

Customer Guides (Public)


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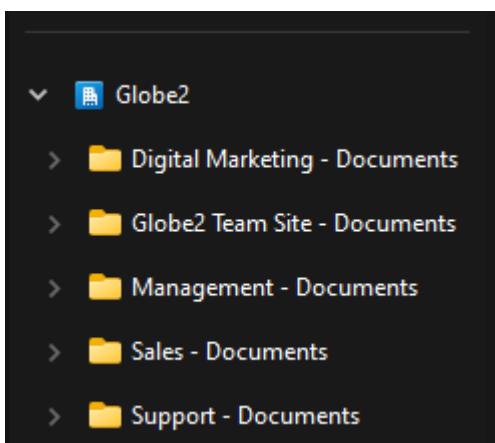
Syncing a SharePoint Site To Your Computer

What you will need:

- A link to the relevant SharePoint site(s) by a Globe2 support member.
- You **may** require your username and password to access or set-up OneDrive/SharePoint.

The steps:

1. You will be provided a link by Globe2 which will take you to that SharePoint's documents. Please click on this and if prompted sign in.
2. When you reach the 'Shared Documents' page, please click the sync button  Sync to sync the SharePoint drive/documents to your computer.
3. You may be prompted to open/install OneDrive, please click yes and follow any steps provided.
4. Once complete, your SharePoint documents will be added within your file explorer and will look similar to the below:



Adding an Exchange Email account to the iPhone default mail app

1. Open the settings app on your phone and find mail
2. Click Mail accounts, then add account
3. Select "Microsoft Exchange"
4. Enter the Email address here, and add something to the description box (I use "Work Email" for the description for example)
5. Click "Sign in" (Make sure not to click configure manually)
6. You may get a pop up saying something along the lines of "Settings wants to Use microsoftonline.com to sign in", make sure to press continue here
7. It will load the microsoft login page, sign in with your email and password here
8. You can then select what you want to sync (mail, contacts, calendars etc) and click Save

Options for Handling a Departing Employee's Mailbox

When an Employee Leaves: What You Can Do

If an employee has left, you have a few options regarding their mailbox. Here's what to consider:

1. Keep the Mailbox Active

- You can **continue the mailbox as a separate entity**.
- If the mailbox is still under contract, you may need to keep it until the contract ends.
- **Email forwarding** can be set up to redirect emails to another employee.

2. Convert the Mailbox to a Shared Mailbox (Free Option)

- If the contract has ended, you can **convert the mailbox to a shared mailbox** at no cost.
- Shared mailboxes allow multiple users to access old emails, but no new emails can be sent from them unless a license is applied.

3. Cancel the Mailbox License

- If the mailbox is **out of contract**, you can **cancel the license** and remove the mailbox.
- **Data Retention Warning:** If no backup service is in place, all data in the mailbox will be lost when the license is removed.
 - See details: [Globe2 Service Cancellation Policy](#).

4. Review Other Related Services

- Did the employee have access to **SharePoint, OneDrive, or a company CRM**? These may need to be restricted or reassigned.

What's Next?

- Contact Globe2 Support at **support@globe2.net** or call **03333 446 441** to discuss your preferred option.
- If you need email forwarding or account conversion, we can arrange that for you.

Exporting Email Items to a PST in Outlook

Note: Exporting and importing a mailbox using a .pst file isn't supported in new Outlook at this time.

If you're already using new Outlook, you'll need turn off the **New Outlook** toggle and switch back to classic Outlook.

Before you begin

Before you start your export, there's a few things you should do to make sure your export goes smoothly.

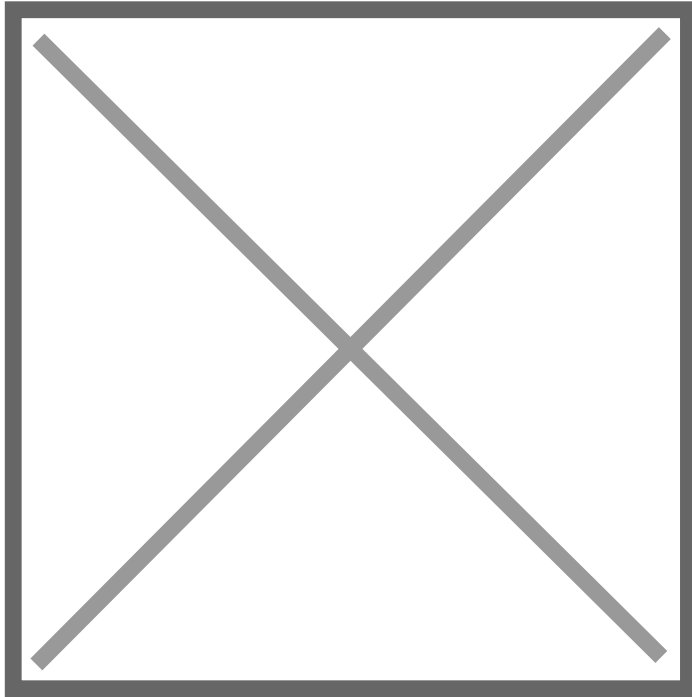
- Do a mailbox cleanup: i.e delete junk email before beginning.
- By default, Outlook is set to download email for the past 1 year. If you want to export all your emails, please ensure you open **Outlook**, select **Account settings > Account Name and Sync Settings** and move the slider to **All**. After changing this slider, please allow an hour for all emails to be downloaded before continuing.
Move slider to All to download all Outlook email when you export email

A video of the below guide can be found on the [Microsoft website](#).

Begin exporting email, contacts, and calendar items from Outlook to a .pst file

1. At the top of the ribbon in classic Outlook, choose **File**.
This is what the ribbon looks like in Outlook 2016.
2. Choose **Open & Export > Import/Export**.

3. Choose **Export to a file** > **Next**.
4. Click **Outlook Data File (.pst)** > **Next**.
5. Select the name of the email account to export, as shown in the picture below. Only information for one account can be exported at a time.
Make sure that the **Include subfolders** check box is selected. This ensures that everything in the account will be exported: Inbox, Calendar, Contacts, and Tasks.
Choose **Next**.



6. Click **Browse** to select where to save the Outlook Data File (.pst). Enter a *file name*, and choose **OK** to continue.
Note: If you've used export before, the previous folder location and file name appear.
Type a *different file name* before choosing **OK**.
7. If you are exporting to an existing Outlook Data File (.pst), under **Options**, specify what to do when exporting items that already exist in the file.
8. Choose **Finish**.
9. Outlook begins the export immediately unless a new Outlook Data File (.pst) is created or a password-protected file is used.
 - If you're creating an Outlook Data File (.pst), an optional password can help protect the file. When the **Create Outlook Data File** dialog box appears, enter the *password* in the **Password** and **Verify Password** boxes, and choose **OK**. In the **Outlook Data File Password** dialog box, enter the *password*, and choose **OK**.
 - If you're exporting to an existing Outlook Data File (.pst) that is password protected, in the **Outlook Data File Password** dialog box, enter the *password*, then choose **OK**.