

One O365 IT Professionals

Troubleshooting Framework

Support Guidelines

- Work with users over the phone, face to face or via chat to establish access to outlook.com/fsu.edu
 - Ensure they are at the new URL in a fresh browser, and they are logging in with FSUID@fsu.edu and FSU password
- Get user to sign in to my.fsu.edu to ensure password and 2FA access can be established
 - Have student check their myFSU Identity Management>My Profile details or have IT professional confirm user affiliation in FSUID Lookup/Helpdesk tool (may need to be performed by Service Desk)
- If the user is unable to log in, establish remote or physical session sharing
 - In session confirm correct URL and FSUID@fsu.edu username and password
 - Get screenshots or transpose any issue or errors that are presented
 - Create [myFSU Service Center](#) case with the subject “One O365” and the following service offering info: IT Support Services>Email Accounts>FSU Email
- Inform user to remove email service settings/profile and reconfigure FSU account on their primary devices and help as needed
 - Log out and log in again to Microsoft business account (not limited to Office, Teams, OneDrive and Outlook)
 - Update any third-party apps tied to email address
- If the user’s request is regarding the One O365 project, please direct them to its.fsu.edu/one-o365 for FAQs
- The ONLY data NOT migrating for students is Teams data

Troubleshooting Access and Knowledge

- Project Page and FAQs
 - its.fsu.edu/one-o365
 - [FSU Email FAQs](#)
 - [Password Reset Self Service](#)
 - [Student Email Upgrade Guide](#)
- Remote Assistance
 - bomgar.its.fsu.edu/login
 - its.fsu.edu/service-catalog/desktop-and-mobile-computing/employee-desktop-support/remote-assistance
 - Other methods Zoom, Teams or Remote Desktop.
- Secure Identity Lookup (SIL)
 - FSU-IAM-Lookup eORR Role Request
 - sc.my.fsu.edu/staff/requesting-roles
- Salesforce Agent Access
 - its.fsu.edu/service-catalog/desktop-and-mobile-computing/its-support/myfsu-service-center

