



This guide will walk you through key tips and tools to make the most of your new Microsoft email experience. Microsoft Exchange Online is the backbone of our email and calendar communication. As part of the Microsoft 365 suite, it powers secure, reliable, and modern messaging across all your devices—whether you're in the office, working remotely, or on the go. The transition to Exchange Online ensures:

- ✓ Improved email performance and reliability
- ✓ Seamless integration with apps like Outlook, Teams, and OneDrive
- ✓ Anywhere access to your inbox, calendar, and contacts

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Common Troubleshooting

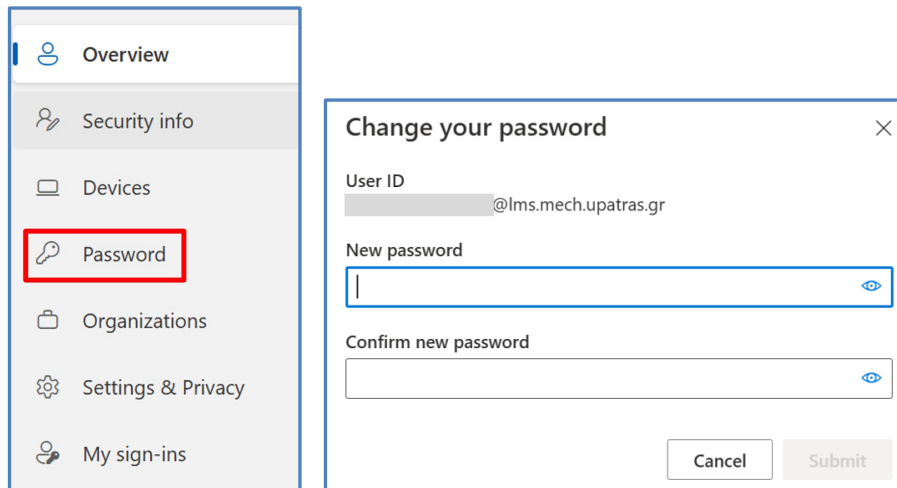
- Can't send/receive mail? → Try restarting Outlook, check your internet connection.
- Missing emails? → Check Junk or use Recover Deleted Items.
- For any issues contact us through [helpdesk](#).

A.1 Web Access

Go to <https://outlook.office.com> and log in with your email and password. You have full access to your inbox, calendar, and settings via the browser.

A.2 Password change

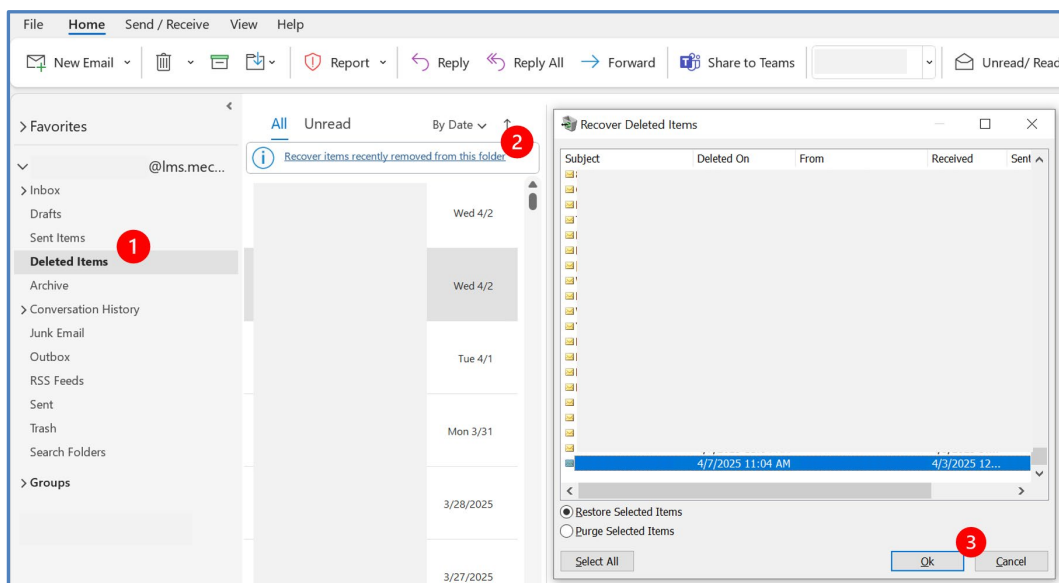
1. Password change is managed via Microsoft 365 portal. Hence, go to <https://myaccount.microsoft.com/> and log in with your work email.
2. Click on Password. Type your new password and click on Submit.



A.3 Recover Deleted Emails

A new feature is the ability to recover emails that are deleted even from the “Deleted Items” folder. This feature allows emails to be recoverable up to 30 days.

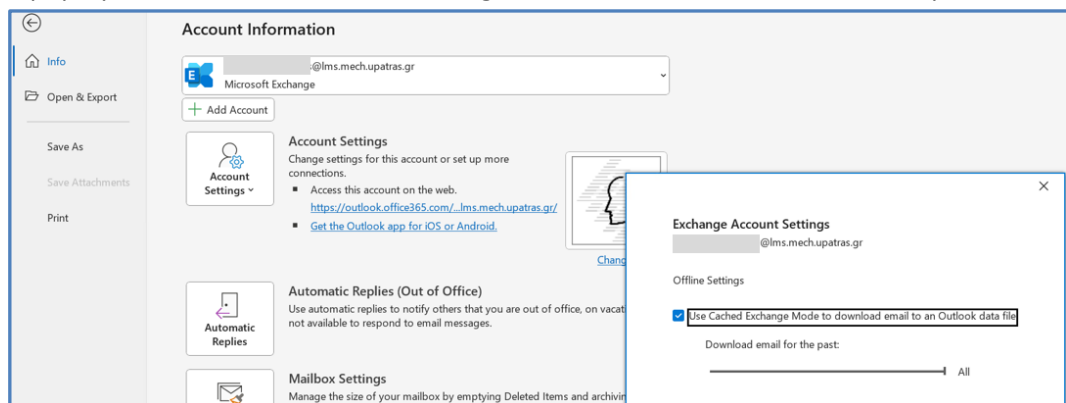
1. Go to “Deleted Items” folder. Find the deleted email and drag & drop it to your Inbox folder.
2. If the email is not in the “Deleted Items” folder:
 - Click “Recover items recently removed from this folder”
 - Select the email you want and press ok to recover it



A.4 Offline access

In Outlook, enable offline mode so you can access emails even without internet.

- Go to “File” → “Account Settings” → “Account Name & Sync Settings”.
- In the pop-up windows, tick the box and drag on section “Download email for the past” to All



A.5 Search Tips for Finding Emails

1. With the new email server there is no need to remember the emails of your colleagues inside LMS organization. You just type the surname on the search bar and the emails will appear.
2. Use filters like the following examples. You insert the commands in the search bar in your **Outlook** or [Outlook Web App \(OWA\)](#):
 - from:it@lms.mech.upatras.gr
 - subject:meeting
 - hasattachments:yes
 - received:this week

A.6 Focused Inbox

Focused Inbox is a smart feature in Outlook and Outlook Web App (OWA) that automatically sorts your email into two tabs: 1) **Focused**: Important emails you're likely to read and respond to & 2) **Other**: Newsletters, promotions, automated emails, and less relevant messages. Microsoft uses machine learning and your own habits to decide what goes into Focused. It looks at:

- Who you interact with the most
- Email content and keywords
- How quickly you open/respond to certain senders
- Emails you move manually between Focused and Other

By default, this feature is on. You can turn this feature on/off via: “Inbox” should be selected → “View” → “Show Focused inbox”.

