

Guides Queensland Outlook Email Manual

For Region, District and Campsite Managers

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Aim and Scope of this Guide

This aim of this guide is to provide information to help Region, District and Campsite managers to access and use their GGQ Email accounts.

1.0 Why we must use GGQ email instead of personal email

1.1 Security

The guidesqld.org email environment is a closed, secure system that uses two step verification to ensure only permitted users can access email accounts. Our email is also backed up daily so in the case of a technical failure, we can recover email from backup systems. This may not be possible if your personal email system has technical issues.

1.2 Privacy

Under The Privacy Act 1988, we have a legal obligation to take all reasonable steps to protect the privacy of our members and to keep their data confidential. The security aspects of M365 mentioned above ensure that GGQ communications are protected from interference, loss or exposure to parties outside the guidesqld.org email environment. This is not the case when using personal email accounts to conduct GGQ business.

1.3 Continuity

When we have a transition period with one Leader leaving and a new one taking over the role, emails are safely stored in the shared mailbox which can be easily accessed by the new Leader and the old Leader email account can be deactivated. This means there is no risk of losing GGQ information during handover as would be the case if it was stored in a previous volunteer's personal email account.

2.0 Microsoft 365 – The Parent System

2.1 Understanding the relationship between Microsoft 365 and Outlook Email

Microsoft 365 is a product that provides access to several online Microsoft applications. Once you are signed in to Microsoft 365 you will be able to access a range of individual apps available to you e.g. Email, SharePoint and Teams. In this document we will cover the use of Email. We will discuss other individual apps in separate documents.

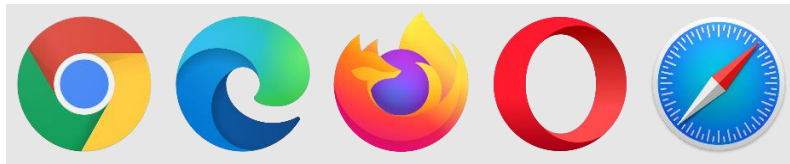
3.0 Signing in to Microsoft 365

3.1 Signing in to Microsoft 365 in a web browser

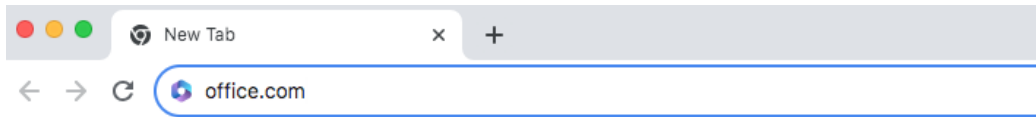
You can access Microsoft 365 from any web browser – either on your computer or on your mobile device.

This is the preferred method of accessing your Microsoft Applications (apps) as it is a 'Cloud' based system which allows you to access Microsoft 365 from any computer or mobile device.
'Cloud based' means online where information is stored on servers (computers) in remote storage areas.

1. Open your preferred web browser (Chrome, Edge, Safari etc)



2. Type **office.com** into the address bar and hit return

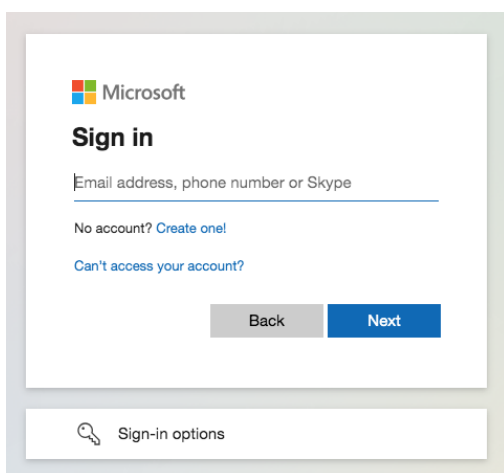


This will direct you to the Microsoft 365 sign in page, pictured below



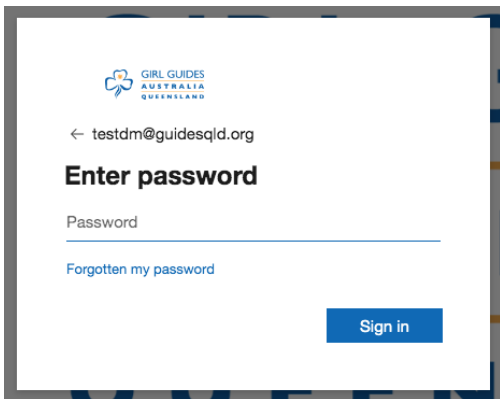
3. Sign into Microsoft 365

Click on the 'Sign In' button to progress to the 'Sign in' window.



To sign in to Microsoft 365, you use the account that contains your name details, for example **JaneD@guidesqld.org**. If you haven't yet been given the details for that account, please contact webmaster@guidesqld.org to obtain that information.

Enter your email address and click next. You will be asked to enter your password. The password would have been provided to you when you were notified of your Guide's email address. This password is case sensitive.



GIRL GUIDES
AUSTRALIA
QUEENSLAND

← testdm@guidesqld.org

Enter password

Password

[Forgotten my password](#)

Sign in

Enter your password and hit 'Sign in'. If this is the first time you are signing in, you will be asked to authenticate your details using two step verification with the Microsoft Authenticator app on your smartphone.

3.2 Microsoft 365 two step verification

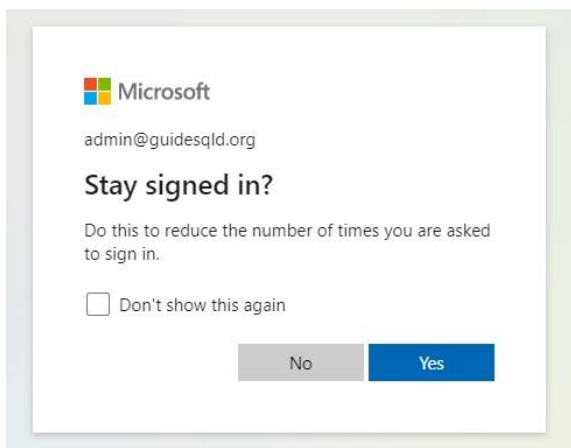
Like many organisations, we need to use two step verification to ensure we sign in securely to our Microsoft 365 system.

Two-step verification helps you to use your accounts more securely because passwords can be forgotten, stolen, or compromised. Two-step verification uses a second step like sending a code to your phone to make it harder for other people to break into your account.

The Microsoft Authenticator app is required to help you sign in to your GGQ account using two-step verification.

When you sign in for the first time, please follow the [Microsoft Authenticator guide](#) to set up two stage verification for your GGQ account.

When successfully signed in, you will be asked if you wish to stay signed in. If this is your personal computer, click 'YES,' if this is a public computer or one you do not use often, click NO.'



Microsoft

admin@guidesqld.org

Stay signed in?

Do this to reduce the number of times you are asked to sign in.

Don't show this again

No Yes

You will then be directed to the Microsoft 365 Start Window where you can select any of the different Microsoft 365 apps available to you.

NOTE: In GGQ Microsoft 365, Self-service password reset is not available. Users will need to contact GGQ's external IT service provider to reset the password. Details are listed in the Guiding Directory.

If you ever forget your password or sign in details, please contact webmaster@guidesqld.org.

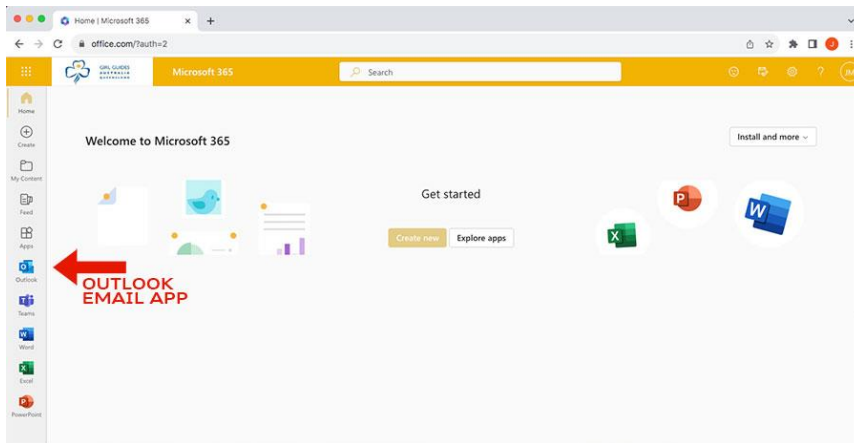
FAQ: What happens with the Modern Authentication If I get a new mobile phone?

In that case, GGQ's external IT provider will need to delete your old phone number from the system and add your new phone number to your account which will prompt a new setup request.

If you need any assistance regarding the matter, please contact webmaster@guidesqld.org.

4.0 Launching Outlook Email

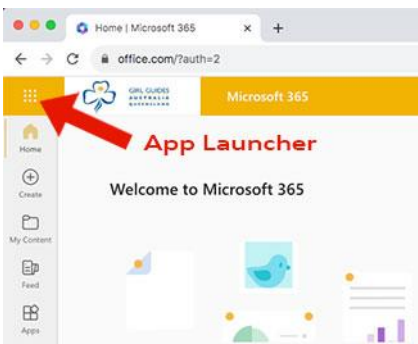
4.1 Microsoft 365 start window



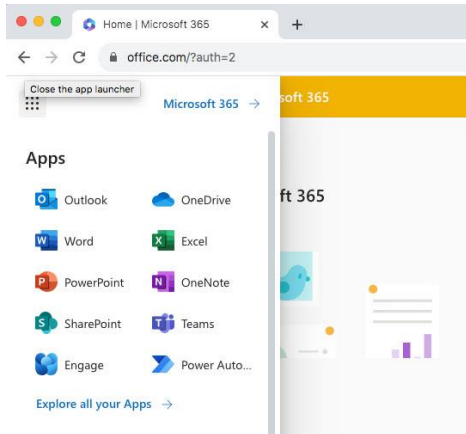
When you first sign in to Microsoft 365, you will see a window similar to the above. On the left-hand side of the window, you will see shortcut icons to your different Microsoft apps. In this manual we will focus on Outlook - the email app.

4.2 App Launcher

You can also open your app launcher any time by clicking the 9 dots 'App Launcher' in the top left of your browser window.



When you click on the App launcher, it will show you all your app icons. Simply select the one you want to open.



5.0 Connecting to your Shared Mailbox

5.1 Understanding the difference between personal GGQ email accounts and Region/District/Campsite shared mailboxes



When you click on the Outlook icon , Outlook will open in a new tab.

Outlook will first open to your personal GGQ email account which is the one that uses your name. **This account should not be used to send or receive email.** This account is simply used to authorise your access to Outlook and allow you to proceed to the shared mailbox associated with your role.

As the name suggests, the shared mailbox associated with your role can be accessed by multiple people as required. For example, a District shared mailbox may be accessed by the District Manager and Assistant District Manager at the same time. This is a powerful way to allow related users to access the same information without having to re-send many emails. This centralises the information, keeps the email trail simpler and saves time.

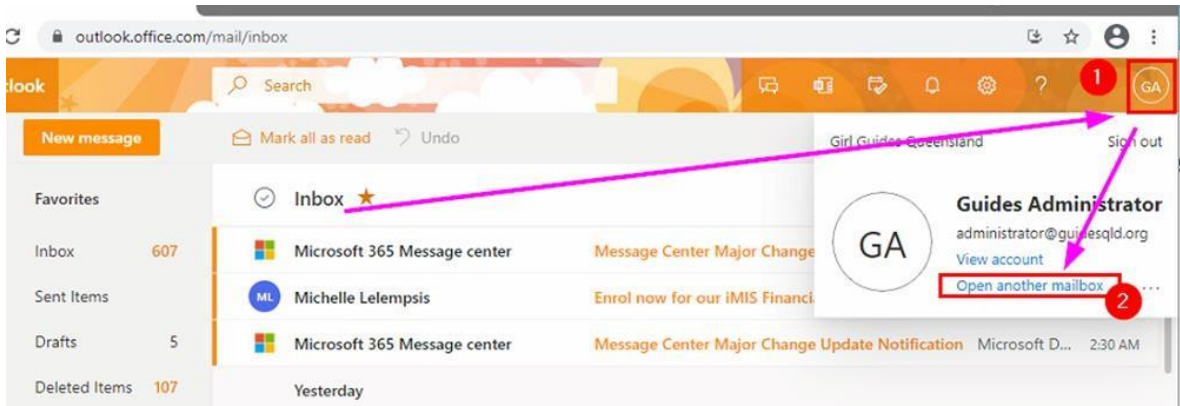
All Guide communications and business should be conducted using your shared mailbox account.

Once you have opened Outlook, you should immediately connect to the shared mailbox linked to your GGQ role. For example, DMs will use the shared mailbox that has been set up for the District (*districtDM@guidesqld.org*) e.g. *warwickDM@guidesqld.org*.

5.2 Connecting to your shared mailbox

1. To open the shared mailbox associated with your role, click on the circle icon in the top right of the window that has your initial(s) in it.

2. From the popup, select “Open another mailbox”



Another popup will ask you for the name of the mailbox you wish to open.



Begin typing the name of your Region/District/Campsite shared mailbox. The system should find it automatically for you and display it. If your shared mailbox does not automatically appear, click the ‘Search Directory’ option to look in the directory for your shared mailbox and it should appear in the list.

Select your Region/District/Campsite shared mailbox from the list and click ‘Open’

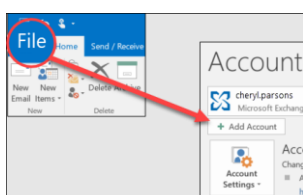
Your Region/District/Campsite shared mailbox will open in a new tab. You can now use that tab to manage your Region/District/Campsite email.

5.3 Accessing your GGQ email accounts on your Windows Outlook desktop app

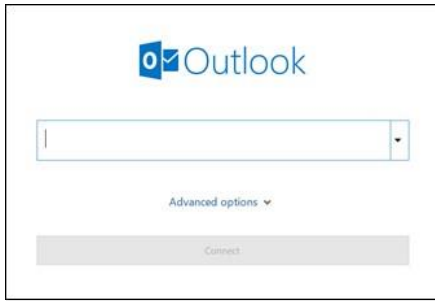
If you have the Windows Outlook Desktop app installed on your own computer, the following guides will help you set up Outlook on your desktop for your new accounts. Please be aware that GGQ cannot support the Outlook installation on your own desktop computer as we have provided a fully supported ‘Cloud’ version.

If you previously used an Outlook App (Desktop or mobile) to access the GGQ Region account, you should remove the old account from your Outlook app before setting up your new personal GGQ email account and the Region shared mailbox.

Select **File > Add Account**



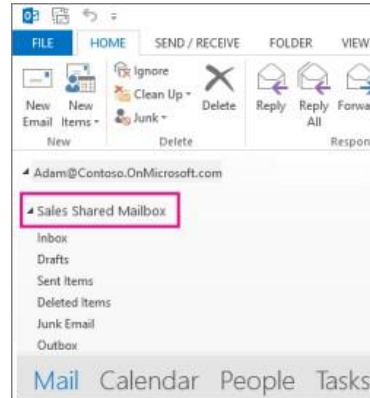
A popup window will prompt you for your email address.



Enter your personal GGQ email address and click **Connect**.

If prompted, enter your password, then select **OK > Finish** to start using your email account in Outlook.

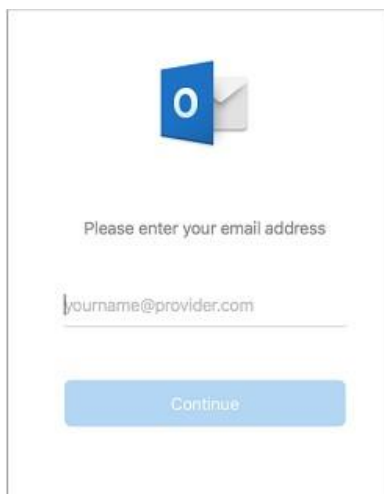
Your Region/District/Campsite shared mailbox should automatically display in your Folder pane in Outlook under your personal account).



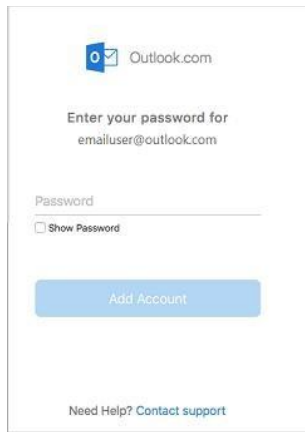
5.4 Accessing your GGQ email accounts on your Mac Outlook 2016 desktop app

If you previously used an Outlook App (Desktop or mobile) to access the GGQ Region account, you should remove the old account from your Outlook app before setting up your new personal GGQ email account and the Region shared mailbox.

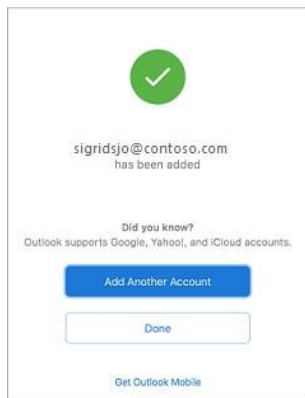
1. Select **Outlook > Preferences > Account**.
2. Click the plus (+) sign > **New Account**.
3. Type your email address > **Continue**.



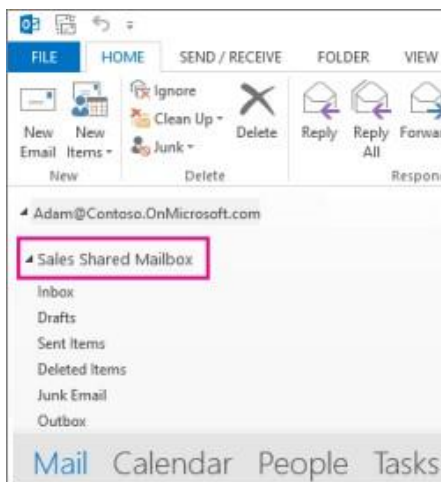
Type your password > **Add Account**. (Your window might look different from this one depending on the account you are adding.)



Select **Done** to start using Outlook for Mac.



Your Region/District/Campsite shared mailbox should automatically display in your Folder pane in Outlook under your personal account.



5.5 Accessing Outlook on mobile devices

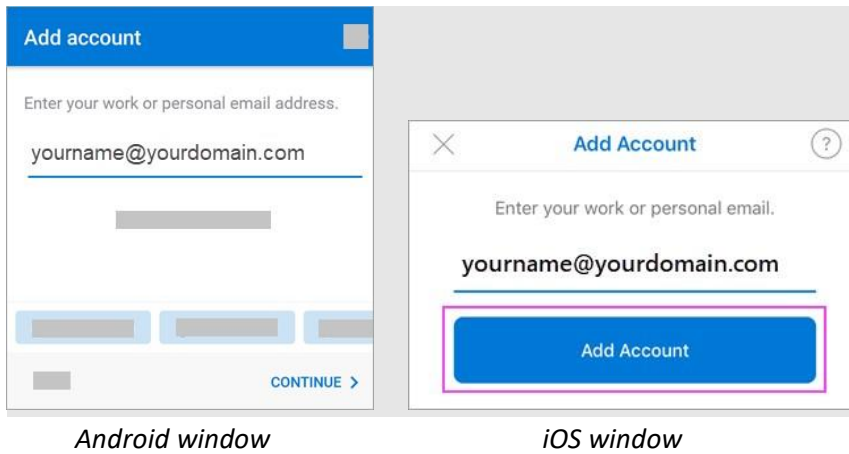
If you want to access your guidesqld.org email accounts on your mobile device, you can either;

1. Use the above instructions to access your email via a browser on your mobile device
2. Download the free Outlook for mobile app

Install the **Outlook for Android** or **Outlook for iOS** app from the **Google Play Store** and then open it. Tap **Get Started** if this is your first time. Otherwise, to add another email account, open

the **Menu**  > **Settings**  > **Add Account** > **Add Mail Account**.

Enter your full GGQ **PERSONAL** email address, then tap **Continue** or **Add Account**

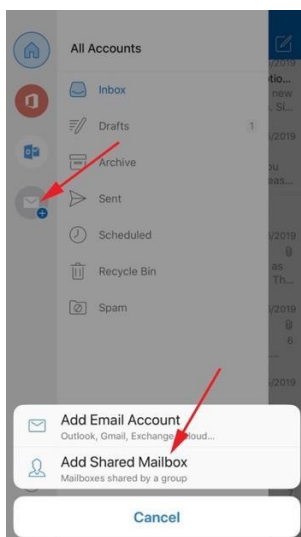


Enter your email account password and tap **Sign in** or **Next**.



Outlook will open to your personal GGQ personal email inbox.

You can use the above process to add your Region/District/Campsite shared mailbox account, or you can add your Region/District/Campsite shared mailbox by tapping the **Add Account** button in the left navigation pane, then tap **Add Shared Mailbox**



Enter the name of your shared mailbox account and tap **Add Shared Mailbox**. The shared mailbox will be added to the list of email accounts on the left navigation pane, and you can then select which account you want to use.

6.0 Using Outlook

6.1 Outlook Page Layout

Once you have opened your shared mailbox you will see the standard Outlook layout.

The Folder Pane.

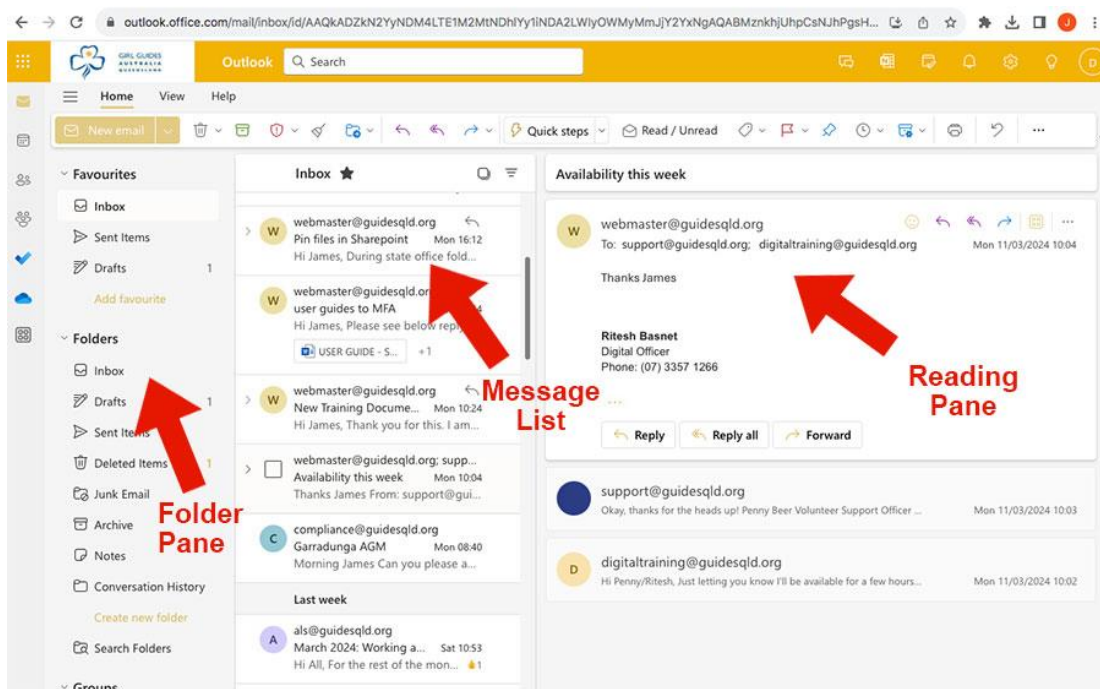
On the left is a pane for folders you can use to organise your emails.

The Message List

In the centre is the message list which shows all the messages in the folder you are currently in. Your main Inbox is your default folder. Any new messages will appear in bold until you click on them to read.

The Reading Pane

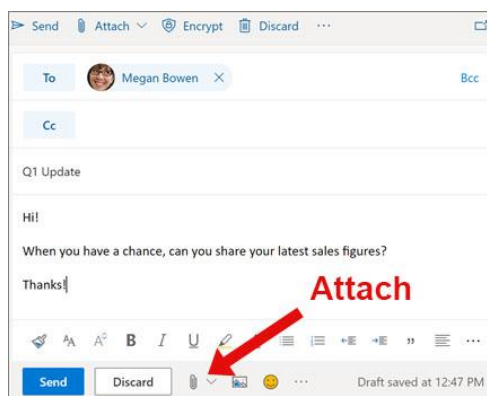
Contains the content of the email you select from your message list.





6.2 Composing Email

To compose an email


1. Select **New Email** from the top left of the Outlook window.
2. Add recipients, a subject, and type your message.
3. If you want to send a file, select **Attach**.
4. Select **Send**.



6.3 Replying to an email

1. In your message list, choose the message that you want to reply to.
2. At the top right corner of the message pane, select  or  to choose **Reply** (just to the sender) or **Reply all** (replies to the sender and everybody copied on the email).
3. Type your response and then select **Send**.


6.4 Forwarding an email

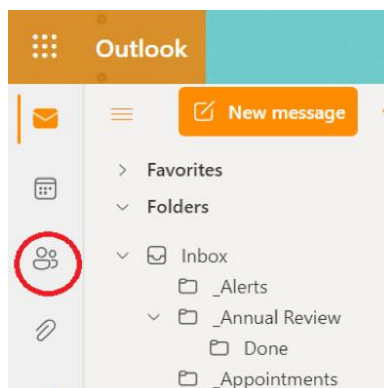
1. In your message list, choose the message that you want to forward.
2. At the top right corner of the message pane, select  Forward
3. Complete the recipient details as you would a new message
4. Type your message and then select **Send**.

6.5 Email Signatures

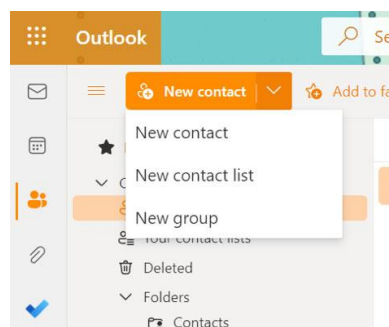
Email signatures are generated automatically and should not be changed or removed. These are set by GGQ and are automatically updated as required. Your Region/District/Campsite email will not have a personalised name in the email signature, so it is a good idea to always add your name at the end of each email you send.

6.6 How to create distribution lists in Outlook Web:

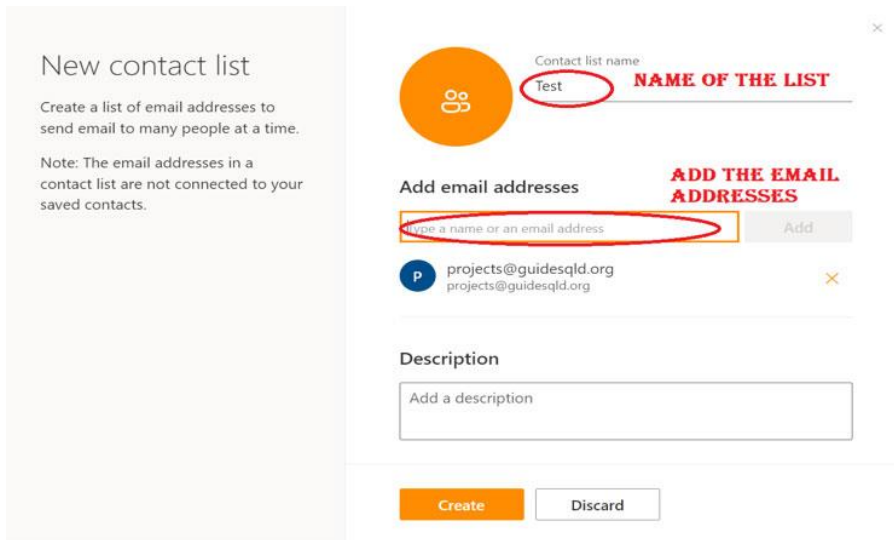
1. If you are in Outlook on the web, select the **People** icon 
The icon on the left side of the window (towards the top) or it may be at the bottom of the Page.



2. On the People page, on the toolbar, select the arrow next to new contact, and then select the new contact list.



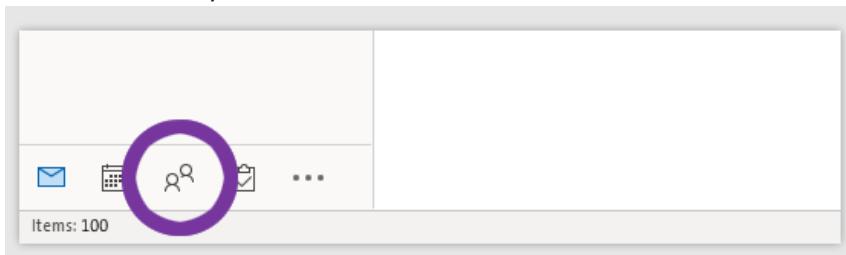
3. Enter a name for the list, and then add names or email addresses. The GGQ email addresses will already be in there. You may also have to add email addresses.



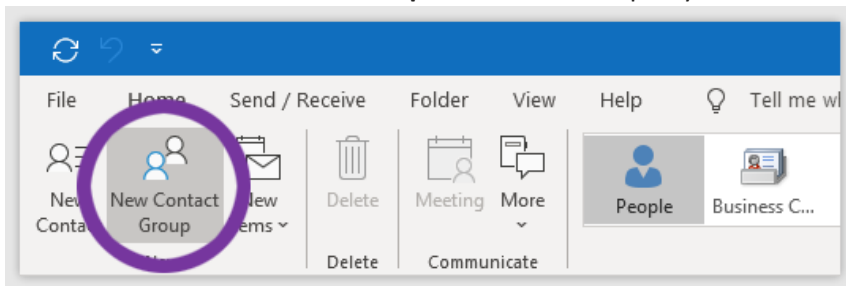
4. Then select **Create**.
5. To send an email to the Contact List/Contact Group/Distribution List Start a new message and in the To field type the name of the list and it should appear. If you must search for it, the list will be in the 'contacts' section of the Address Book.

6.7 How to create distribution lists in Outlook desktop app:

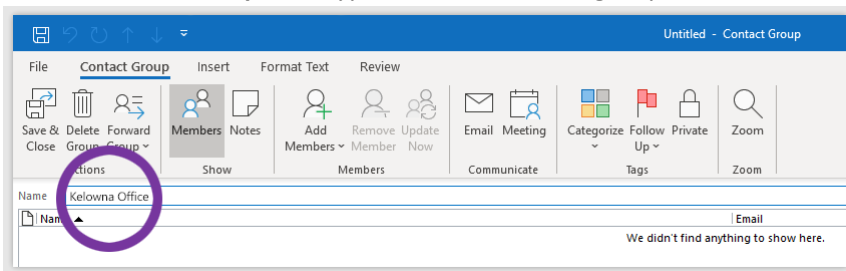
1. Open Outlook and navigate to the 'People' tab using the people icon. You will find the tab on the left-hand side of your Outlook window or Ctrl+3.




2. Select **Home > New Contact Group** located at the top of your window.



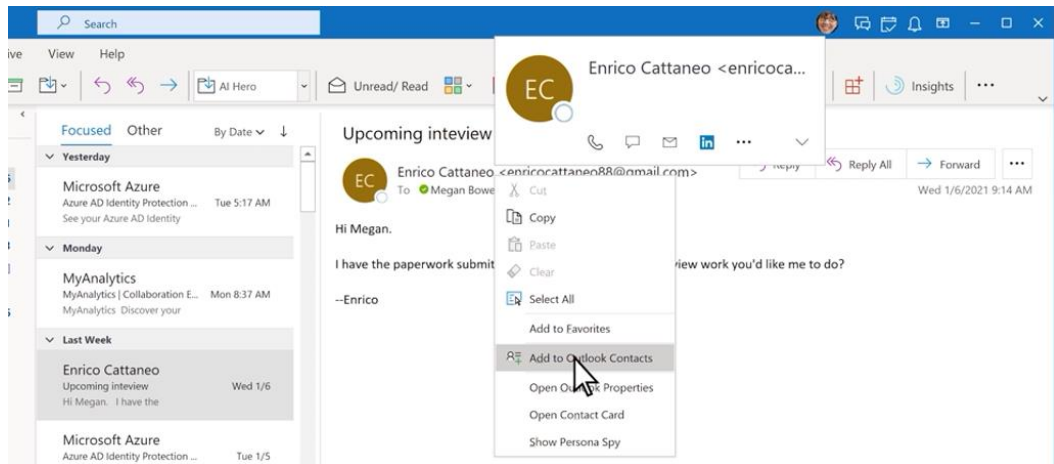
3. In the **Contact Group box**, type the name for the group.



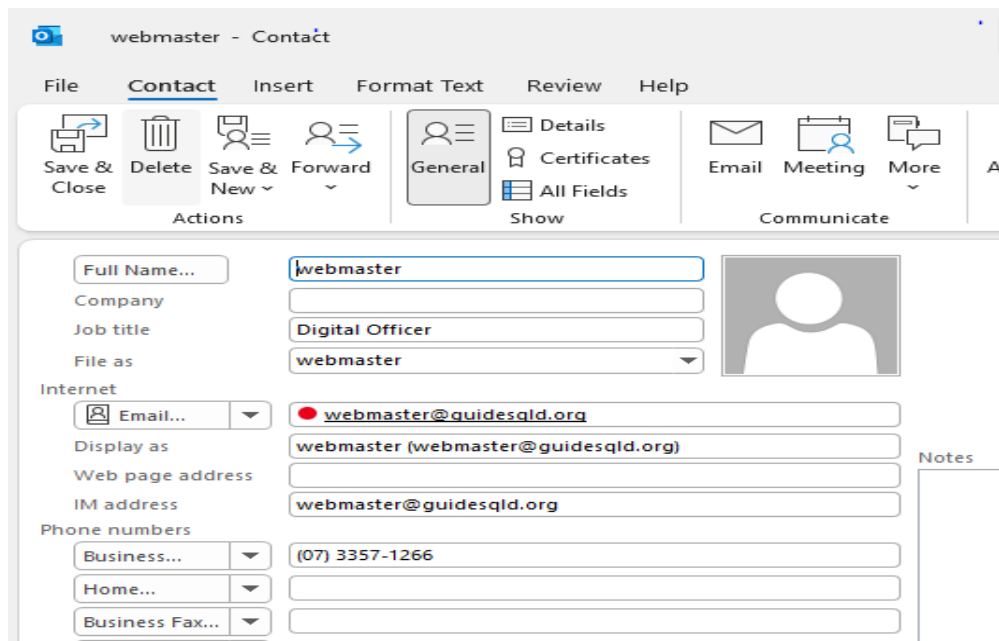
4. Select Contact Group > Add Members , and then select an option:
 - a) Select From Outlook Contacts.
 - b) Select From Address Book.
 - c) Select New E-mail Contact

4(a). **Select From Outlook Contacts.**

1. Open the message so that the person's name is shown in one of these lines: From: To: Cc: or Bcc:
2. Right-click the appropriate name, choose Add to Outlook Contacts.

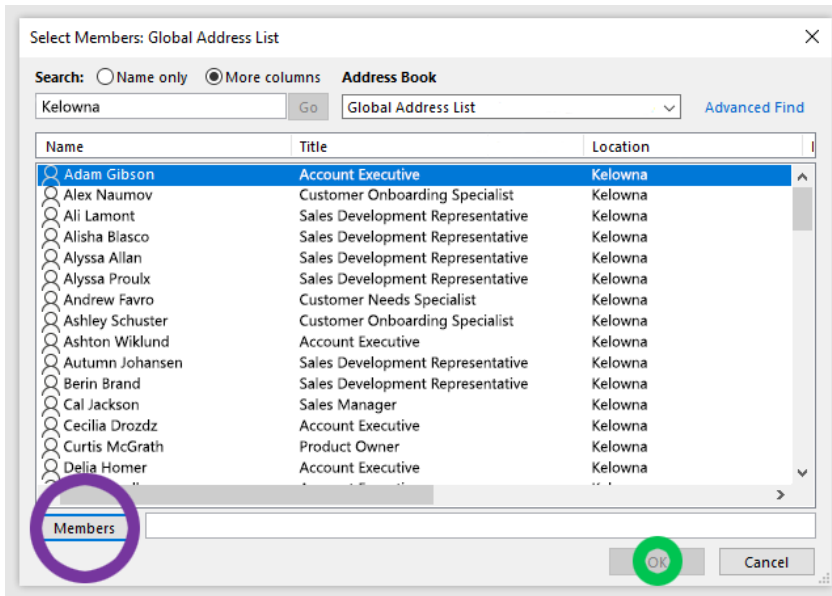


3. Add any additional details you want.
4. Select **Save & Close**.

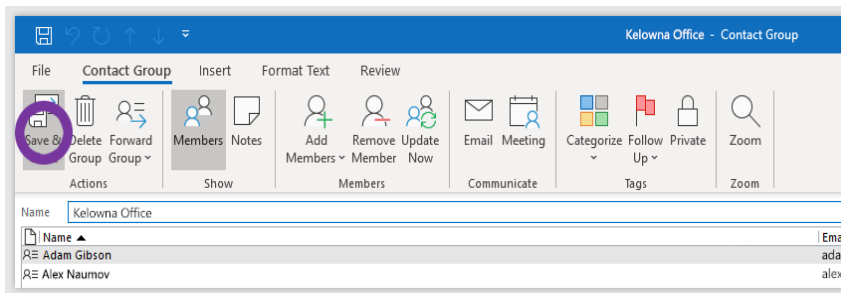


4(b). If you click on the Address book –

1. You can select as many contacts as you want before clicking the “Members” button followed by “OK.”



2. Choose **Save & Close**.

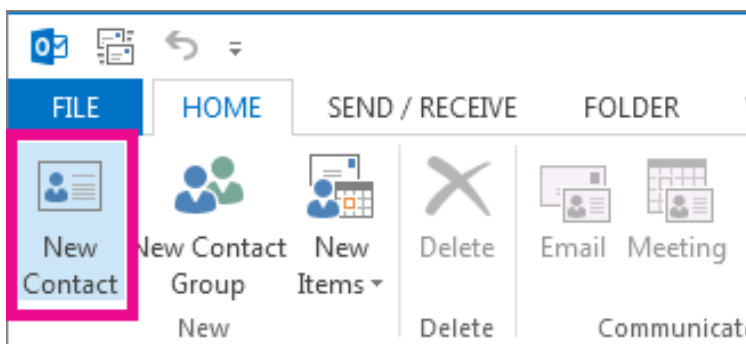


4(c). Select New E-mail Contact or Add a contact from scratch

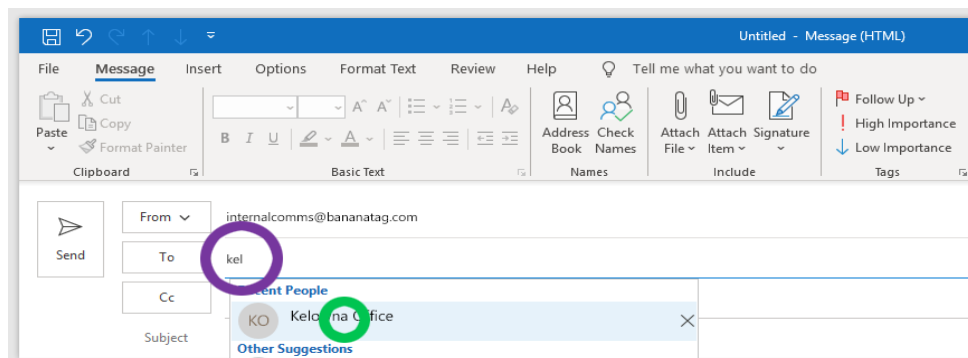
1. Click People at the left side or bottom of the window.



2. Click on the Home, select New Contact or press CTRL.



3. Enter a name and any other information that you want to include for the contact.
4. If you want to immediately create another contact, choose Save & New (this way, you do not have to start over for each contact).
5. Using the distribution list -
Next time you want to send an email that is relevant or targeted to your new group, you can simply enter your new group name in the "To" field and you are all set!



7.0 Further support

7.1 Learn more about using Outlook

To learn more about using your Outlook app, please visit;

[Getting started in Outlook Web App](#)

7.2 Technical Support

Please contact the Digital Officer at GGQ State Office for Outlook Email Technical Support.

webmaster@guidesqld.org