



USING OFFICE 365 EMAIL

FREQUENTLY ASKED QUESTIONS (FAQS)

Q. I already have a Club/District email address published in the Directory, which one should I use?

A. The Pilot phase of the program is for testing. During this period, you will run the emails accounts in parallel. Once you are comfortable with the @lions.org.au email account, you can start using it exclusively (redirecting you old email account until the next Directory is published).

Q. I already have Office 365 for personal use, how do I use both email accounts?

A. If you access Office 365 via a web browser, you will have the ability to log in and out of each account.

1. Click on the user name in the top right-hand corner of the screen.
2. Select "Open another mailbox"
3. Enter the other mailbox name & click OPEN



You can choose to either access your email in the browser, or attach it to your preferred email program. (eg. Gmail, Outlook)

Q. How do I view more than one email account?

A. There are many software programs available for desktops, tablets and smart phones that enable you to view all of your email accounts in the one place. Download the program most suited to your device and follow the instructions to “Add an account”. Repeat this process for each email account you require access to.

Q. How should I manage my temporary password?

A. Once users have successfully signed in with their temporary passwords, they can create new passwords by following the instructions on the sign in page.

Go to the sign-in page, <https://portal.office.com>

Q. I have more than one role with Lions, how do I manage multiple email addresses?

A. If you access Office 365 via a web browser, you will have the ability to log in and out of each account. There are many software programs available for desktops, tablets and smart phones that enable you to view all of your email accounts in the one place.

Q. There are more Apps on the Office 365 portal than just email, can I use them?

A. YES...Office 365 is more than just email!

Over the coming months we will send out more information on the other feature available with this license.

Or visit [Office 365 Education and Support](#)

Q. Who owns the software license?

A. The Not-For-Profit Office 365 Enterprise E2 subscription has been issued to MD 201 Council and is managed by the National Office. The National Office allocate a license to each mailbox as they are established, but retain legal ownership of the subscription.

Q. What access does the National Office have to email account content?

A. Senior staff at the National Office have general Administrator access. This is ONLY in relation adding/deleting mailboxes and setting up address book distribution groups. The National Office are unable to view password (but can trigger a reset). Only an authorised user of a particular mailbox can see the contents (the Club/District control access via password management)

Q. Can more than one committee member access the Club email account?

A. YES. A Club committee can choose WHO and HOW MANY members have concurrent access. From a practical perspective, we would recommend at least 2 but no more than 3 Club Office Holders have password protected access.

Q. What will happen to the email account once my term has concluded?

A. At the conclusion of a term of office, the account login details are passed on the incoming Cabinet member or Club secretary BY THE CURRENT ACCOUNT HOLDER. The new account holder has the option of resetting the password.

Q. Will I have access to my email history?

A. Once access has been passed on to the new Committee, the new account holder(s) will have access to all history. For this reason, the account should only be used for Lions business. All content should comply with the Club Constitution clause relating to Club correspondence protocols.

Q. Where is the data hosted? Is it secure?

A. Microsoft has dedicated data centres in Sydney and Melbourne. The software has built-in anti-spam and anti-malware protection for email. For more information about security and privacy visit:

<https://products.office.com/en-us/business/office-365-trust-center-security>

Q. How do I manage my Contacts and Address Book?

A. Most devices enable multiple Applications to access a single set of Contacts (address book). This is generally the case with tablets and smart phones. Management of this feature is in the device settings. Alternatively, the easiest option would be to access the Address Book linked to your old account and forward the Contact Cards to your new email account (if not using the same mail program). Note: make sure that they are actual contacts stored in the address book and not just “suggested contacts”.

Centrally managed - Up-to-date internal address book
No more redirections - Multi-user access - History retained