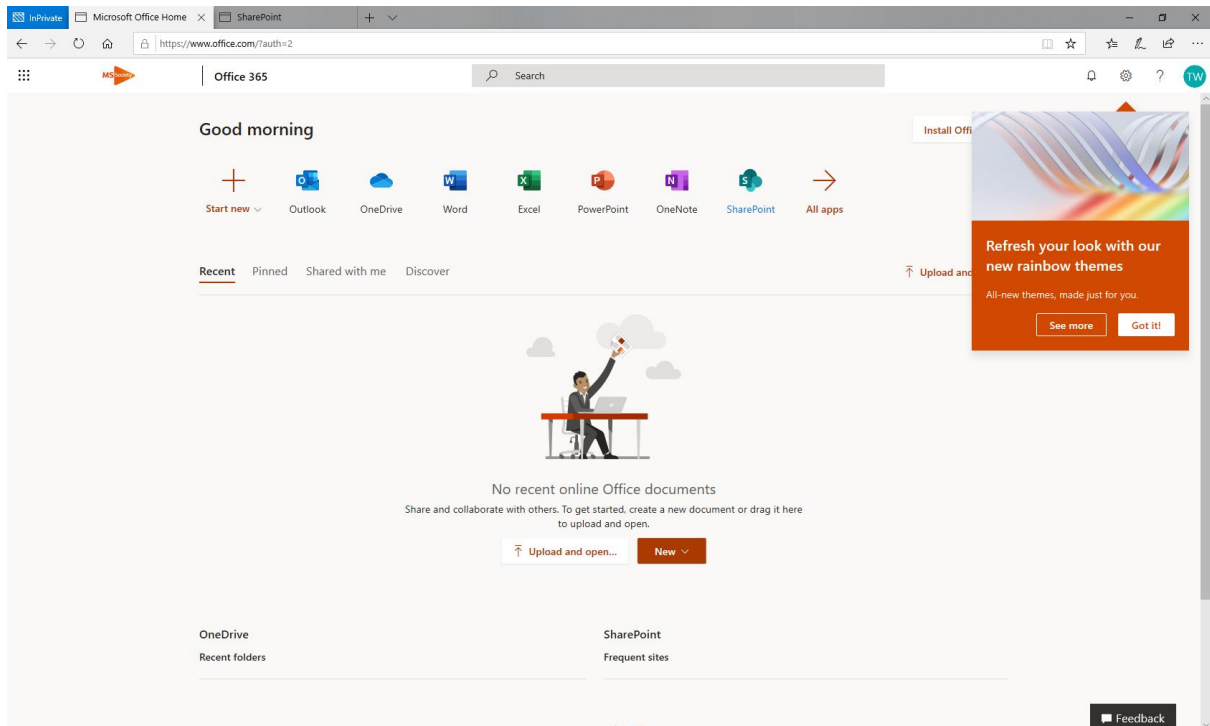
Uploading files

We expect your **Coordinating Team** to use your group **MS Society** file storage to keep any personal data you need to hold, including [Physical Activity Readiness Questionnaires](#) (PARQ), service level agreements, team meeting notes and newsletters.

You will be able to use SharePoint to as your group storage library.

Seeing your group SharePoint library

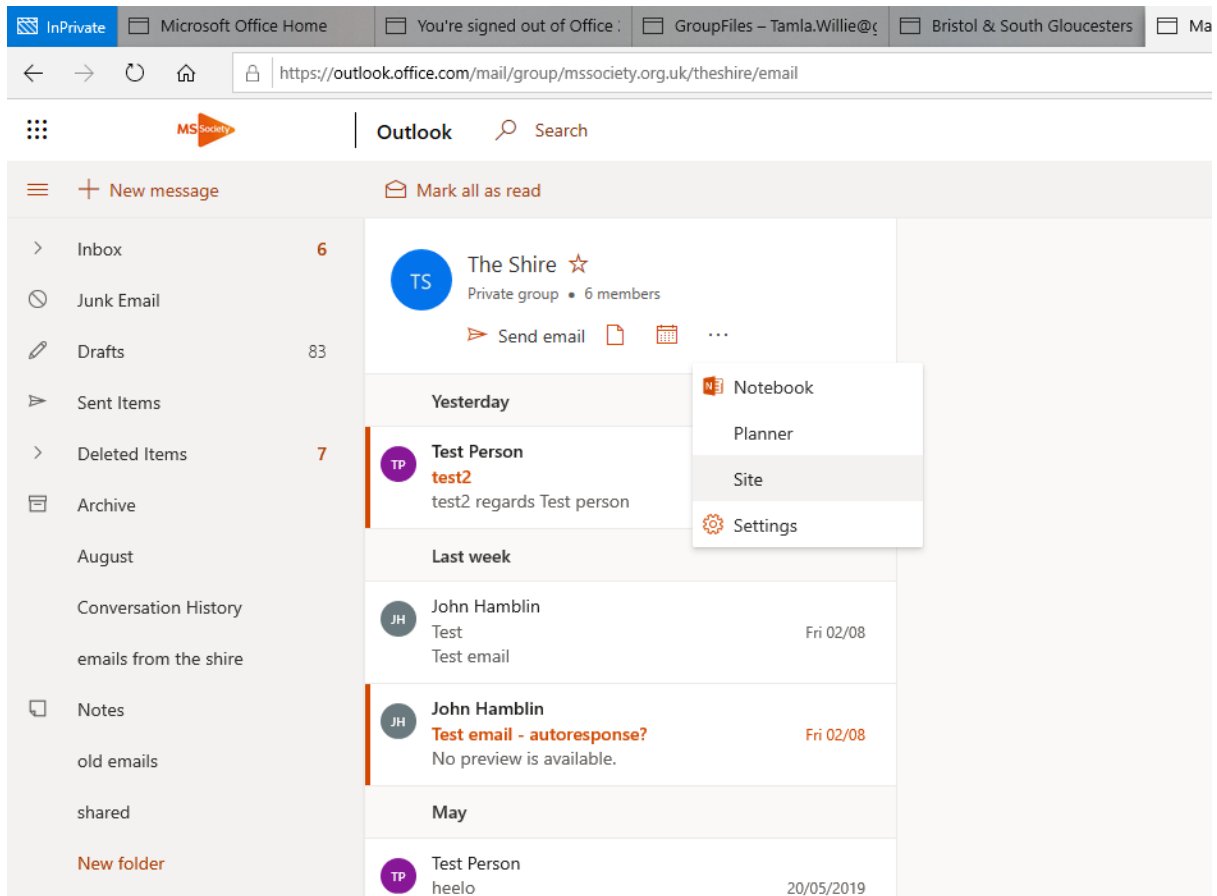
When you first login to office.com and go to the SharePoint icon you won't see any sites as even though you are a member, you don't automatically "follow" a site:



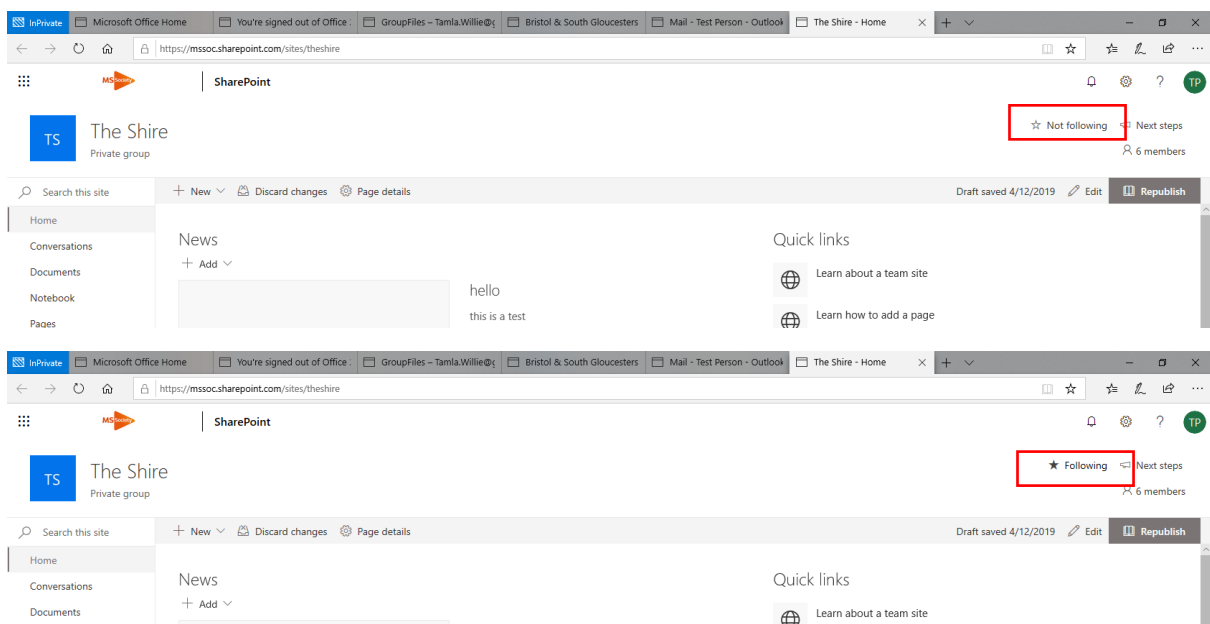
MS Society email technical guide: PCs and laptops v2

In order for a site to appear on this screen as “followed” it needs to first access be accessed via Outlook.

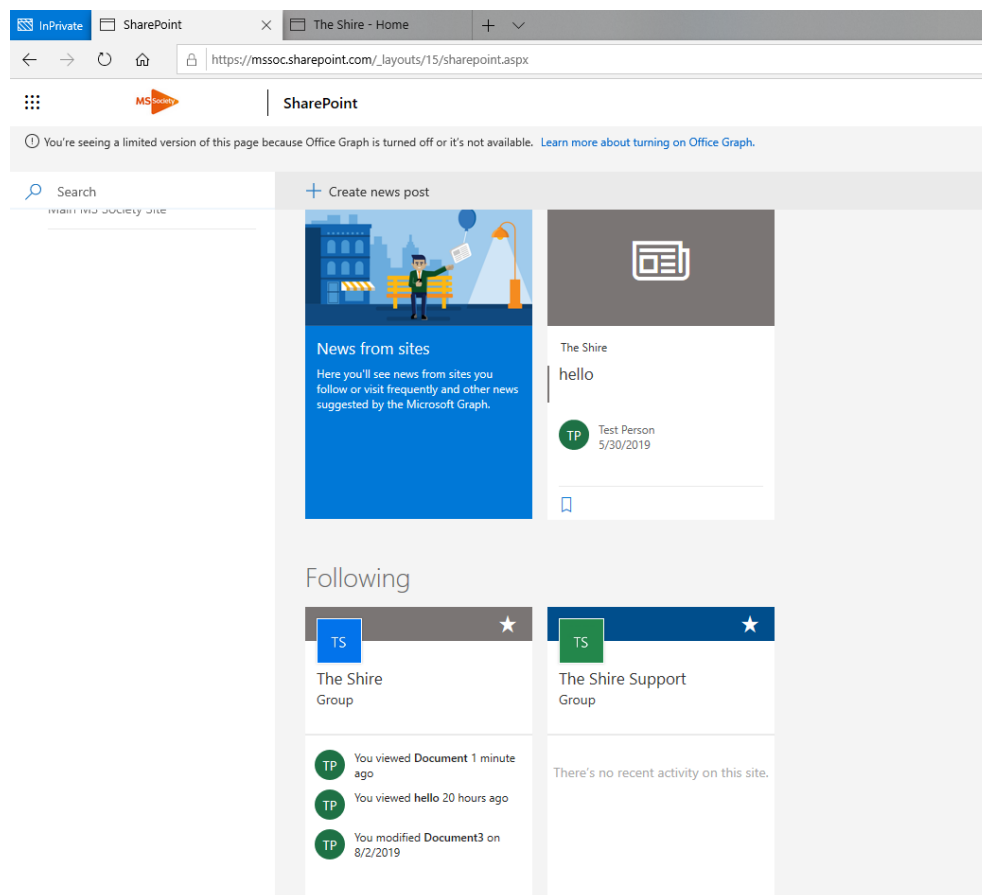
In Outlook open the group inbox and use the three dots menu to access the site:



One in the site – click on the star (top right next to not following)



After a while (not instant) the sites you follow will appear under “Following”. Also if there has been activity on a site you are a member of this will appear under the news section:



Adding documents to your file storage

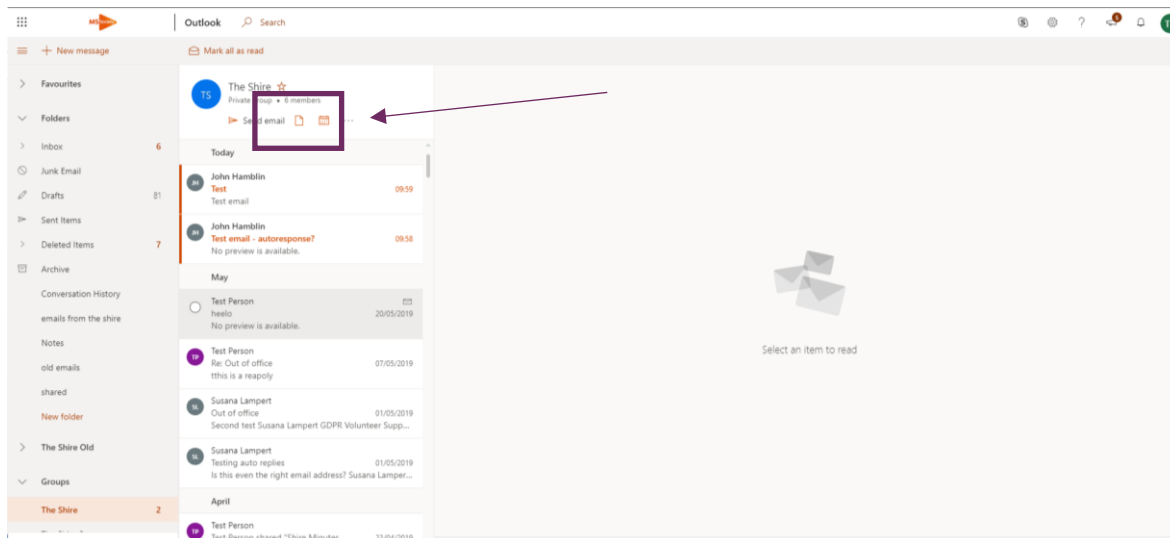
There are two ways to add documents to your MS Society email file storage:

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

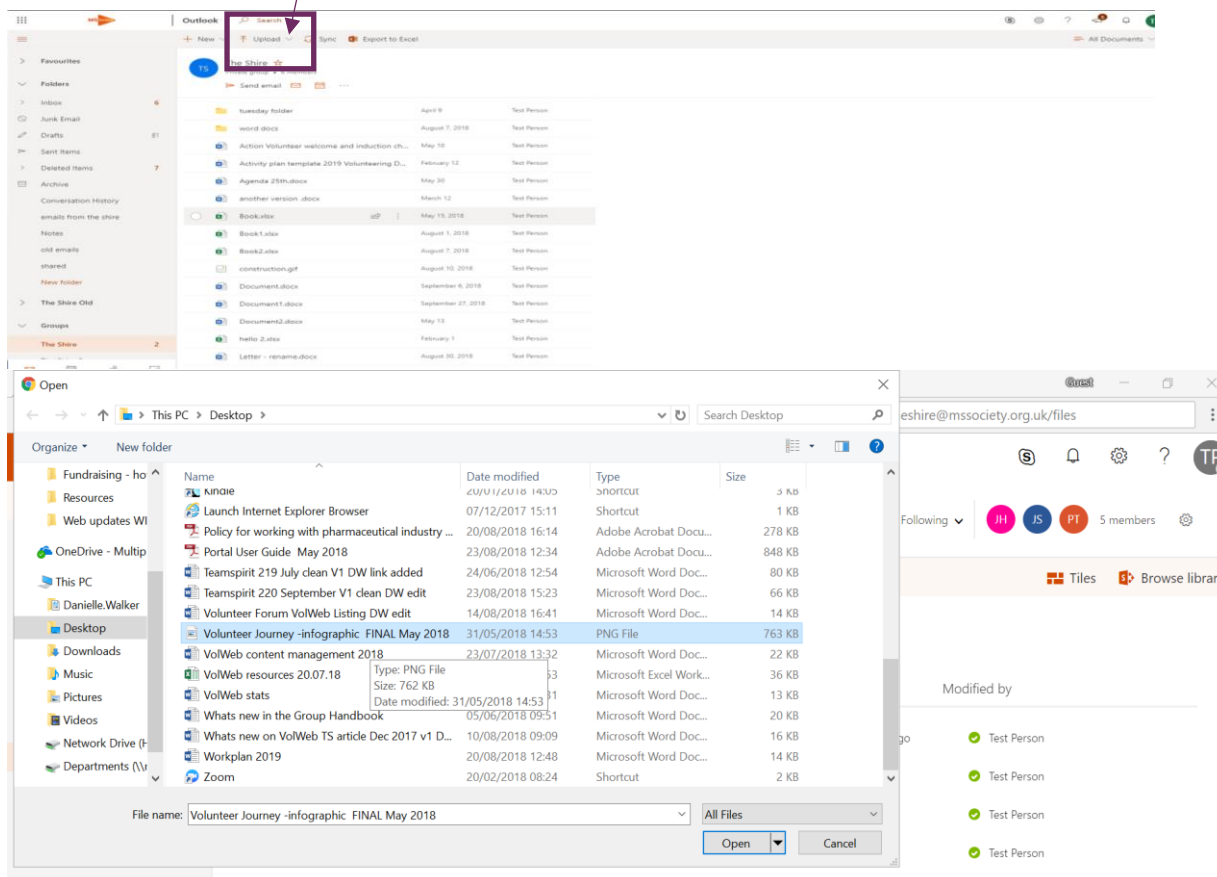
Uploading files to your group file storage (SharePoint)

In **OUTLOOK**, click on your group inbox, then click on **FILES** icon.

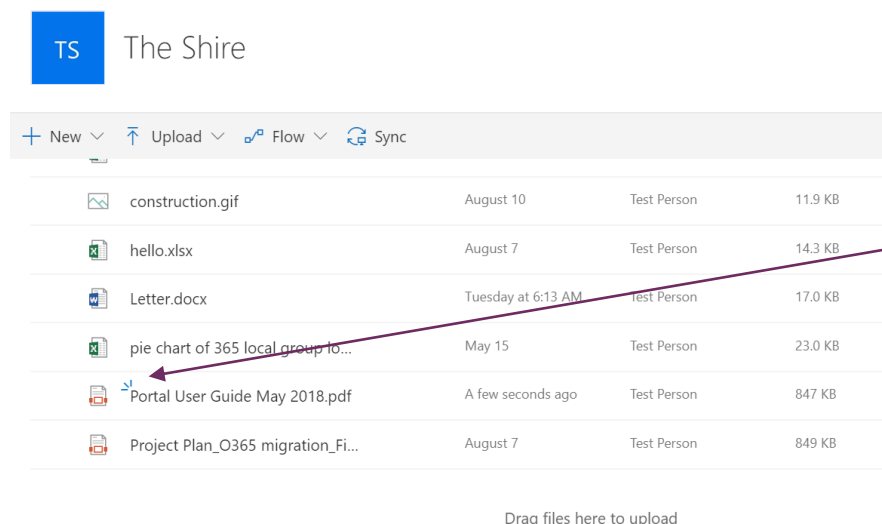
MS Society email technical guide: PCs and laptops v2



That will take you to the Share Point library where you can see all your shared files. Click **UPLOAD**, browse the folders on your computer and choose the file you want to upload. Either double click on it, or click on **OPEN**.



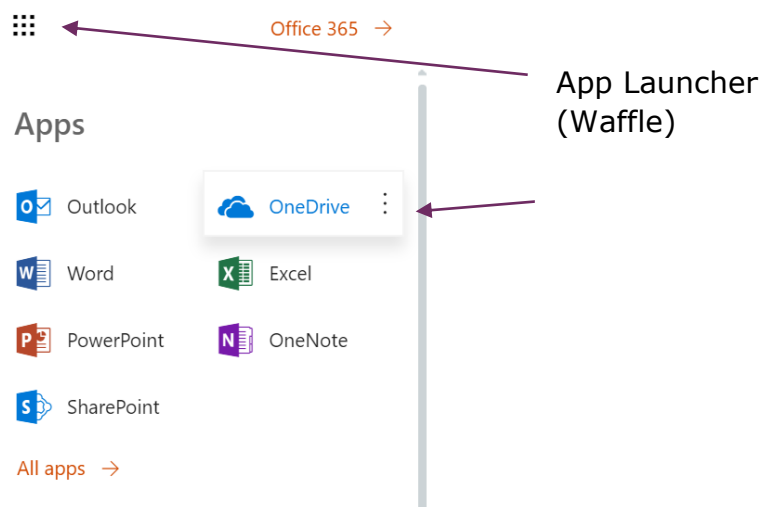
This file is now held in your group **MS Society email** file storage, SharePoint.



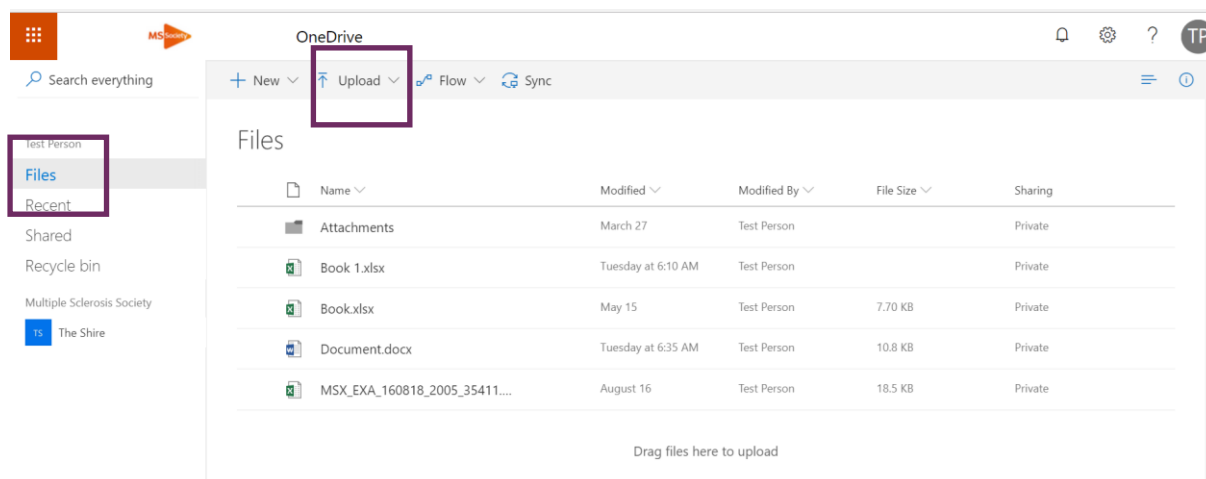
New files are identified by three blue rays next to the title

Uploading files to your individual file storage (OneDrive)

In **OUTLOOK**, click on the **APP LAUNCHER** (we call it the **Waffle**) icon in the top left corner then click on the **ONE DRIVE** icon.



Click on **FILES** under your name, click on **UPLOAD** 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.

Top tip: Sending a document as an email attachment to your group inbox is an easy way to add it to your group file storage.

Viewing attachments sent to your group inbox

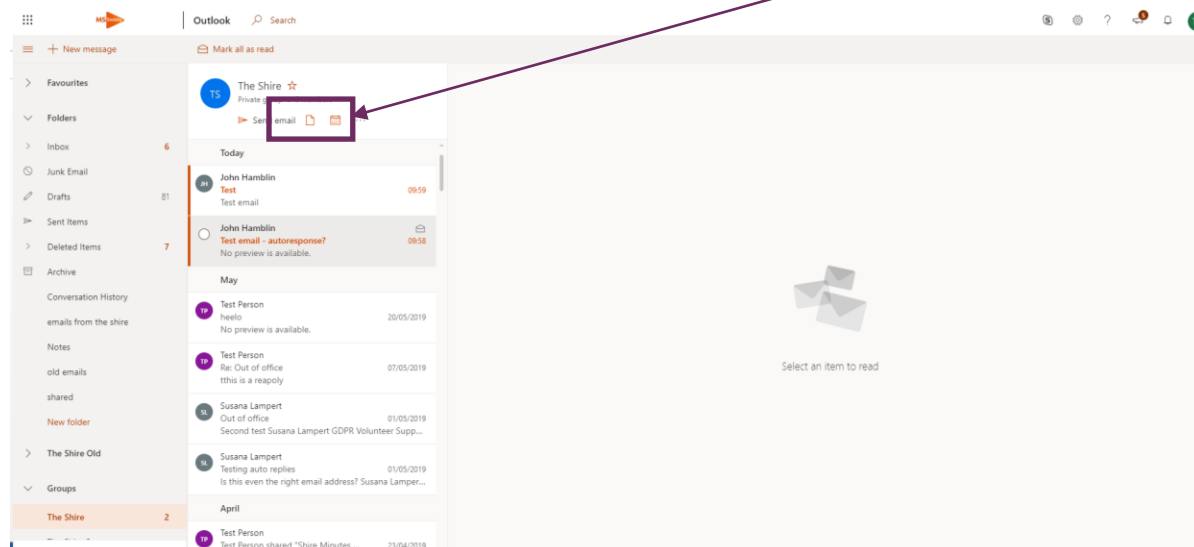
Email attachments sent to your group inbox are automatically saved to your group file storage.

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?

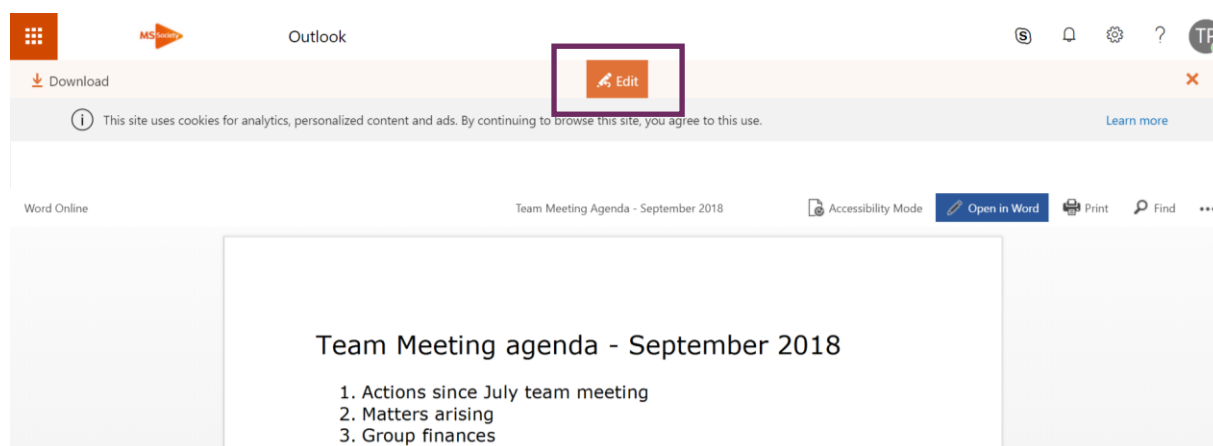
If you have any doubts, contact the person (Not by email. If the account has been hacked, the hacker might reply) to check before opening the attachment. Don't forward the email to other people as they may accidentally follow it.

In **OUTLOOK**, click on your Group inbox then click on **FILES** icon. Choose the file you want to open and click on it.



Editing shared files

In the file, click on **EDIT** to make changes.



OUTLOOK will automatically save your changes.

Sending an email with an attachment

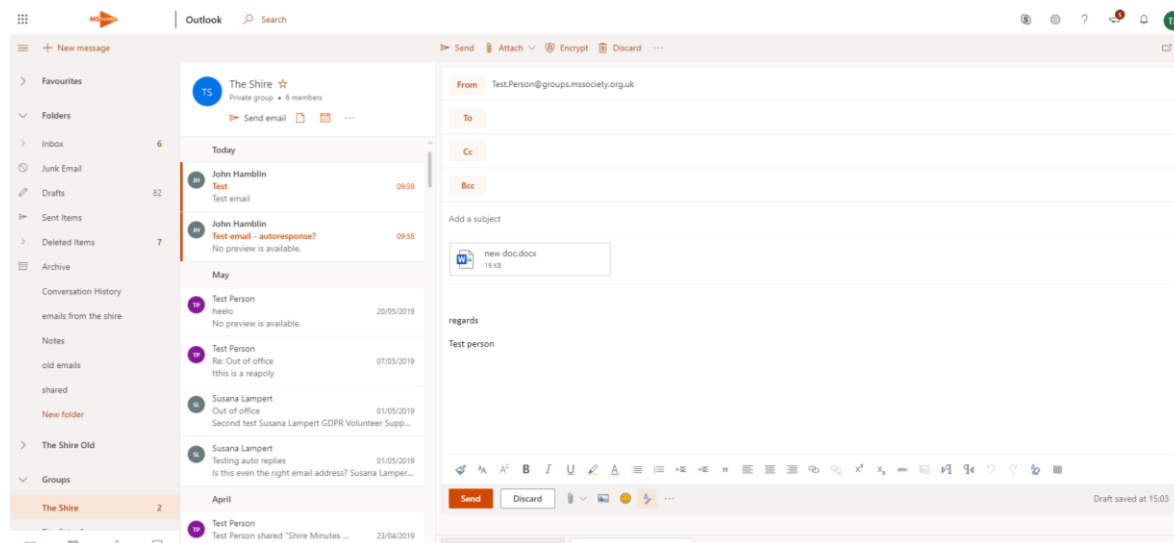
In **OUTLOOK**, click on **NEW Message**, complete the **FROM** and **TO** fields, **ADD A SUBJECT** and type your message.

To add your attachment, click on **ATTACH**, click on **BROWSE CLOUD LOCATIONS** then click on either **ONE DRIVE** or **GROUP FILES**.





Click on the file you want to attach, click on **NEXT**. You can attach a file as a link or as a copy. Remember that only those who have access to Share Point will be able to see a file which is attached as a link. **SEND** your email as usual.

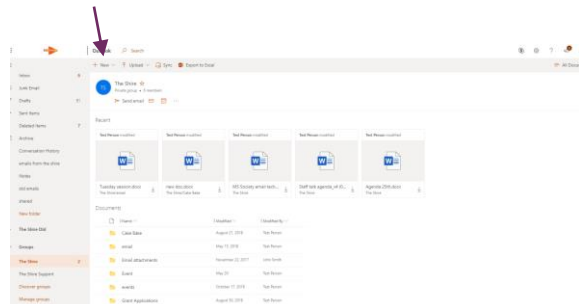


Must do: When emailing members and contacts, don't forget to add them to the **BCC** field to protect their privacy.

Creating and saving new documents

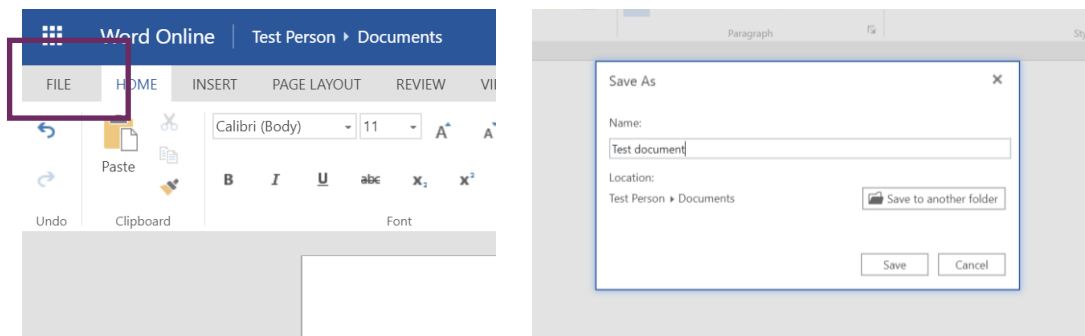
Office 365 enables you to create Word, Excel and PowerPoint documents and save them in your group or individual file storage.

In **OUTLOOK**, click on your group inbox, click on **FILES** icon then click on **NEW**.



Pick which type of document you would like to create and edit it. When you have finished, click **SAVE AS** to give your document a name and decide whether to save it in your group or individual file storage.

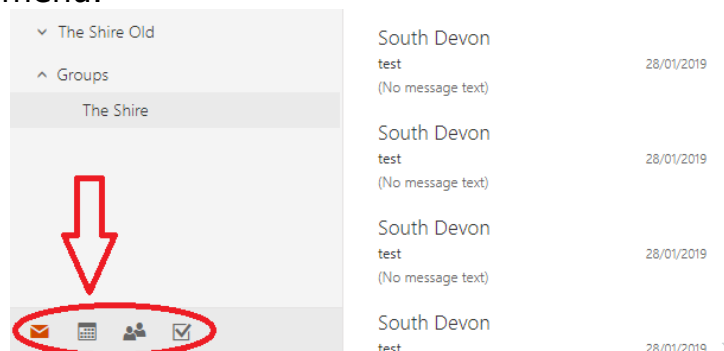
To save your document in your individual file storage, click on **FILE**, click on **SAVE AS**, **NAME** your document, then click on **SAVE**.



7. How to use your calendars

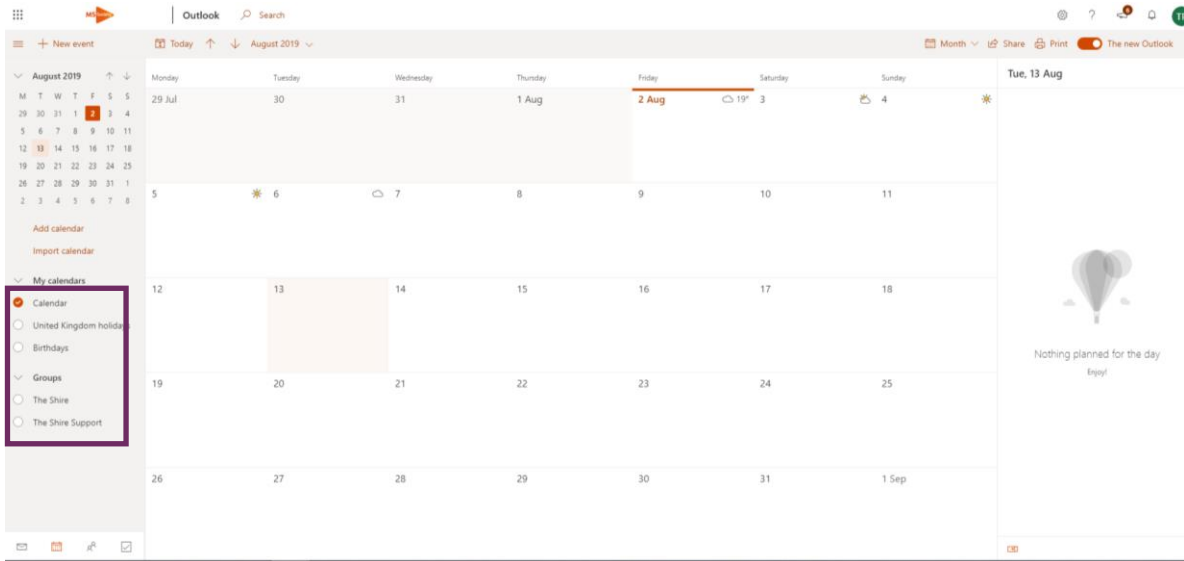
MS Society email also includes individual and group calendars. These enable you to schedule team meetings and keep track of when your services, activities and events are due to take place. You can add agendas to meetings and set reminders so no-one forgets what's coming up.

To access your calendars, click on the calendar icon at the bottom of the left hand side menu.



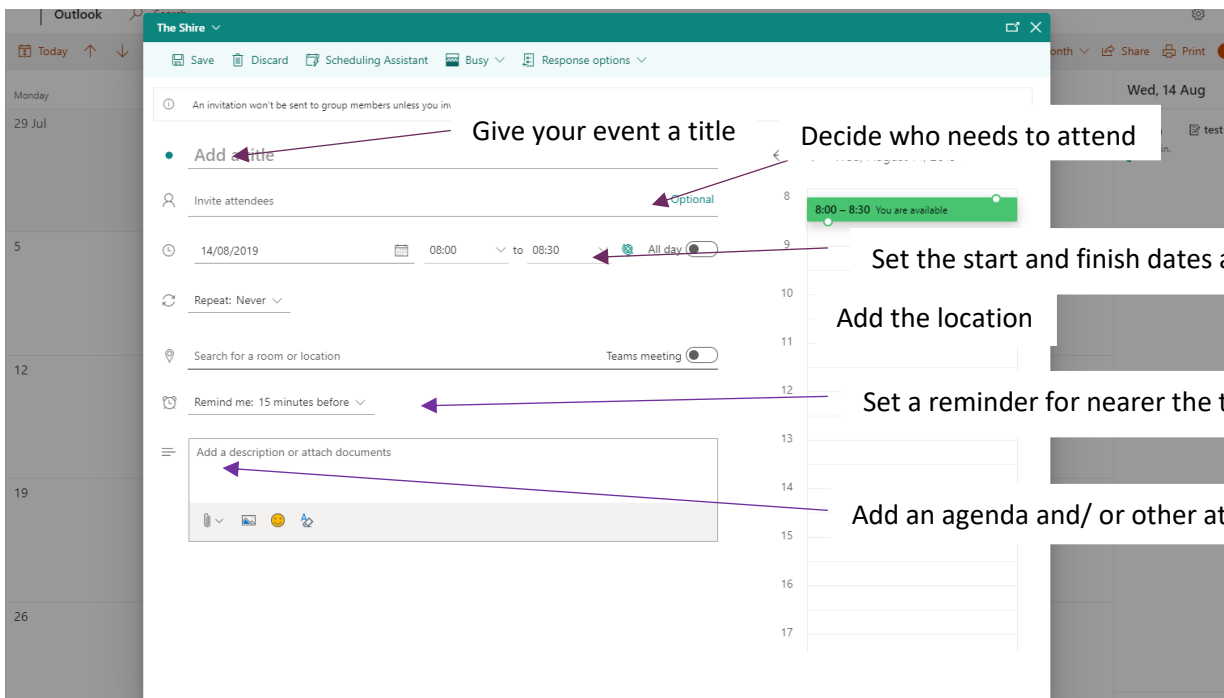
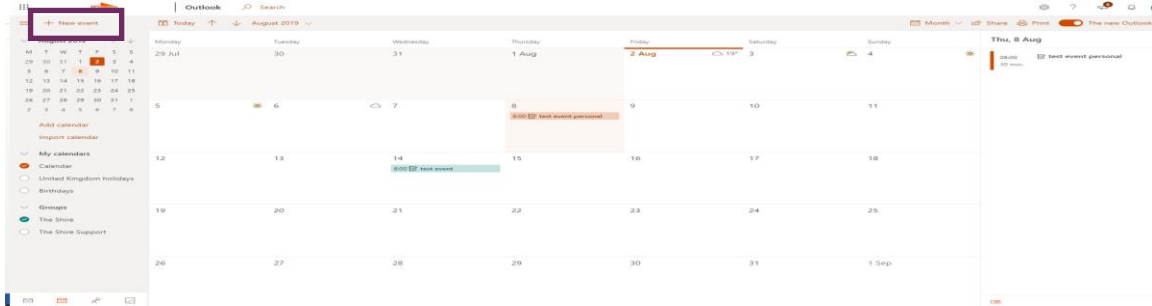
You will be taken to your personal calendar with a large monthly view and a split section with today's date. Just above this main calendar (top right of the page), you will see: Day, Work week, Week, Month. By clicking on one of these, you can set the view to your desired preference.

To alternate view between your personal calendar and group calendar click on either 'My Calendar' or 'Group Calendar' on the left hand side.



Scheduling a new meeting

Click on **NEW EVENT**.



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 [click here](#) to complete our short evaluation survey.

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