Microsoft® Office 365
Support
Common questions and support regarding issues with Office365

Use this as a reference for immediate assistance in case you have problems and I cannot get to you right away.

- **Support Questions for Microsoft Support.**
  - [Support.Office.com](#) (Office 365 Work Accounts)
- **Accessing your mail account on the Internet (www)**
  - [www.bumc.net/mail](#)
  - [www.outlook.office.com](#)
- **Address Book**
  - It's very important to always reference the Global Address List in the email client when you send email > "Directory" in WebMail or the "Address Book" in Outlook.
    - WebMail – ([www.bumc.net/mail](#))
      - Apps > People > Directory
      - You will find all Users with current contact information
      - When you Search users, it will quary
  - Cleaning up your Personal Address Book "Contacts"I
    - 've noticed a lot of old employees and non-existent email addresses in your "My Contacts" folders. It's important that we take a moment to clean out this folder and organize them in a manner that makes sense for you and your intent to use them.
  - For those of you who desire to have updated contacts on your mobile devices and tablets, I am currently working on a solution to share the Global Address list so you can see them in "My Contacts". This will allow you to see an updated Address list on your mobile devices. I'll keep you posted.

Apple Users
[Setup Apple iOS devices (iPhone, iPad, MacBook)](#)
[Download and Install Office 2016 (Only E3 Users Apply)](#)
[Understanding OneDrive (MAC Users Only)](#)

PC Users
[Download and Install Office 2016 (Only E3 Users Apply)](#)
[Install and Sync OneDrive Files](#)

Android Users
[Setup Android Phone with Office 365 (Email, Calendar, Contact)](#)

OWA (Outlook Web Access App)
FYI – If you need to view shared calendars on your mobile devices, you will need to download the OWA app for your device. Thanks to David Brooks and Cayce Long, they found this and works fairly well. [Click Here](#) to download.

Thanks for all you do here at Brentwood UMC and I hope this information will help you as we move forward in using Office 365. Please let me know if you have any questions.