

# Share44 Frequently Asked Questions



The purpose of this document is to provide answers and guidance to commonly asked questions for users of the NNJAA Area 44 SharePoint and Office 365 system who are creating, reviewing, and viewing Area 44 documents. This FAQ is not intended as step-by-step instructions for using SharePoint or Office 365 applications. Submit any additional questions or problems to [Share44Help@nnjaa.onmicrosoft.com](mailto:Share44Help@nnjaa.onmicrosoft.com).

Click on any of the following Common Question links. After each response there are link to return to the top of the FAQ document or back to the Share44 Welcome site.

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## 1. What is Share44?

Share44 is a web-based portal for accessing SharePoint, which is used for creating, editing, sharing, and storing AA Area 44 documents. Share44 also integrates with Microsoft Office 365 applications, including Outlook, Word, Excel, PowerPoint, One Drive, One Note, and Skype for Business.

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## 2. Who can access Share44?

Share44 is intended for AAs who perform service work for NNJAA Area 44, such as area committee members, standing and special committee members, district members, GSRs, and alternate. If you are on a standing or special committee, also indicate the district which you represent, so that you can access both the committee and district sites. Access to Share44 is not permitted to any users outside of the Area 44 service group.

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## 3. How do I get a Share44 user ID and password?

Send an email to [Share44Help@nnjaa.onmicrosoft.com](mailto:Share44Help@nnjaa.onmicrosoft.com) to request access. In the email, specify your service position, such as District 9 Bridging the Gap committee member or District 33 Alternate GSR from the Roxbury Tuesday Night group. You will receive an email with your user ID. If possible, provide a mobile phone number to receive your temporary password.

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## 4. How do I access Share44?


Open the web browser of your choice, including Chrome, Internet Explorer, or Safari. Use the URL [www.nnjaa.sharepoint.com](http://www.nnjaa.sharepoint.com) to access the Share44 site. Enter your user ID (e.g. [userID@nnjaa.onmicrosoft.com](mailto:userID@nnjaa.onmicrosoft.com)) and password. If it's the first time logging in, you will be required to change your password. You can choose for the system to remember your ID and password. Once you access the Share44 Welcome site, select the links displayed on the top and left of the web page to access your committee or district documents. You will be limited to accessing documents based on your permissions. Once you access your group documents, you may bookmark your group page for later access. You may have access to multiple committee or district groups base on your permissions.

Also, you can access the Share44 MS Office 365 applications by using the URL [www.office.com](http://www.office.com). After entering your ID and passwords, you will see MS Office 365 application icons, such as Word, Excel, PowerPoint, and SharePoint.

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## 5. How do I navigator between SharePoint and Office 365?

Once you log into SharePoint, select the App Launcher icon  on the upper left and then select the Office 365 link to access all the available MS applications. You may also select all the listed MS applications listed on the left. Once in the MS Office 365 suite page, you may select any of the icons to open the online version of Office. Select the SharePoint icon to return to the Share44 site. You may have to select one of the frequent sites displayed to get to your committee or district site.

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## 6. Can I install MS Office 365 on my personal computer?

No. The Share44 license only allows you to use the online version of Office 365. The online versions have some limited features. If you want all the features, you will have to purchase a copy of Office 365 from Microsoft.

You can, and should install Skype for Business and MS OneDrive. Skype is for getting instant messaging, audio and video calls, online meetings and presentations, availability information, and desktop sharing. At the Office 365 site page, select the **Install Office** button. Then choose the Skype and OneDrive links on the left and then click on **Install**.


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## 7. Can I use my own personal email account instead of Share44 email?

Share44 user IDs are based on Area 44 service roles, such as committee-chair@nnjaa.onmicrosoft.com. They are created this way to allow information to be retained when a person rotates out of the position and to maintain anonymity. It is recommended to use Share44 email to communicate via email and to retain all email threads. This will be lost if using a personal email account. Only the first email record will be retained.

You can configure Office 365 Outlook to forward your Share44 email to another email account, by doing the following:

1.	Open Share44 365 Outlook and click on the gear icon  on the upper right to display the <b>Settings</b> navigation pane. Then select <b>Your App Settings Mail</b> to display the <b>Options</b> navigation pane on the left.
2.	Select <b>&gt;Accounts&gt;Forwarding</b> .
3.	Click on the <b>Start Forwarding</b> button and enter your desire email address. Leave the box for <b>Keep a copy of forwarded messages</b> checked so that the initial email will be retained.
4.	Select <b>Save</b> to complete the process.

NOTE: You will continue receive forwarded Share44 email messages to your personal account until the forward email option is stopped by you or the next Share44 member who uses this ID.

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## 8. Can I use Outlook on my PC instead of the web-based Outlook?

Yes, you can use Share44 email, contacts, and calendar on your own PC rather than using the web-based version. Do the following:

1.	Launch Outlook on your PC
2.	Go to <b>File</b> and <b>Add Account</b>
3.	Type you Share44 email address and choose <b>Connect</b>
4.	Enter your Share44 account password and check <b>Remember my credentials</b> and then select the <b>OK</b> button.
5.	Choose <b>Set up Outlook Mobile on my phone too</b> , if desired, and then click on <b>OK</b> .
6.	Select the Share44 account on the left navigation panel to access Area 44 emails.

**NOTE:** If you have access to any Share44 Office 365 distribution lists or shared mailboxes,

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you will have to use Office 365 Outlook online. Click [here](#) to view a demonstration video.

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## 9. How do I change my user profile?

Most information in each Share44 user profile is already completed for first name (role) and last name (committee or district). You are encouraged to upload a photo and contact information, as following:

1.	Log into Share44 and then click on the <b>round icon</b> on the upper right. It may have the first and last letter of your user ID or a photo from the previous Share44 user.
2.	Select <b>My Profile</b> from the drop down menu.
3.	Chose <b>Upload a New Photo</b> by selecting the camera icon near your current user profile icon. This will be visible to all other users of the Share44 site and will help in identifying who you are. Or select <b>Upload a New Photo</b> and then choose an existing file from your PC, and edit as necessary.
4.	Select <b>Change Cover Photo</b> to change the background wallpaper on your profile page, using the pre-loaded options.
5.	Select <b>Update Profile</b> beneath your profile picture. Scroll thru the selections: About me; Projects; Skills and Expertise; Schools and Education; Interests and Hobbies. Add/update any pertinent information you like.
6.	Once you are satisfied with the information you have associated with your profile, you may exit this page by 'x'-ing out, or select the <b>back arrow</b> . You may edit your user profile at any time.

**NOTE:** There are no requirements for you to enter any information with which you are not comfortable. You may also elect to allow your entries to be viewed by everyone or just yourself by selecting the drop down menu indicated by the down arrow to the right of the description to each field.

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## 10. What is Yammer?

Yammer is a social communication tool that allows Share44 users to work in groups, share files, retrieve feedback, cut back on meetings and email chains, and engage collaboratively. To access, Yammer, log in to [www.office.com](http://www.office.com) and click on the **Yammer** icon. On the left navigation panel, you will be able to access the Share44 Yammer Group to ask questions and provide advice about Share44. Select **Discover more groups** to find other Yammer groups created by Share44 users. You can also create your own Yammer groups. To post a message in Yammer, select the Yammer group, enter your comments in dialog box, and share your comments to the entire Share44 community or to selected user IDs. You can also respond to an existing Yammer conversation. You can also include a file or graphic from Share44 or your personal computer drive.

Click [here](#) for a brief Yammer tutorial.

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## 11. How Do I Create a Contact in Outlook?


You can capture and organize information about people by saving contacts in your Outlook address book. A contact can be as basic as a name and email address, or include more information like a street address, multiple phone numbers, and a profile picture. Once you've saved someone's information as a contact, you can type the first few letters of the person's name into an email, and Outlook will fill in their email address for you.

You can create a contact from scratch or add the name from a received email.


**NOTE:** You can add people internal or external to Share44 IDs to your Contacts.

**NOTE:** Any contacts you add Outlook Web Application (OWA) will also be created in the PC version of Outlook and vice versa.

### To add or change a contact in Outlook :

1.	Click the  <b>People</b> icon at the left bottom of the screen to display the Contact Navigation bar for OWA. For Outlook PC, select the <b>Contact</b> icon on the left navigation bar.
2.	Click on <b>+New Contact</b> on the upper left of the Contact Navigation bar to display the <b>New Contact</b> screen
3.	Enter First and Last Name, Email Address, Phone Number, Work Company, and any desired notes. Select <b>+Add more</b> to enter additional information.
4.	Select <b>Create</b> to save the contact information or <b>Discard</b> to cancel.
5.	Select a Contact name and click on <b>Edit contact</b> to change or add information for a Contact

### To add a contact in from an email in Outlook :

1.	Open an email message so that the person's name is shown in the <b>From: To: Cc: or Bcc:</b> lines.
2.	Hover the mouse cursor over a person's name until a modal box appears and then click on <b>Contact&gt;</b> or <b>Show more.</b>
3.	Click on  <b>Add to contacts</b> to display the <b>Add contact</b> screen.
4.	Click on <b>+Add more</b> to enter additional information for the contact
5.	Click on <b>Create</b> to save the contact

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## 12. How Do I Create and Use a Contact List in Outlook?



A Contact List is a contact group that includes email addresses for multiple people. It is useful for when you send emails to the same people, such as a committee or district group. A Contact List is similar to a distribution list, except that a Contact List can include email addresses for people with and without Share44 IDs and Contact Lists can be created by any Share44 user.

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**NOTE:** Any Contact Lists you add to Outlook Web Application (OWA) will also be created in the PC version of Outlook and vice versa.

## To create or edit a Contact List in OWA:

1.	Click the  <b>People</b> icon at the left bottom of the screen to display the Contact Navigation bar for OWA. For Outlook PC, select the <b>Contact</b> icon on the left navigation bar.
2.	Click on <b>+New Contact</b>  on the upper left of the Contact Navigation bar and select <b>New contact list</b> to display the <b>New Contact List</b> screen.
3.	Enter a <b>Contact list name</b> , such as District 9 Members. A <b>Description</b> is optional..
4.	Enter a Share44 user ID or name, such as District 09 DCM, and a list of similar Share44 IDs will be displayed.
5.	Enter the full email address for any contacts that do not have a Share44 IDs and hit <b>Enter</b> or click on <b>Add</b> .
6.	Continue selecting additional names and email addresses for the Contact List.
7.	Click on <b>Create</b> to save the selected IDs to the Contact List or <b>Discard</b> to cancel the list.
8.	Click on the <b>Contact List</b> and then select <b>Edit</b> to make any changes to the list.

## To use a Contact List in OWA:

1.	Click the  <b>People</b> icon at the left bottom of the screen to display the Contact Navigation bar for OWA. For Outlook PC, select the <b>Contact</b> icon on the left navigation bar.
2.	Click on <b>Your contact lists</b> in the Contact Navigation bar to a display contact lists that you have created.
3.	Select the desired Contact list and then click on  <b>Send email</b> to compose an email that includes all the Contact list recipients.
<b>NOTE:</b> You can also create a new email message and then enter the Contact list name in the To: field. Outlook will automatically find the list name once you begin typing it.	


Click [Here](#) to view a short video for creating a Contact List.

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## 13. Can I Import Email Addresses from Gmail into Outlook 365?

Yes, you can import contacts from other email apps, such as Gmail. To import email contact information:

1.	Export your contacts from Gmail to a comma separated file (CSV) format. Remember the location where you store the CSV file
2.	Open the Outlook 365 application.
3.	Click on <b>Manage</b>  in the top menu bar and then select <b>Import contacts</b> .
4.	Browse and chose the CSV file to which you exported your Gmail contact information.
5.	Click on <b>Import</b> .

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**NOTE:** The contacts you import will not overwrite any of your existing contacts.

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## 14. Can I use Share44 and Office 365 on my tablet and smart phone?

Yes, although the functionality is somewhat less than when using your computer. To search and load the apps on your devices, go to your iOS or Android app store. The following Office 365 apps are available:

- SharePoint
- Outlook
- Skype for Business
- Word
- Teams
- OneDrive
- OneNote
- PowerPoint
- Office 365 Admin (for SharePoint Administrators only)
- Excel
- Yammer

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## 15. How do I reset my password?

After logging into Share44, click on the round ID icon on the right, chose **My account**. On the left navigation pane, select on **Security & privacy** and then click on **Password**. Provide your old password and then enter your new password in the Create new password and the Confirm new password fields. Strong passwords are required, which is 8-16 characters that includes upper and lowercase letters, numbers, and symbols. Passwords expire automatically every 180 days.

If you forget your password, send a request to [Share44Help@nnjaa.onmicrosoft.com](mailto:Share44Help@nnjaa.onmicrosoft.com), along with an email address or mobile number to receive your new password.

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## 16. How do I sign out of Share44?

Click on the user icon on the upper right of any Share44 screen. Click on **Sign out**. It is recommended that you close the browser window for Share44 when logging out.

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## 17. What are the permission levels in Share44?

Share44 is configured as different subsites, with a subsite for each of the seven standing committees, 14 special committees, and 34 districts. Area 44 Office is also a subsite. This is done to ensure that Area 44 users can only access the subsites for which they are authorized.

Each subsite is assigned Owners, Members, and Visitors. Owners are typically the chair and alternate chair of a committee or DCM and Alternate DCM or a district.

Role	Who	Rights
Owners	<ul style="list-style-type: none"><li>• Committee Chairs</li><li>• Committee Alternate Chairs</li><li>• DCMs</li><li>• Alternate DCMS</li></ul>	<ul style="list-style-type: none"><li>• Add owners or members to group</li><li>• Add, edit, comment, delete documents and folders</li><li>• Edit subsite page</li></ul>
Members	<ul style="list-style-type: none"><li>• Committee Members</li></ul>	<ul style="list-style-type: none"><li>• Add, edit, comment, delete documents and</li></ul>

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	<ul style="list-style-type: none"> <li>• District Members</li> <li>• GSRs</li> <li>• Alternate GSRs</li> </ul>	folders
Visitors	<ul style="list-style-type: none"> <li>• Area 44 Officers</li> <li>• Selected Share44 Members</li> </ul>	<ul style="list-style-type: none"> <li>• View selective site content (read only)</li> </ul>
Administrators	<ul style="list-style-type: none"> <li>• Select Computer Committee Members</li> </ul>	<ul style="list-style-type: none"> <li>• Full site control</li> <li>• Grants access control</li> <li>• Creates site and subsites configuration for folder structure and available applications</li> <li>• Adds, edits, and deletes Users</li> <li>• Resets passwords</li> </ul>

**NOTE:** If you try to access a Share44 site to which you don't have permission, the message "**You need permission to access this item**". Enter information for requesting access and then select Request Access. A message will be sent to the site owner, such as a DCM, who can add you as a member or visitor to the site.

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## 18. Why can't my Share44 user IDs be my name?

User IDs for Share44 were designed to be indicative of the service role and committee or district. For example, Grapevine (first name) Chair (last name) has an ID of grapevine-chair@nnjaa.onmicrosoft. Another example is District 9 Alternate Treasurer with an ID of d09-alt-treasurer.nnja.onmicrosoft.com.

This format is used to be descriptive of the role that is retained even after person rotates to a new role, and also to maintain anonymity.

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## 19. How do I access a committee or district Share44 site?

Your access for creating or viewing Share44 documents is limited to the committee and/or district for which you are a service member. A Share44 user can have access to multiple Share44 subsites.

Log in to Share44 by using the URL [www.nnjaa.sharepoint.com](http://www.nnjaa.sharepoint.com) and the **Welcome to Share44** page will be displayed, where some general information and useful links can be found. On both the top and left navigation pane, are links to the Area 44 office, standing and special committees, districts, and section subsites.

When you select a committee or district link, you will be directed to either a list of all the standing or special committees or all the Area 44 districts. Select one of the committee or district names for your service role, and then you will see Document page for your group with a list of document folders. You will be limited to accessing documents based on your service role. Once you access your group documents, you may bookmark your group page for later access. You may have access to multiple committee or district groups based on your service roles and permissions.

Regardless of which subsite or folder you are directed, links back to the NNJAA Share44 site and to the committee and district subsites are always available on the top navigation bar.

**NOTE:** If you try to access a Share44 site to which you don't have permission, the message "**You need permission to access this item**". Enter information for requesting access and then select Request Access. A message will be sent to the site owner, such as a DCM, who can add you as a



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member or visitor to the site.

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## 20. How do I create, save, and open, copy, delete, and rename documents?

There are three ways to create documents in Share44. Documents can be either created by user of Office 365 Online, uploaded from your PC, or by dragging and dropping files from File Explorer.


To create a document with Office 365 Online, go to the document site and folder you want your document to reside. Click on **+ New**, to display the **Create a new file** modal box. Select either a Word document, and Excel workbook, PowerPoint presentation, OneNote notebook, or New Folder.

Enter a file name for the at top middle ribbon of the Word, Excel, or PowerPoint. These documents are automatically saved. There isn't a save button.

**NOTE:** MS Office 365 online applications do not all functionality as fully-licensed versions of Office.

If you create a document with your personal copy of MS Office, you can upload a document from your PC. Go to the document site and folder you want your document to reside and select  **Upload** to display the **Add a document** modal box. Click on the **Choose Files** button to open File Explorer. Select one or more files and then click on **Open**. The destination folder and version comments can be added, if desired. Click **OK** to complete the upload process.

You can upload files to a document library in Share44 by just selecting one or more files from File Explorer on your computer and dragging and dropping them into the desired document library.

After a document is created, right click the  icon to the right of the file name and choose one of the following options:


- Open with your local version of MS Office
- Open with MS Office Online
- Download
- Rename
- Delete
- Copy
- Version History

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## 21. How do I share documents?

There are two ways for an Owner or Member of a document library can share the document with other Share44 users.

Begin by right clicking the  icon to the right of the file name and choose Share to display the Share modal box.

Select **Invite people** and enter the full user name or user ID into the field where prompted. For example, District 09 Alternate DCM or d09-alt-dcm. Select **Can edit** if you want the recipient to be able to edit the document or choose **Can view** if you want the recipients to only to view the document. Enter a message that will be delivered to the added users via email, if desired. Select the **Share** button when finished.

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Alternatively, you may email a document link to someone. Select Get a link and then copy the link and paste it into an email message.

Select Shared with to determine with whom a document is presently shared.

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## 22. How do I restore a deleted folder or document?

When you delete a file, or a version of a file, from Share44, it goes into the site recycle bin for **93 days**. During that time, you can restore the items you deleted to the original location. You can even view and restore items that were deleted by someone else, as long as you have edit permissions on the item.

You can restore a version of a file to its original location, as long as you have not already deleted its parent. For example, you cannot restore a version of a file if the file itself has been deleted. If you restore an item that was originally located in a deleted folder, the folder is recreated in its original location and the item is restored in that folder. In this case, the entire contents of the folder is not restored.

To restore a file or folder:

1.	Click <b>Recycle Bin</b> in the Quick Launch bar on the left of the screen
2.	On the Recycle Bin page, click the box to the left of the items or files to select the ones you want to delete or restore.
3.	Click <b>Restore Selection</b> to recover the selected files.
4.	Click <b>OK</b> in the confirmation dialog.


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## 23. How do I add or remove users to my Share44 committee or district group?

If you are a Site Owner, you can add or remove another owner, a member, or a visitor to your group. Only site owners can perform this function.


**Adding Share44 users to a group:**

1.	Open Share44 and click on the gear icon  on the upper right to display the Office 365 <b>Settings</b> navigation pane.
2.	Select <b>Site Settings</b> and then click on <b>People and Groups</b> under <b>Users and Permissions</b> .
3.	Select the desired <b>Group Members, Owners</b> or <b>Visitors</b> , to which you wish to add users.
4.	Select <b>New/Add users</b> and a Share modal box will be displayed.
5.	Enter the full user name or user ID into the field where prompted. For example, District 09 Alternate DCM or d09-alt-dcm. Select the desired user name displayed. Enter a message that will be delivered to the added users via email, if desired
6.	The new users will be displayed in the People and Groups page and you will receive a copy of the email sent to the added users
7.	Select <b>Home</b> on left navigation pane to return to your site

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## Deleting Share44 users from a group

1.	Open Share44 and click on the gear icon  on the upper right to display the Office 365 <b>Settings</b> navigation pane.
2.	Select <b>Site Settings</b> and then click on <b>People and Groups</b> under <b>Users and Permissions</b> .
3.	Select either <b>Group Members, Owners</b> or <b>Visitors</b> , from which you want to remove users.
4.	Select the desired user name and then select <b>Action/Remove Users from a Group</b> . A dialog box will be displayed to confirm the deletion.
5.	Click on <b>OK</b> to delete the users or <b>Cancel</b> to abort the selection.
6.	Select <b>Home</b> on left navigation pane to return to your site

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## 24. Can I change my default language to Spanish or another language?

Yes. Presently, Share44 sites are configured in both Spanish and Polish.

After logging into Share44, click on the round ID icon on the right, and chose **My account**. On the left navigation pane, select on **Settings**. Select **Language and time zone**. For **Language** pull down menu, select your language of choice. Click on the **Save** button to save your selection

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