Microsoft 365 Outlook

Go-Live Prep & Support
Microsoft 365 Outlook Support

**WHAT** is Microsoft 365 Outlook?

Microsoft 365 Outlook is a web-based email, calendar, contact manager, and task manager. It allows you to securely access your emails anywhere and on any device. Listed below are instructions on how to log into Outlook for the first time. See [Logging into Outlook for the First Time](#).

**WHEN** will I have access to the new Microsoft 365 Outlook email?

The migration from GroupWise email to Microsoft Outlook email will begin on **Friday, August 14 at 4:30pm EST**. We ask that everyone refrain from using either your GroupWise or Microsoft Outlook emails during this time.

When you begin work on **Monday, August 17** all of your emails, contacts, and calendars will have been migrated into [Microsoft Outlook](#). Your User ID and password credentials are listed below.

**HOW** do I log into Microsoft 365 Outlook?

Instructions for logging into Microsoft Outlook for the first time are below. For more instructions, see [Logging into Outlook for the First Time](#).

**WHERE** do I access training documentation?

All of the Microsoft 365 training documentation is available at this link: [https://www.glcap.org/staff-documents/](https://www.glcap.org/staff-documents/)

**WHO** do I contact for help?

**General Microsoft 365 Questions**
- What is my user ID?
- What is my password?
- How do I share a calendar?

**Contact Gary Haggemaker**
gdhaggermaker@glcap.org

**Microsoft 365 Training Questions**
- Where can I access the training documentation?
- Will additional training be provided?
- Is a recording of the training available?

**Contact Kay Elfring**
kkelfring@glcap.org

**General IT Questions**
- Do I need to use the Google Chrome browser?
- Do I need to upgrade Windows?

**Contact GLCAP IT**
[glcap.grouplink.com](http://glcap.grouplink.com)
Logging into Outlook for the First Time

1. To get started, open an Internet browser (e.g., Chrome, Microsoft Edge) and type “office.com”.

2. You will be prompted to enter your user ID and password. The first time you log into office.com, your password will be **GLCap2020!**

   **User ID:** Your GLCAP.org user ID (e.g., BLSmith@glcap.org)
   **Password:** **GLCap2020!**

   **IMPORTANT:** Your password is case sensitive. You must enter your password with the upper-case and lower-case letters exactly as it is presented above.

3. You will then be prompted to change your password. Enter your current password of **GLCap2020!**, and then enter your new password as illustrated below. **Note:** Your new password should adhere to the following password rules:
   - Passwords should be at least eight (8) characters long
   - Passwords should contain a combination of upper-case and lower-case letters, numbers, punctuation marks, and other special characters.
4. To keep your login more secure, you will receive the message box below. Select “Next” to continue.

![Microsoft message box](image)

**NOTE:** A mobile phone number – not a desktop number – should be used for verification. This number will *only* be used for verification purposes.

5. Microsoft will ask for another way to contact you. Select your preferred contact method (e.g., cell phone) and select “Next”.

![Additional security verification](image)
6. A text message will be sent to the cell phone number submitted. Enter the code sent to your cell phone and select “Verify”.

7. Your additional security verification is now complete. Please note: This is only required on the first time you log into Microsoft 365. Select “Done” to continue.
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**TIP:** If you’re having trouble signing in to your Outlook.com account, see [How to sign in to Outlook.com](#).

You will then be prompted with the Office 365 dashboard illustrated below. Select the Outlook icon to continue on to your email, calendar, and contacts.

Microsoft 365 Outlook is a web-based email, calendar, contact manager, and task manager. It allows you to securely access your emails anywhere and on any device. Listed below are instructions on how to log into Outlook for the first time.

**Please note:** Staff that are non-exempt (hourly) are not to access their email during non-working hours unless directed/approved by your supervisor.