

Display Options

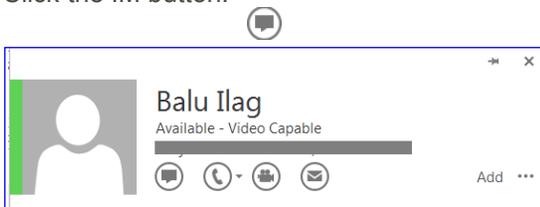
The selections on the Contacts view give you several display options:

- Left-click **Groups** to see your contacts organized by the groups you have defined.
- Left-click **Status** to see your contacts organized by availability (online, away, unavailable, or unknown).
- Left-click **Relationships** to see them grouped according to the privacy relationships that you have defined for them.
- Left-click **New** to see a list of people who have asked to be included in your Contact List.

Start IM from Outlook

Find the user in the Outlook Address Book and open their information box.

Click the IM button.



Offering

ITS is rolling out Lync IM and Presence as an initial offering to end users. You will be able to see other NYS Office 365 users who are online and communicate via instant messaging.

Getting Help

Service Desk Phone Numbers

Administrative & General Services Cluster

(518) 474-2433

Disabilities & Aging Cluster

(518) 381-2100 DDPC, OPDD, OFA

(800) 697-1323 JC

Environment & Energy Cluster

(518) 304-6180 APA; (518) 457-7368 DAM

(518) 402-8888 DEC; (518) 473-9452 DPS

(518) 486-1888 OPRHP

Finance, Regulation, & Gaming Cluster

(518) 457-4394 DTF; (518) 486-4357 DOB

(518) 388-3551 GC

General Government Cluster

(518) 473-6936 ABO, DMV, DOS, WCB

(800) 697-1323 JCOPE, SLA

Health Cluster

(518) 473-3472 DOH; (800) 697-1323 OASAS;

(800) 435-7697 OMH; (518) 402-9727 OMIG

Human Services Cluster

(518) 402-4640 DOL

(800) 697-1323 DHR, HESC, OCFS, OTDA

Public Safety Cluster

(518) 457-5017 DCCS; (800) 342-3619 DSP

(800) 262-3257 DCJS, DHSES

(800) 262-3257 OPDV, OVS, SCC

Transportation & Economic Dev. Cluster

(518) 485-8111; (888) 664-9343

Enterprise Service Desk

(800) 697-1323

Office 365 Lync / Skype for Business

Reference Card

Version 1.9 May 11, 2015

Feedback: Office365@its.ny.gov

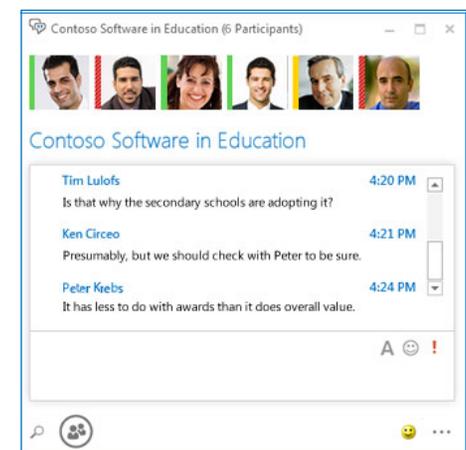


Office 365 Lync

Skype for Business

Lync provides Office 365 users with instant messaging (IM) and presence information. Similar to texting on a phone, Lync is a way to communicate quickly and instantly with others in Office 365. You will be able to see other users online and communicate with them via instant messaging.

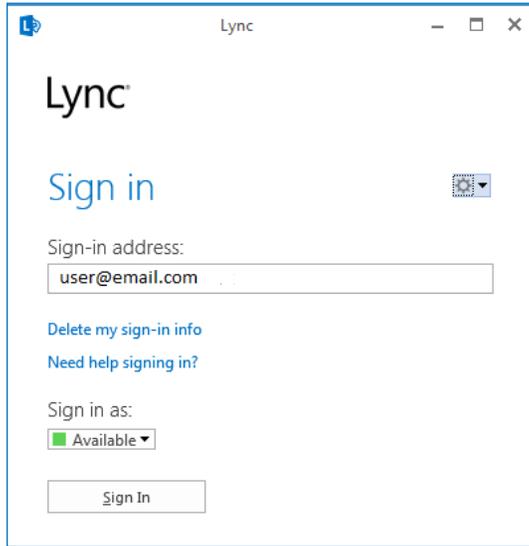
MS Lync is currently undergoing a branding change and is now **Skype for Business**. You may see both names used in training materials and on desktops until the branding change is complete.



Log Into Lync

When you log into Windows, Lync should open automatically. If it does not, you can start it manually from the Windows Start menu.

Once Lync opens, you will see the login screen.



Your sign-in address and password are the same ones you use to log into your email.

NOTE: If you use Multi-Factor Authentication, you need to use the application password.

Top Features to Explore

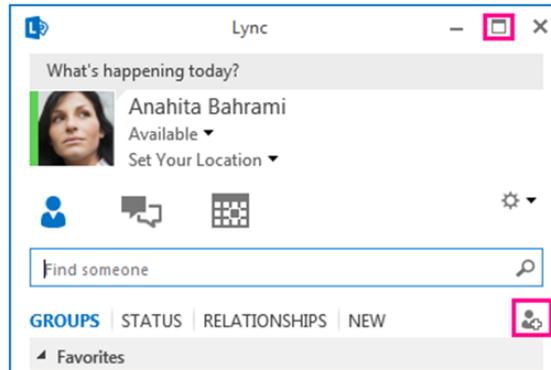
Quick Lync Bar

Lync uses a Quick Lync bar to provide more functionality with less clutter. The Quick Lync bar contains buttons that are revealed when you hover over a contact's picture. You can start an instant messaging (IM) conversation or view a contact card with a single click.



Click in the **Find Someone** box and type the name of the user you want to Instant Message. Names appear Lastname, Firstname. Once the user's name appears in the list, left-click on it to start an Instant Message session.

The **Full Screen** icon  lets you expand your Lync window to fill the screen.

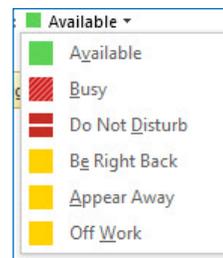


The **Add a Contact** button  helps you quickly build your Contact list .

IM Photos

You now have the ability to include photos in instant messages to make your conversations more expressive.

Presence Information

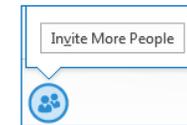
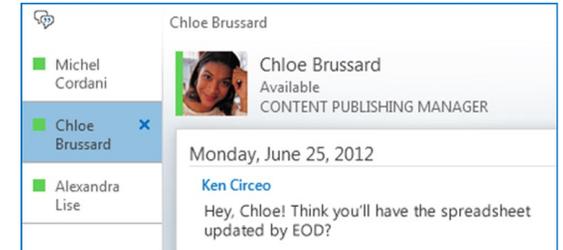


Lync will inform users of your current status based on your Outlook Calendar. You can change this manually . Click the down arrow for your status and select what you want displayed

to users.

Tabbed Conversations

With the tabbed conversations feature, you can keep all of your Instant Messages in one conversation window. The tabs along the left side of the conversation window let you navigate easily among all active conversations.



The icons at the bottom of the conversation window let you quickly add others to an IM conversation.

Keep your Favorites Close

A **Favorites** group lets you build a list of people you contact most often for quicker access. Simply right-click a contact then click *Add to Favorites* in the drop-down list.

