

IT ORIENTATION GUIDE



A M E R I C A N
I N T E R N A T I O N A L
U N I V E R S I T Y

IT Department

Accessing AIU Office – 365 Account

To Access E-mail over web (OWA)

Open Browser and visit: <https://portal.office.com/>

Login using your AIU account and password

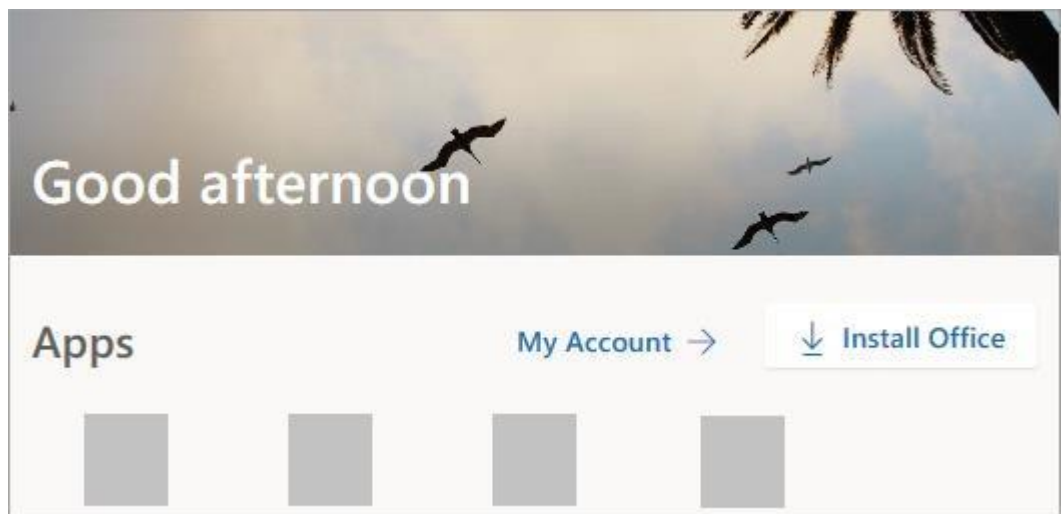
If you have not installed Microsoft office Package in your Laptop/MacBook – Please follow the steps to install the same.

Sign in to download Office

1. Go to www.office.com and if you're not already signed in, select **Sign in**.
2. Sign in with your official AIU account.
3. After signing in, follow the steps that match the type of account you signed in with.

You signed in with a Microsoft account

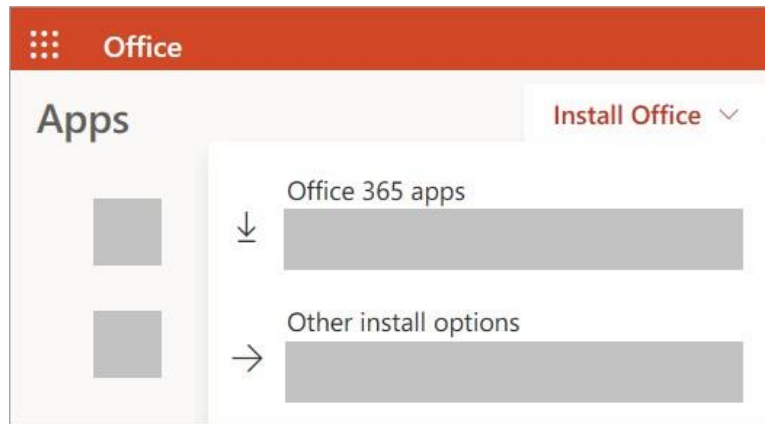
- a. From the Office home page select **Install Office**.



- b. Select **Install** (or depending on your version, **Install Office>**).

You signed in with a work or school account

- c. From the home page select **Install Office** (If you set a different start page, go to aka.ms/office-install.)



d. Select **Office 365 apps** to begin the installation.

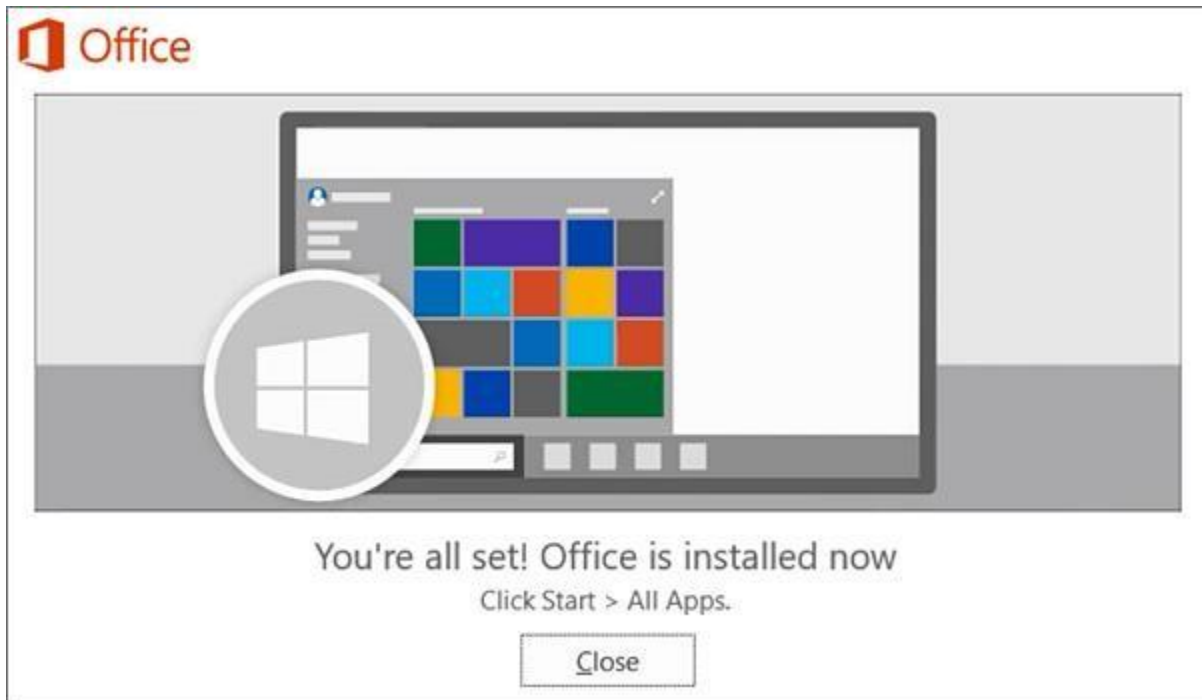
4. This completes the download of Office to your device. To complete the installation, follow the prompts in the "Install Office" section below.

Install Office

1. Depending on your browser, select **Run** (in Edge or Internet Explorer), **Setup** (in Chrome), or **Save File** (in Firefox).



2. Your install is finished when you see the phrase, "**You're all set! Office is installed now**" and an animation plays to show you where to find Office applications on your computer. Select **Close**.



Activate Office

1. To open an Office app, select the **Start** button (lower-left corner of your screen) and type the name of an Office app, like **Word**.
2. To open the Office app, select its icon in the search results.
3. When the Office app opens, accept the license agreement. Office is activated and ready to use.

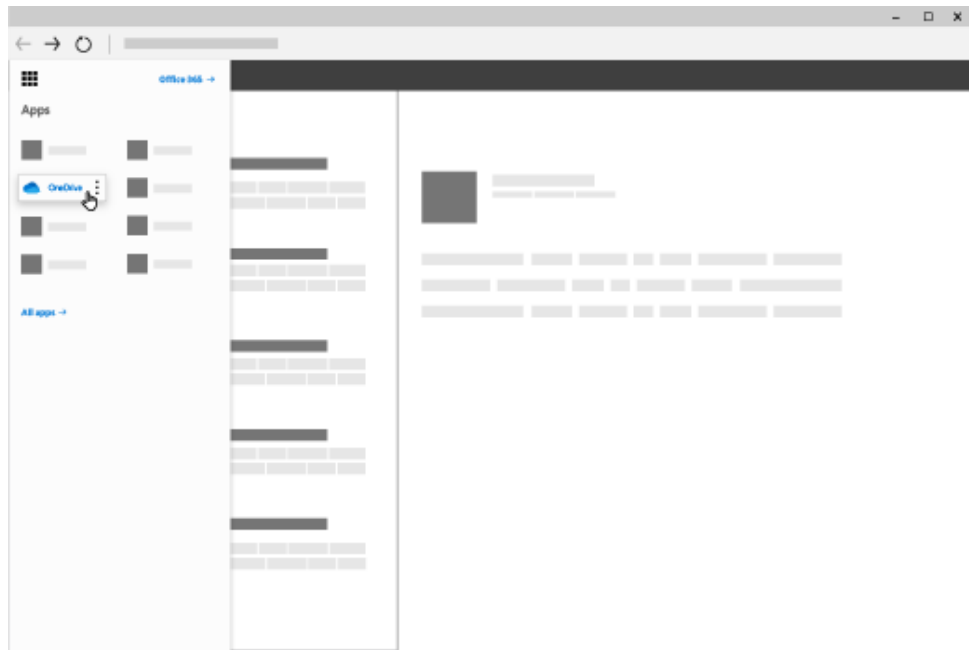
Congratulations! You have just finished onboarding on O365 from Web and Desktop.

Office - 365 Applications

1. OneDrive – Helps to Upload and save files/Folders to a cloud location

How to Use OneDrive in your browser

1. Sign in to office.com.
2. Select the app launcher icon , and then select OneDrive.
3. Pick a file or folder by selecting the circle in the upper corner of the item, and then select a command at the top of the page.

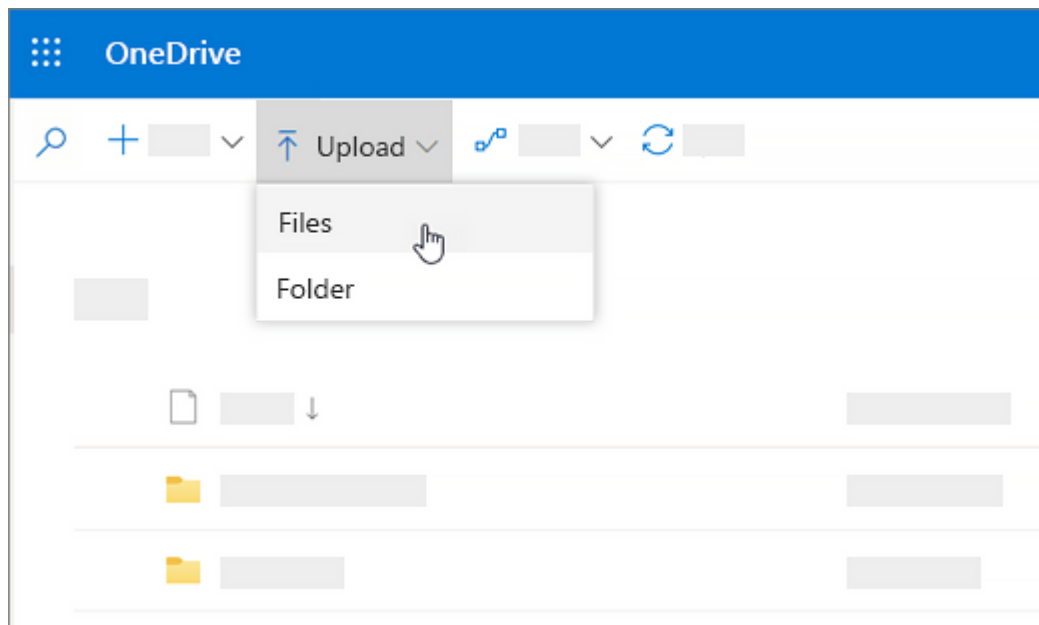


Upload files or folders to OneDrive

1. Select Upload > Files or Upload > Folder.
2. Select the files or folder you want to upload.
3. Select Open or Select Folder.

With other browsers:

- Select **Upload**, select the files you want to upload, and select **Open**.
- If you don't see **Upload > Folder**, create a folder, and then upload the files to that folder.

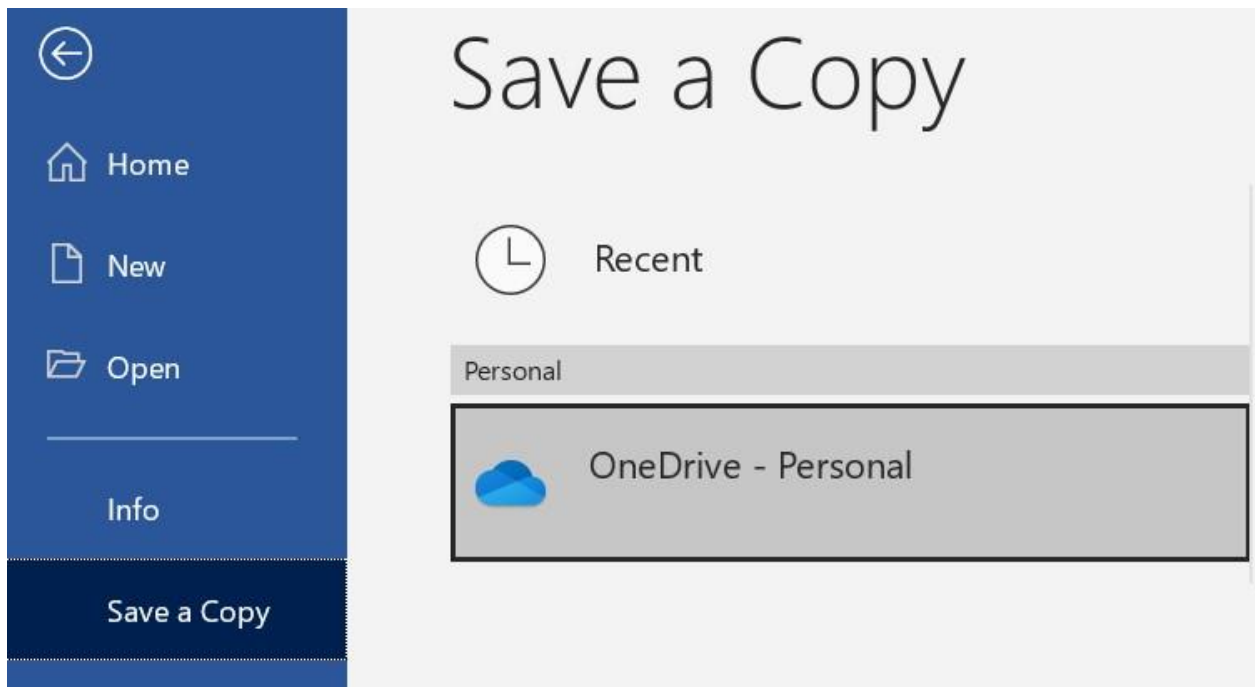


Note: If you have the OneDrive sync app installed, you can also upload with File Explorer. Select the files you want to upload and drag them to OneDrive in the File Explorer Navigation pane.

Save a file to OneDrive

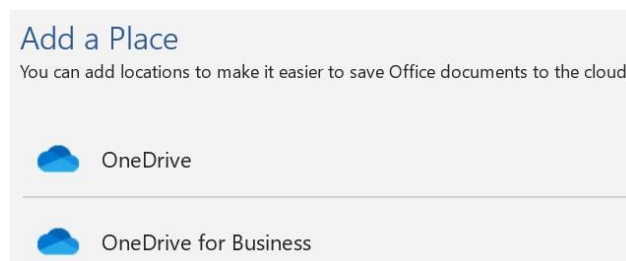
1. Select **File > Save a Copy > OneDrive - Personal**.
2. Select **Enter file name here** and type a name.
3. If you want to save to another folder, select **Browse**, and select the folder you want.
4. Select **Save**.

The next time you open the Office app, you'll see your saved file in the **Recent** list.



If you don't see **OneDrive - Personal** in the list:

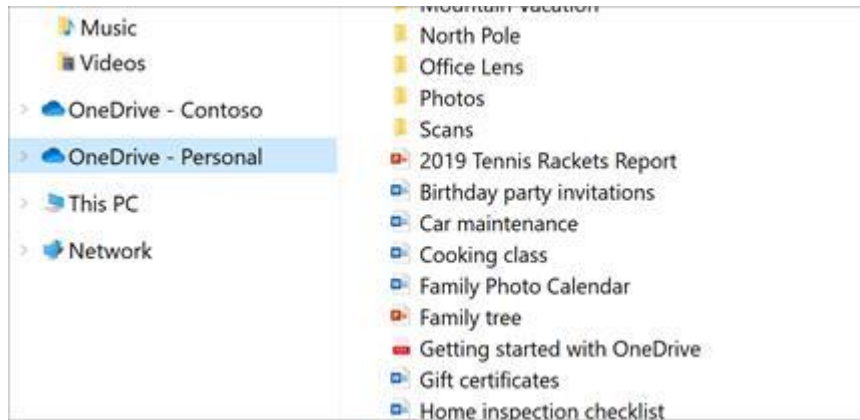
1. Select **Add a Place**
2. Select **OneDrive** and sign into your Microsoft account.



Use OneDrive on your desktop

If you use Windows 10, OneDrive may have already asked you to sign in to sync your files.

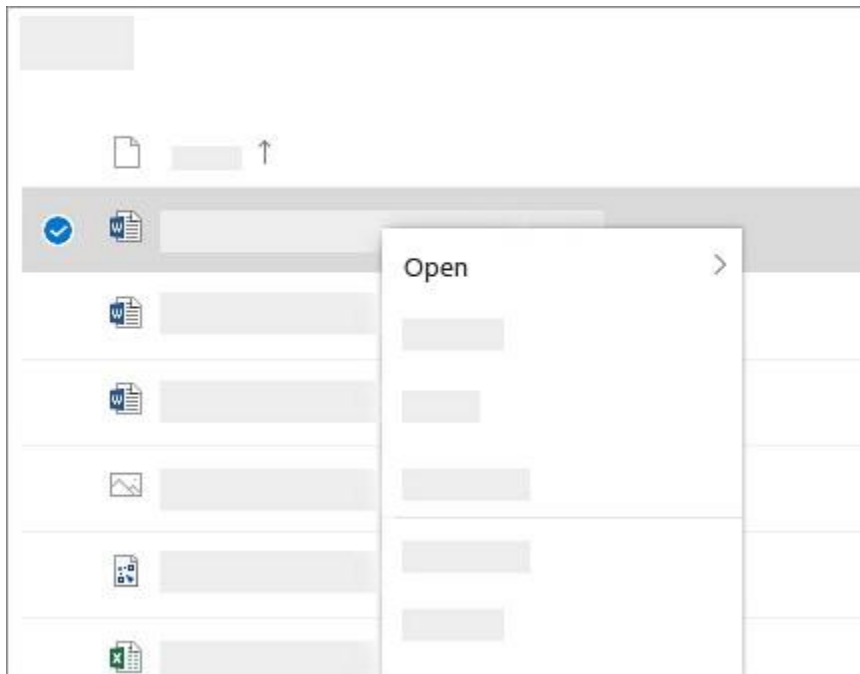
In File Explorer, select **OneDrive – Personal**.



Manage files and folders in OneDrive

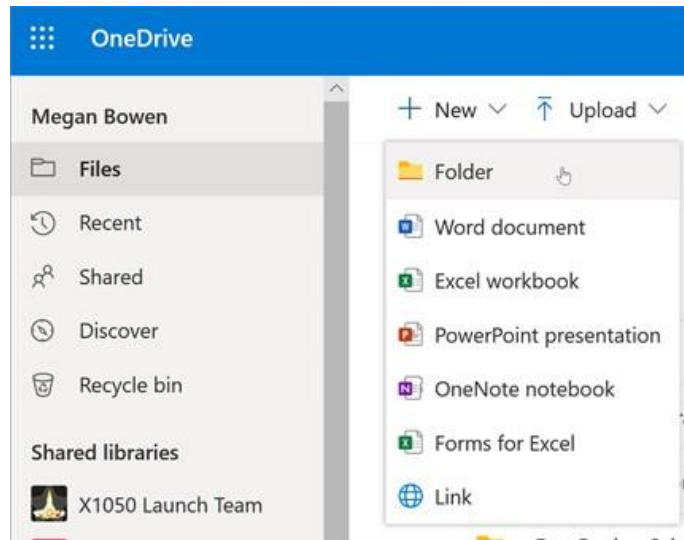
Select what to do with a file

1. In OneDrive, right-click the file.
2. Select a command.



Create a folder

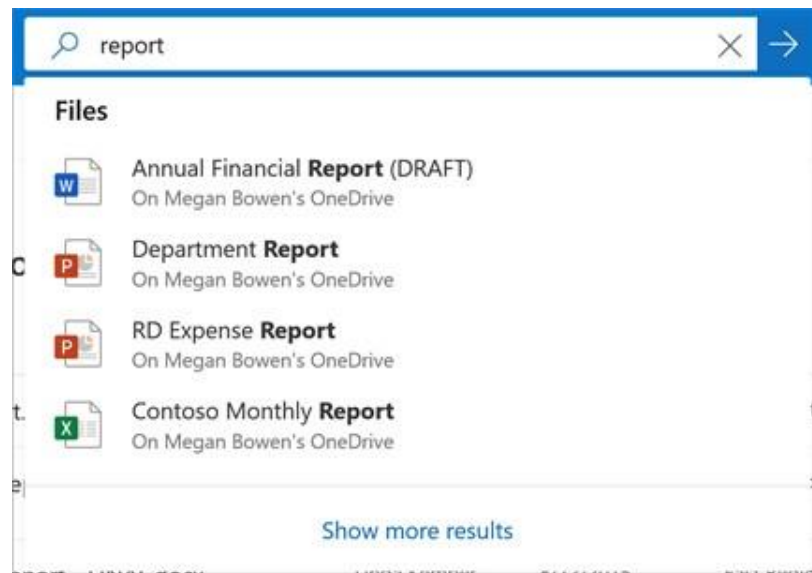
1. Select **New > Folder**.
2. Type a name for the folder.
3. Select **Create**.



Search for files

Looking for an older file? Search is a powerful tool to find all your online files.

1. Type a word or phrase in the **Search** box.
2. Select a file, or press Enter.

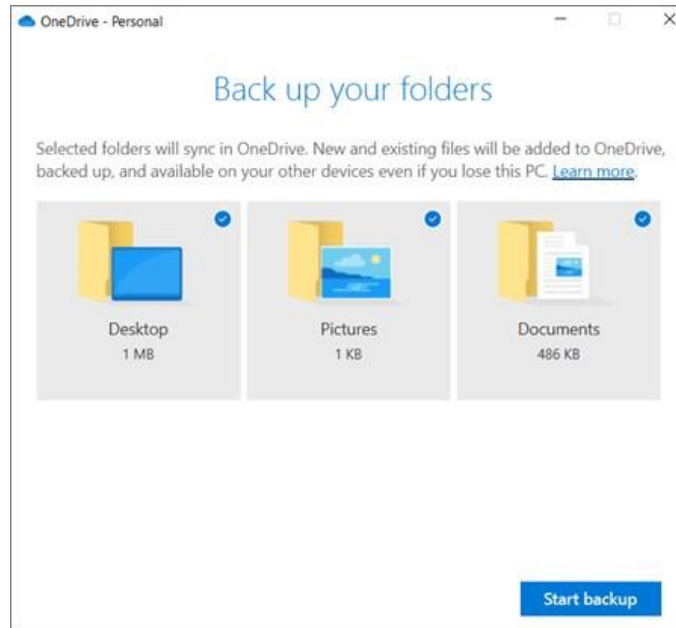


Important PC Folders (auto backup)

You can backup important computer files on OneDrive like your Desktop, Documents, and Pictures files.

1. Select the OneDrive cloud icon in the notification area, at the far right of the taskbar.
2. Select **Help & Settings** > **Settings**.

3. On the **Backup** tab, under **Important PC Folders**, select **Manage backup** and follow the instructions.

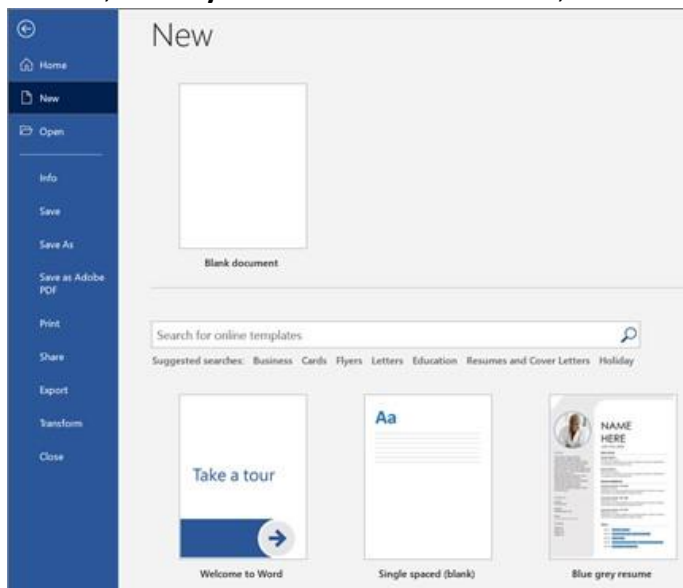


Create a document in Word

Create a document

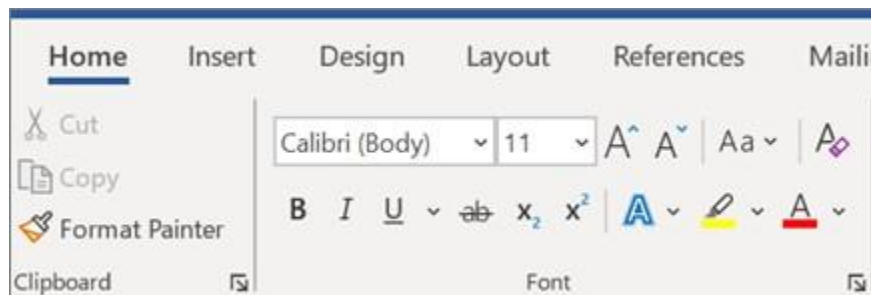
1. On the **File** tab, click **New**.
2. In the **Search for online templates** box, enter the type of document you want to create and press ENTER.

Tip: To start from scratch, select **Blank document**. Or, for practice using Word features, try a learning guide like **Welcome to Word**, **Insert your first table of contents**, and more.



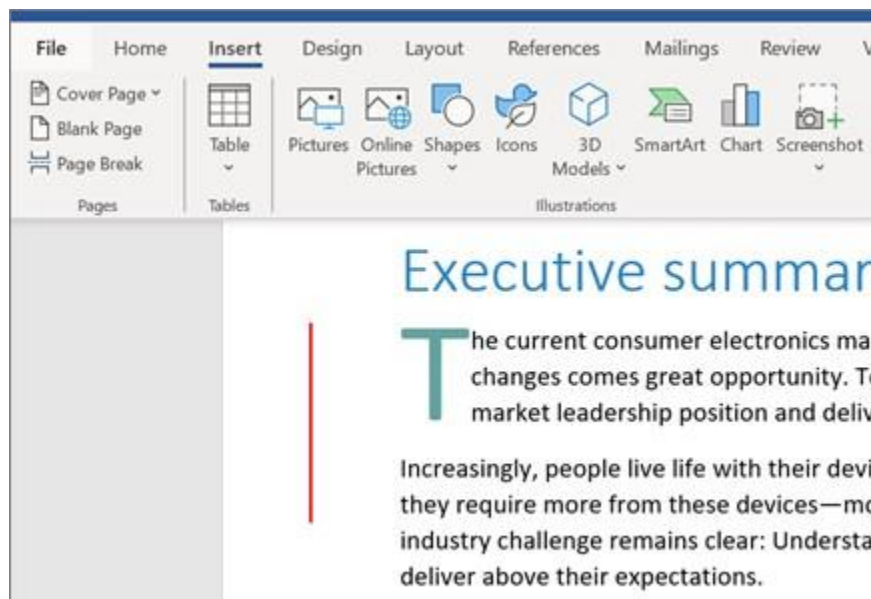
Add and format text

1. Place the cursor and type some text.
2. To format, select the text and then select an option: **Bold**, **Italic**, **Bullets**, **Numbering**, and more.



Add Pictures, Shapes, SmartArt, Chart, and more

1. Select the **Insert** tab.
2. Select what you want to add:
 - **Tables** - select **Tables**, hover over the size you want, and select it.
 - **Pictures** - select **Pictures**, browse for the picture you want, and select **Insert**.
 - **Online Pictures** - select **Online Pictures**, search and choose the picture you want, and select **Insert**.
 - **Shapes** - select **Shapes**, and then select a shape from the drop-down.
 - **Icons** - select **Icons**, choose the one you want, and select **Insert**.
 - **3D Models** - select **3D Models**, choose from a file or online source, go to the image you want, and select **Insert**.
 - **SmartArt** - select **SmartArt**, choose a **SmartArt Graphic**, and select **OK**.
 - **Chart** - select **Chart**, select the chart you want, and select **OK**.
 - **Screenshot** - select **Screenshot** and select one from the drop-down.



Save your document to OneDrive in Word

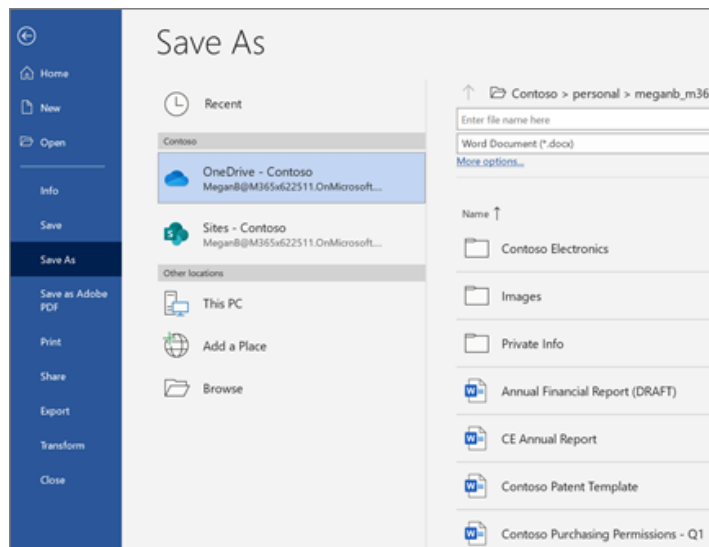
Save your document to OneDrive

When you save your files to the cloud, you can share and collaborate with others, and get to your files from anywhere - on your computer, tablet, or phone.

1. Select **File > Save As**.
2. Select **OneDrive**.

Save personal files to **OneDrive - Personal**, and work files to your company OneDrive. You can also save to another location in the list or **Add a Place**.

3. Enter a descriptive name for the file and select **Save**.



Add an e-mail account to Outlook

Add an email account

1. Open Outlook and select **File > Add Account**.

If you haven't launched Outlook before, you'll see a welcome screen.

2. Enter your email address and select **Connect**.

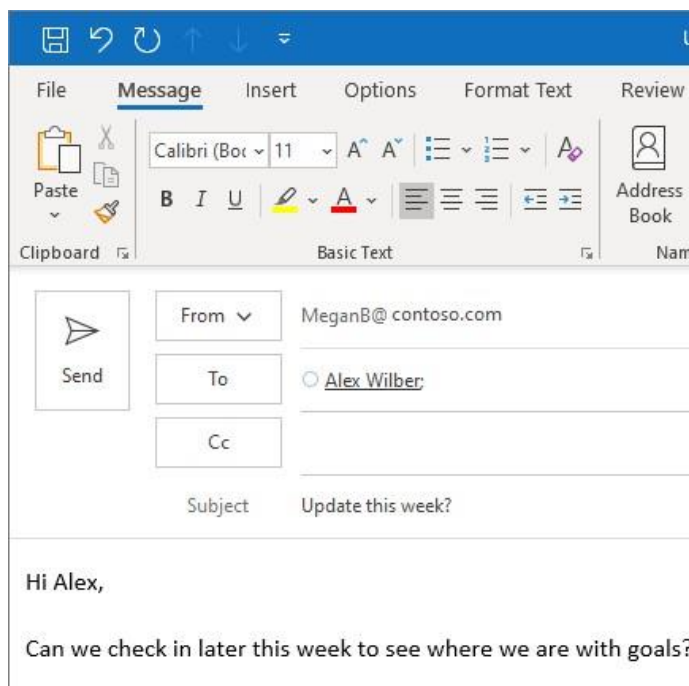
If your screen looks different, enter your name, email address, and password, and select **Next**.

3. If prompted, enter your password and select **OK**.
4. Select **Finish**.

Create and send email in Outlook

Create and send email

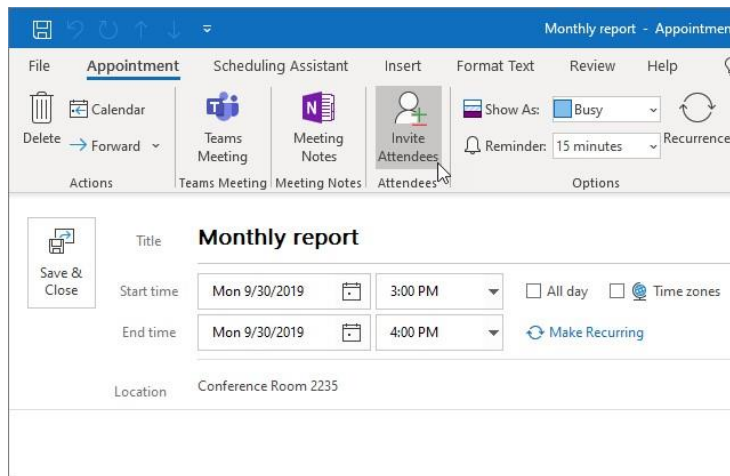
1. Choose **New Email** to start a new message.
2. Enter a name or email address in the **To**, **Cc**, or **Bcc** field.
3. In **Subject**, type the subject of the email message.
4. Place the cursor in the body of the email message, and then start typing.
5. After typing your message, choose **Send**.



Manage your calendar and contacts in Outlook

Schedule an appointment

1. In **Calendar**, select **New Appointment**.
2. Add a **Subject**, **Location**, and the start and end times.
3. Select **Invite Attendees** to turn the appointment into a meeting.
4. Select **Save & Close** to finish or **Send** if it's a meeting.



How to Recall an Email

Clicking the send button can spawn instant regret in the case of a message transmitted in haste. Regardless of whether you chose the wrong set of words or the wrong recipient, your life can change, at least temporarily, with one click of your mouse. If you use Outlook 2016 as your email client, you can have a second chance using the recall function.

Learn the following steps so you can recover quickly from a mistake:

Navigate to your Sent Items folder and double-click the message you wish to bring back.

Select the Message tab in the ribbon, and then choose the Move group.

Choose the Actions icon and then click the Recall This Message option from the drop-down menu.

Next, you will see a Recall This Message dialog window open that asks you whether you want to Delete unread copies of this message or Delete unread copies of this message and replace with a new message. You can also choose to receive a notification if recall succeeds on a perrecipient basis.

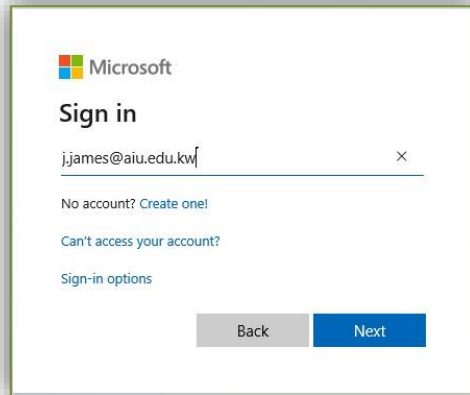
Click the OK button.

SharePoint

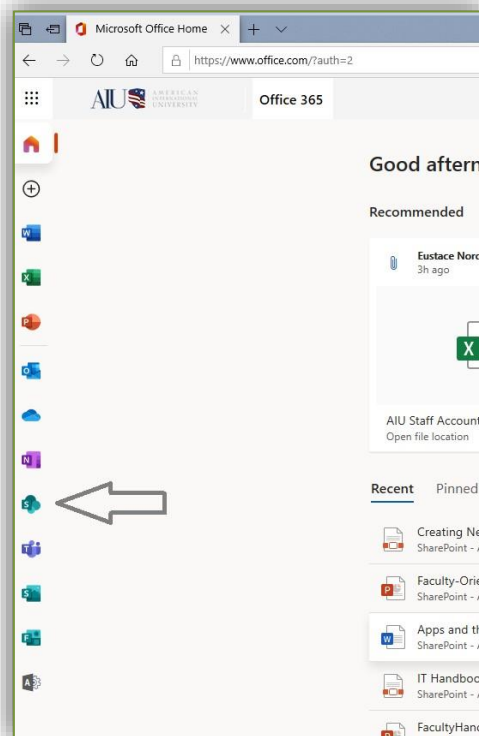
Microsoft SharePoint is a cloud-based service that helps organizations share and manage content.

How to access AIU – SharePoint

- Sign in to <https://portal.office.com> with your AIU credentials

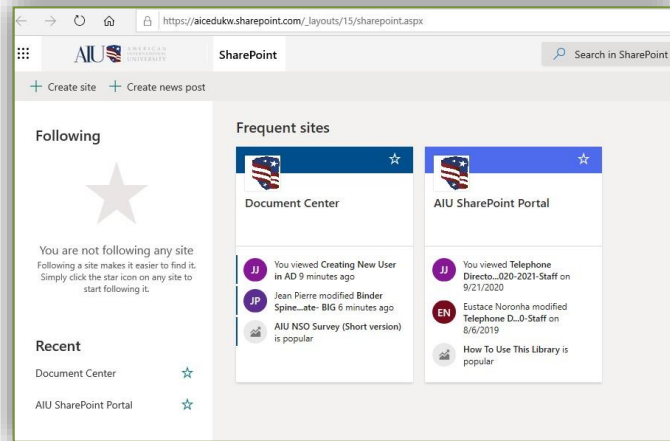


- You will be landed to a new page as show below and selected the highlighted SharePoint icon for accessing SharePoint.



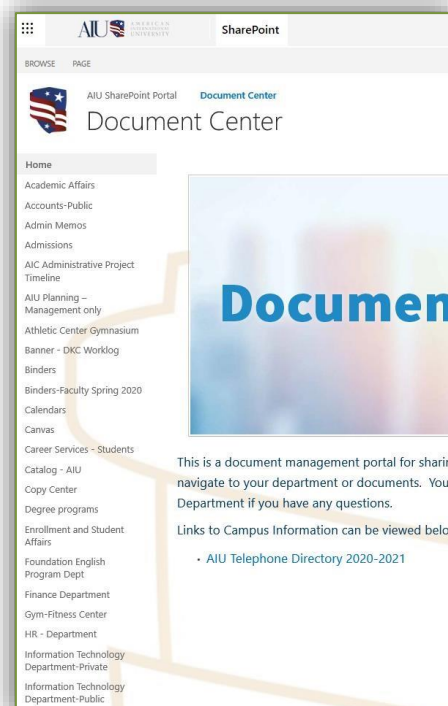
Landing page of AIU SharePoint

- Document Center
- SharePoint Portal



Document Center – Document Management portal for sharing resources between the AIU departments.

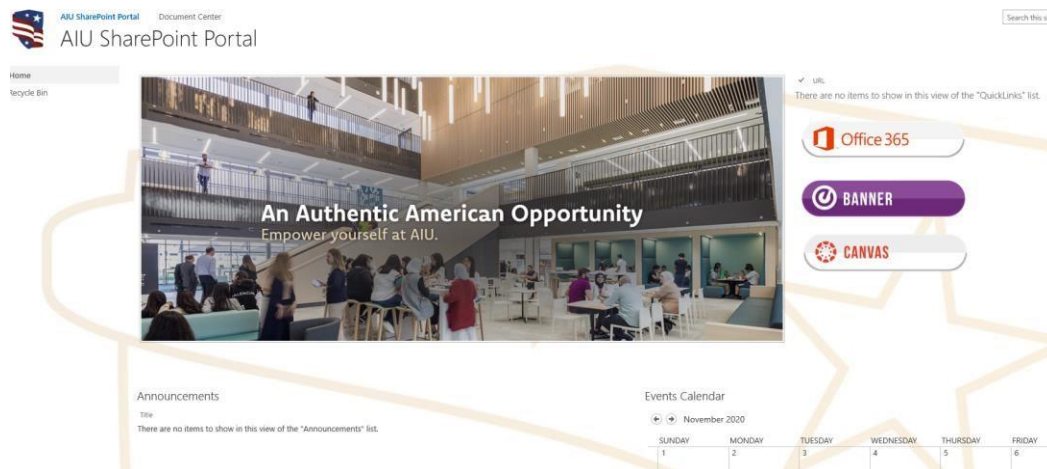
Please refer the department labels highlighted in the left side of the windows from top to bottom and you can navigate to the documents shared based on your access privilege.



You may add, edit or upload documents to the departments folders based on your access privilege.

AIU SharePoint Portal

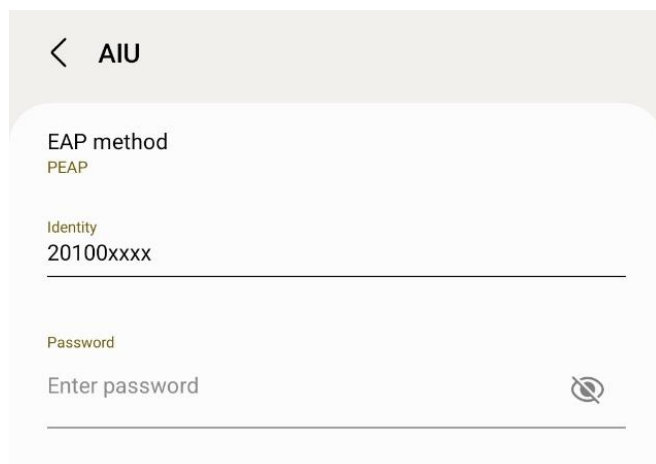
Important announcements and official AIU calendar will be listed on this page. You will be able to access all the AIU applications through the quick links highlighted on the page as mentioned.



Connect to AIU Wi-Fi

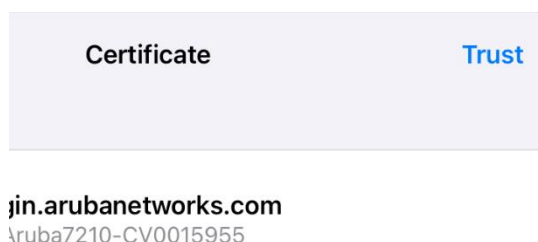
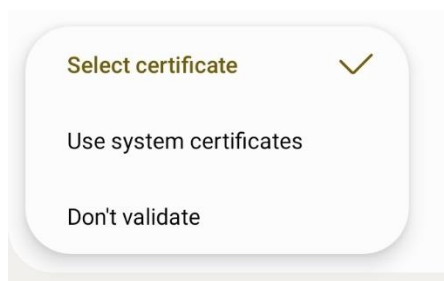
1. Turn on Wi-Fi and Enter Credentials

Select the one that is named **“AIU”** and enter your username and your SSO Password



2. Trust Certificate

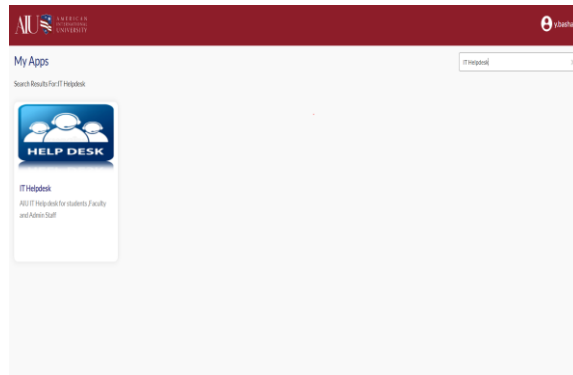
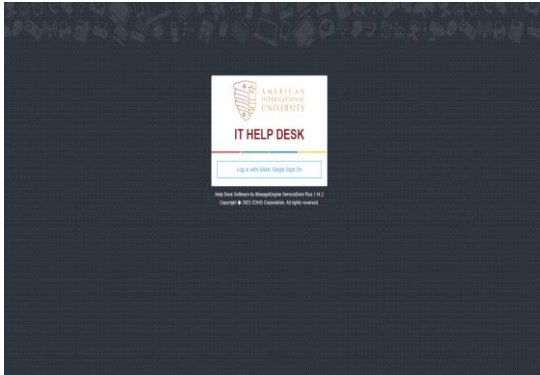
On Android, select the **“Do not validate”** option for the CA Certificate. On iOS, select the **“Trust”** option. Success!



Create a Helpdesk Ticket

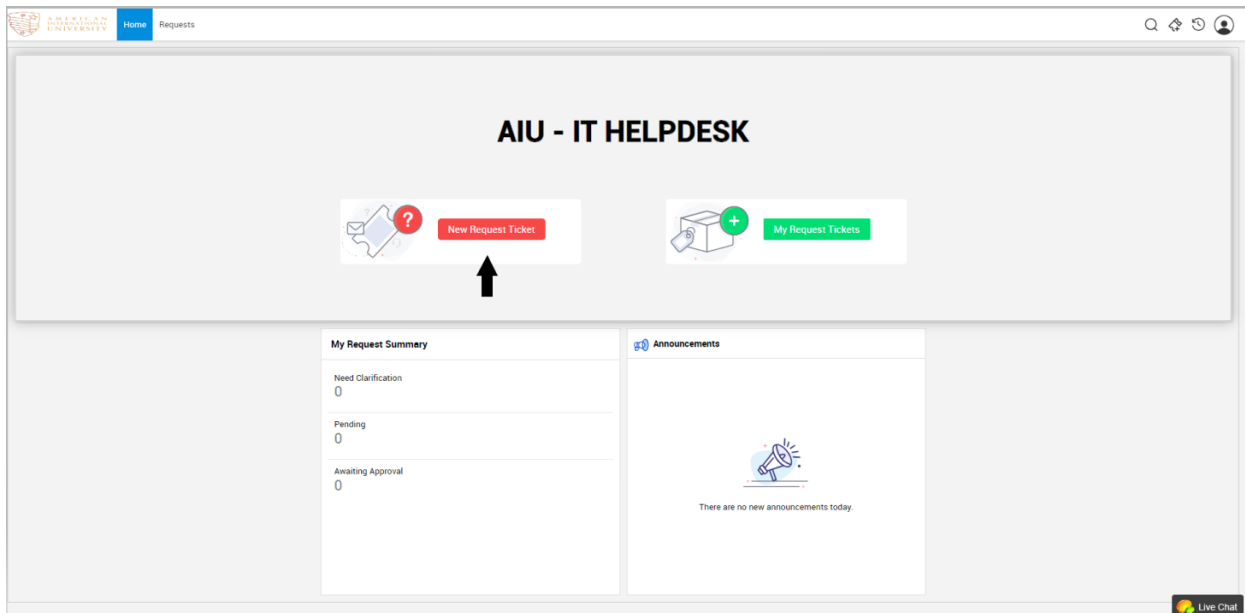
1. Self Service Portal Access

Users can log on to the self-service portal of ServiceDesk Plus through MyAIU SSO Portal.



2. To raise a new request or report a new incident.

- Click on the New request Ticket icon in the dashboard (as shown below)



3. To respond to an earlier request

- Requestors can reply to the tickets by clicking on the reply button (as shown below) and pressing the send button once the same is drafted.

The screenshot displays the American University (AU) IT Helpdesk interface. At the top, there's a navigation bar with 'Home' and 'Requests' tabs. The 'Requests' tab is active, showing a list of tickets. The selected ticket is '#22222 Uniflow Printer Access Permission/ Office Printer installation' by SSO NSO Demo, dated May 15, 2023, 01:57 PM. The ticket status is 'Closed' (indicated by a green checkmark) and the priority is 'High' (indicated by a red square). The due date is May 15, 2023, 02:17 PM, with a note '(Delayed by 5 minutes)'. The ticket description is 'Provide Canon printer access to my card' and 'Printer location: Building B 1st floor near open center'. A 'Reply' button is highlighted with a black arrow. Below the description, there's a 'Conversations' section with 'No Conversations' listed. To the right, there's a 'More Properties' section showing the user's profile: SSO NSO Demo, 20100888@aiu.edu.kw, with fields for Employee ID, Department Name, Phone, Job title, Reporting To, and Mobile. The bottom section shows the 'Request Type' as 'Request For Information', 'Mode' as 'E-Mail', 'Request Status' as 'High', and 'Region' as 'AU Campus Jafra Kuwait'.