

Welcome to Windows 10 and Office 365!

You have officially been migrated over to Windows 10 and Office 365, including the Outlook email platform. This means, all your emails should now begin routing to your inbox in Outlook. Lotus Notes will remain available in a read-only state for a limited time.

Please review the FAQs below to become familiar with some of the common Windows 10, Office 365, and Outlook questions.

As a reminder, you may access training material from the Outlook and Office 365 Training pages on the KC.

If you have any questions regarding Windows 10, Office 365, or Outlook, please contact the Service Desk 1-800-366-4399.

Windows 10 – FAQ

Windows 10 Desktop

Q Where do I find Kronos and Workday?

A Kronos and Workday can still be accessed the same way from the icon shortcuts on the desktop.

Q Will Windows 10 change the day-to-day use of my programs?

A No. Everything you use on a day-to-day basis is still here; it's functional - it's still the same.

Q Can I still access and use S.H.O.P., Crew Time, Source system, Genesis, and the POS in Windows 10?

A Yes. All of these are still available from the desktop shortcut icons; the same functionality still exists and works in Windows 10.

Q Where do I find email in Windows 10; do I still go to the KC to access email?

A No. The KC Email Login link will no longer be available. Use the Office 365 shortcut icon on the Windows 10 desktop instead.

Q One of my desktop shortcut icons is not working to open the program I need to use. What do I do?

A Contact the Service Desk at support@discounttire.com or 800-366-4399.

Q What improvements will I see in using Windows 10?

A The feedback we have received from stores and Managers that are already utilizing Windows 10 is that everything is faster, including SAP.

Q What if I can't see an icon that I need?

A In the bottom left corner, by the Start menu, there is a Windows icon. Right click on this icon, and it will give you the option to search. Then type the name of the application in the search bar to find it.

Q What if I still can't find the application I am looking for?

A Please provide feedback to us in that situation, and we can work to resolve the application needs for your store.

Q What can I expect for my manager access?

A As a manager, you will have full functionality of Word, Power Point, and Excel. The Store access will have Viewer access for those files.

Office 365 – FAQ

Office 365

Q How do I use Office 365 programs?

A Use the shortcut icon on the desktop. Since there may be some additional steps needed initially, we offer QRGs to explain these steps further.

Q What should I see on my Office 365 page?

A Once Office 365 opens in the browser, there is a Home icon and an Outlook icon located near the top left corner of the page.

Q What do I do if I have more questions or need more support using Office 365?

A We would like your feedback and communication on any needs or issues you have. We will continue to update this FAQ as situations arise that require solutions to share out to Managers and Stores through this process.

Q Is there an Office 365 Support page on the KC?

A Yes. Visit the [Office 365 Training page](#) on the KC for additional instructions.

Outlook Email

Q Do mail rules transfer from Lotus Notes to Outlook?

A No. Mail rules do not transfer from Lotus Notes to Outlook. They will need to be re-created.

Q How do I transfer my signature from Lotus Notes to Outlook?

A Copy your signature from Lotus Notes then paste to Outlook. Visit the [Outlook Training page](#) on the KC for additional instructions.

Q Do shared inboxes and calendars transfer from Lotus Notes to Outlook?

A No. These will be the last items transferred over to Outlook. Use Lotus Notes to access them.

Q Do repeating events from the Lotus Notes calendar transfer to the Outlook calendar?

A No. Repeating events do not transfer over. The calendar event must be resent from the original user if needed.

Q My Outlook is sending from my payroll ID instead of my name. What do I do?

A Log out of Outlook and sign in with your username (email address) instead of payroll ID.

Q Email is still going to my Lotus Notes account and not Outlook. What do I do?

A Contact the Service Desk at support@discounttire.com or 1-800-366-4399.

Q When I send an email, it goes to draft instead of being sent. What do I do?

A This is not common. However, if it occurs, close out of Outlook completely and log back in.

Q Can I recall an email that was sent from Outlook?

A Yes, but only when sent to Outlook users. If your email was sent to Lotus Notes users, it cannot be recalled.

Q Does stationary transfer from Lotus Notes to Outlook?

A No. Stationery does not transfer. Copy and paste the Lotus Notes stationery into a new stationery in Outlook.

Q What if an expected email is missing from your inbox?

A Check your 'Junk Email' folder.

Q Is there a chance previously deleted emails may re-appear in my inbox?

A Yes. You may see old emails re-imported to your inbox until the full conversion of your email is complete.

Q Are you able to edit a Subject line in a received email?

A Yes. Double-click email to open, edit Subject line, and click the **Save** button (or the window 'x' close button). A message box (see screenshot) will appear. Make the appropriate choice, **Yes**, **No**, or **Cancel**.

