Office 365 Welcome Guide

Contents

Overview

The main purpose of this guide is to assist you with your transition from HGTC's local Microsoft Exchange server to Exchange Online (Office 365).

Before we get started, we want to tell you about some of the benefits that you will have because you have chosen to migrate to the Office 365:

- Access – you now have access to your information (files, email, and other resources) wherever you are in the world. If you have your username, password, and an internet connection you can be productive.
- Collaboration – You can now collaborate in real-time with others in your organization on documents, spreadsheets, and presentations.
- Security – Microsoft Office 365 takes security seriously. Taking great lengths to ensure that only those who you designate have access to your data. Microsoft encrypts all your data to keep it secure.

What you need to know now

Your email and other collaboration tools are being moved to the cloud. What that means is that you'll have the same functionality you've come to expect, with additional features and benefits discussed above. In the next section, we will discuss some of the common questions and issues that people run into in migrating to the Office 365 so your transition can be as smooth as possible. Although most of the migration is "behind the scenes", we are also providing instructions to ensure your devices and applications are set up to access your information in the event you have issues seamlessly transitioning to the Microsoft Cloud.

Not required but suggested

To prepare for this migration and reduce risks with migrating your data we ask that you:

- Review and remove unneeded messages specifically things like
  - Clean up old or unwanted e-mails
    - Newsletters
    - Marketing / Company offers
    - Personal messages no longer needed
  - **NOTE:** One of the benefits of moving to the cloud is the increased storage available - however, the larger your mailbox, the longer and more prone it can be to experiencing migration issues.
- If you are using Outlook rules - please export these (see below on how to do so). Because of new functionality, your rules may require some updating after migrations.
- If you have an email signature defined, you will want to export this as well (see below on how to do so).

Export Outlook Rules

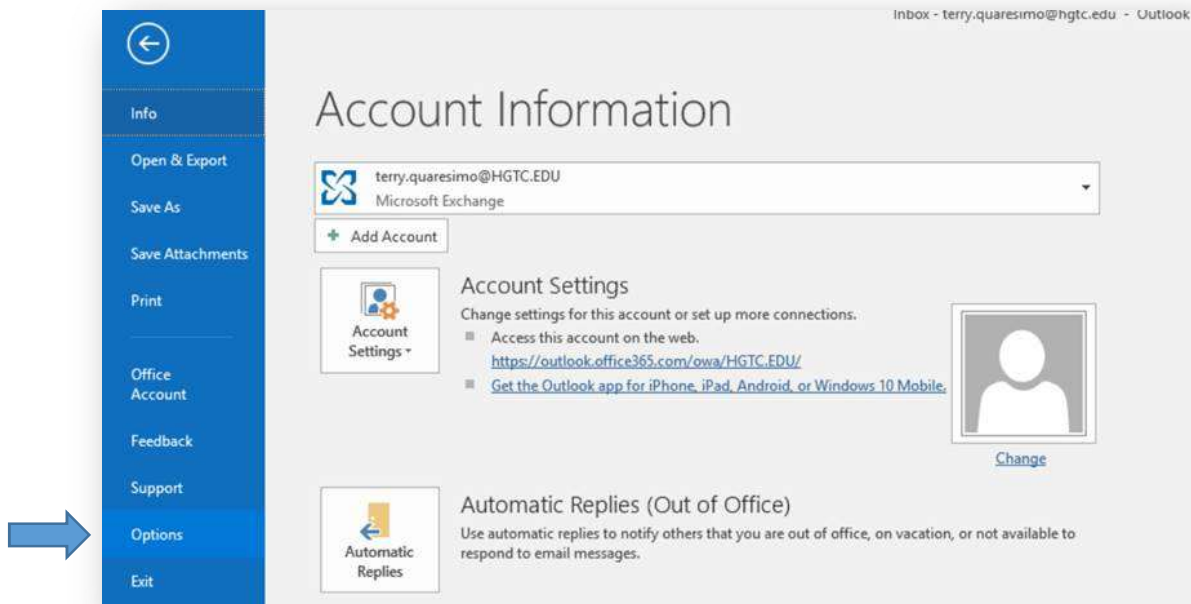1. In Outlook, click on **File**, and then click on **Manage Rules & Alerts**


2. **Click on Options, and then click on Export Rules**
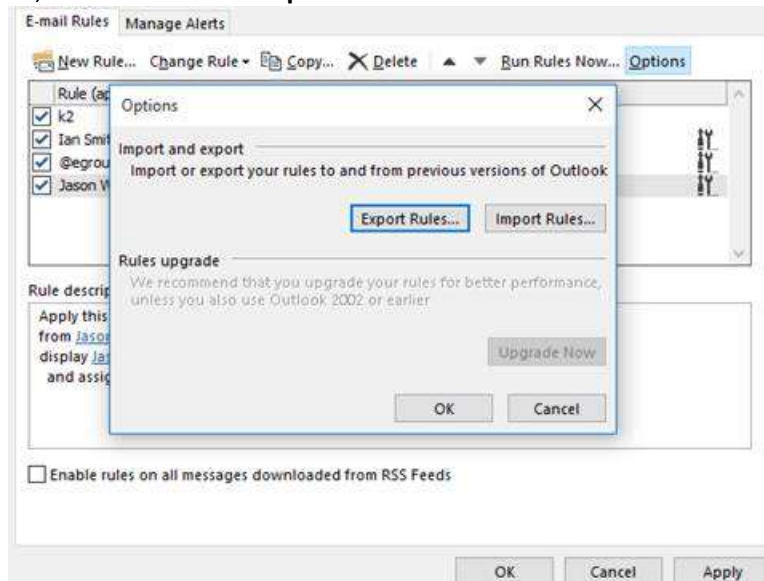
3. Save it to a location such as My Documents, where it can be retrieved if required after migration

Create Email Signature

4. Click the **File** tab. On the account Information screen, click **Options** in the list of menu items on the left


5. Click **Mail** in the list of menu items on the left side of the *Outlook Options* dialog box. Click the **Signatures** button to open your signatures.
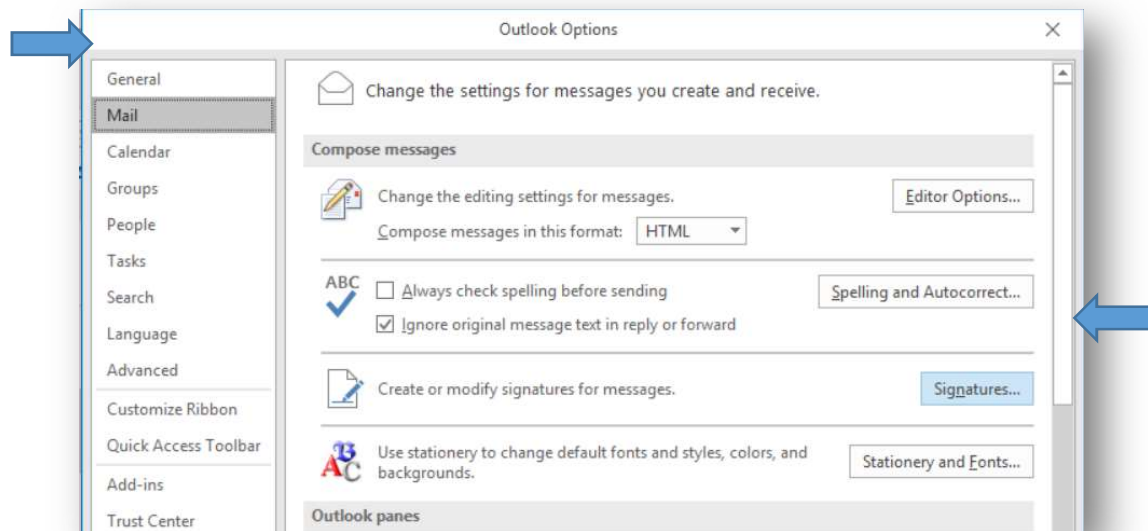
6. Click new to start creating your signature. Begin by naming your new signature as shown in the example below.
   Note: Repeat this step to create multiple signatures (i.e. New, Reply, and Formal).
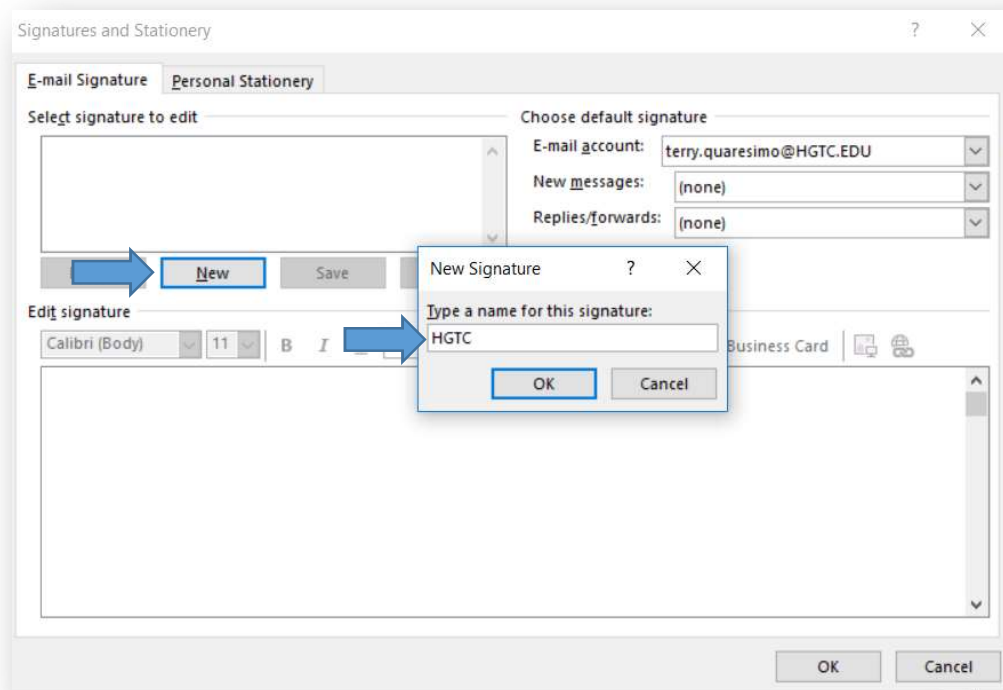
7. In the below **edit signature** section below, you can create and format your signature information as you desire. Then select the function you want your signature to be associated (i.e. **New Messages** and/or **Replies/Forwards**).
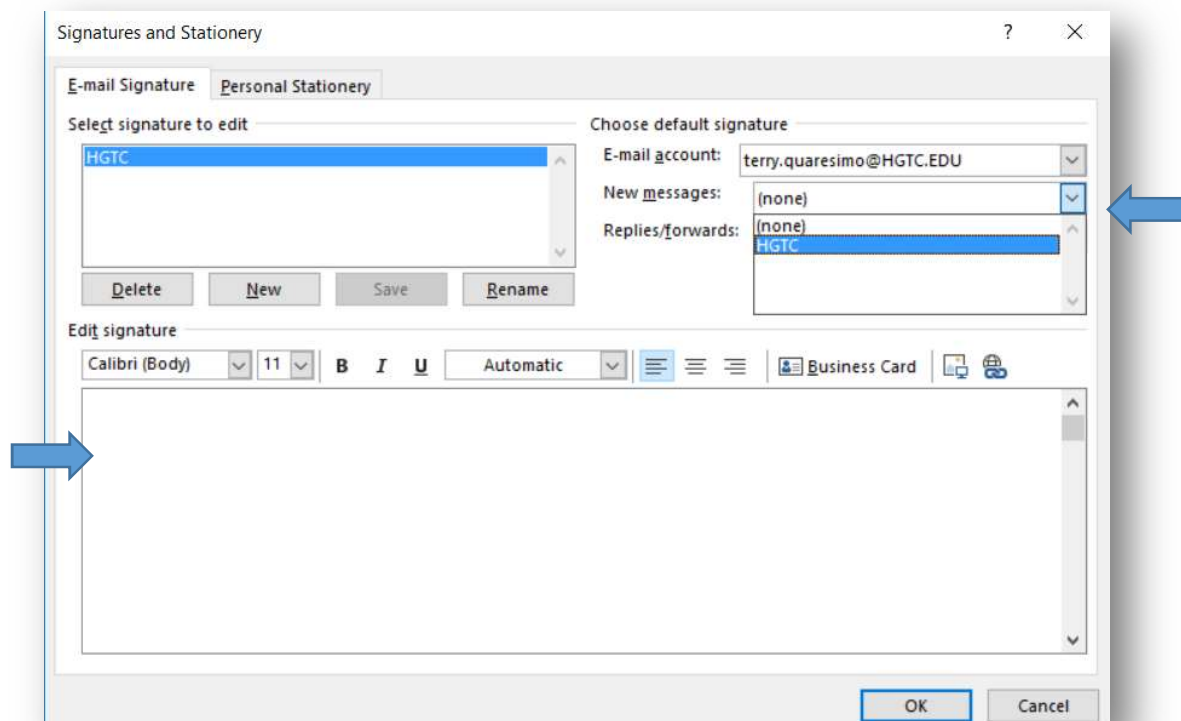
Where do I access my services?

There are two primary places to access your email. The primary access method will be through the desktop Office client application (**Outlook 2016**) just as you have done in the past. The other methods, however, are now available to users with the Migration to Office 365.

- College Website
  - www.hgtc.edu
  - Click on **Faculty/Staff** (at the top of the page)
  - Click on **Outlook Offsite Email Access**
- MyWaveNet
  - https://mywavenet.hgtc.edu
  - Click on **my Employee** tab

What new services will I have access to?

Outlook is being migrated. While things may look a little different, you will maintain access to those tools. However, in addition to those we will gain access to:

- Office 2016 suite of tools which include
  - Outlook
  - Word
  - Excel
  - PowerPoint
  - OneNote
  - Access
  - Skype for Business
  - OneDrive for Business

Most of those you are probably familiar with, but two new services to be highlighted are OneDrive and Skype.

OneDrive for Business

Each user will have access to cloud storage. If you are familiar with Dropbox or Google Drive, this is very similar. The tool creates a folder on your machine that can sync to the cloud, providing more storage space then you could have locally. In addition, Office files that are stored in OneDrive gain the ability for co-authoring. This allows multiple users to work on the same file at the same time.

- Open browser and go to https://portal.office.com
- Log in with email address and password
- Open the Waffle menu (3x3 square menu in the top left corner) and select the **OneDrive** app
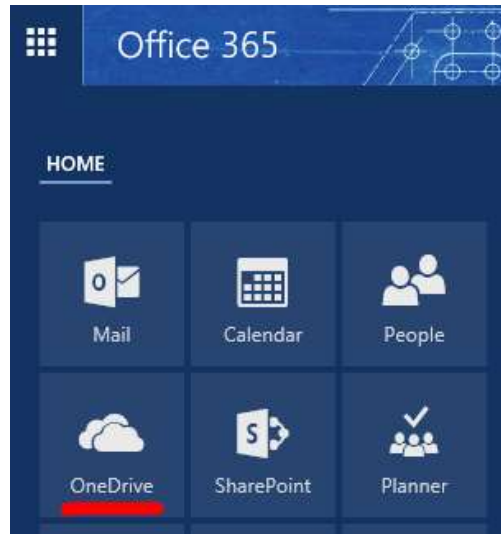
- From here, you can access files, and drag and drop files to load them into OneDrive. If you want to also create a local folder for document that you can access through Windows Explorer, click the **Sync** button
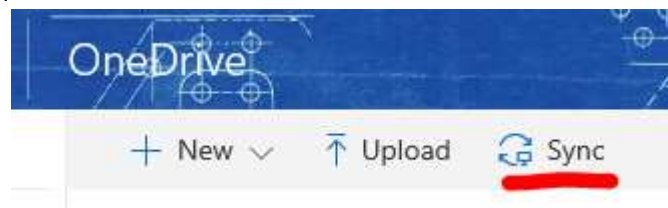
- This will create a new folder locally, and items saved here will get synced to the Microsoft Cloud

OneDrive also has mobile apps available for both iOS and Android

Frequently Asked Questions

Will I lose any email/files in this process?

No. However, issues can arise during migration of mail. It is important that you check your folders, emails, etc. to ensure you have everything. If you feel like you may be missing something, contact the OIT HelpDesk Center.

How long will this take?

Overall timeline for all users is dependent on several factors. You will receive a notification when your mailbox is ready for migration. There is no downtime required for this migration; you will not be without mail.

What happens if I have a problem after I'm "switched over?"

While we do not anticipate issues, sometimes things do happen. If you notice mail is not working as expected, or you are missing messages, please alert OIT HelpDesk Center right away.

I access my email through MyWaveNet. Will that change?

Yes, it does. In MyWaveNet, the mail icon on **my Employee** tab will look like the icon below:

I'm having difficulty connecting to my email on my phone after I was migrated. What do I do?

Our best recommendation is to remove your account from your phone (through the settings) and re-add it using the steps for your specific device below.

What is the best way to get Office 365 mail on my phone?

We recommend using the "Outlook" application for your mobile device:

- Apple: https://itunes.apple.com/us/app/microsoft-outlook/id951937596?mt=8
- Android: https://play.google.com/store/apps/details?id=com.microsoft.office.outlook&hl=en
- Windows Phone: (Use native mail application)

What can I expect with the native mail client on Android/iOS in terms of interruption of service?

If your device is asking repeatedly for you to re-enter your password, or no new mail is being received, that's an indicator that you need to delete and re-add your profile using the instructions listed later in this guide.
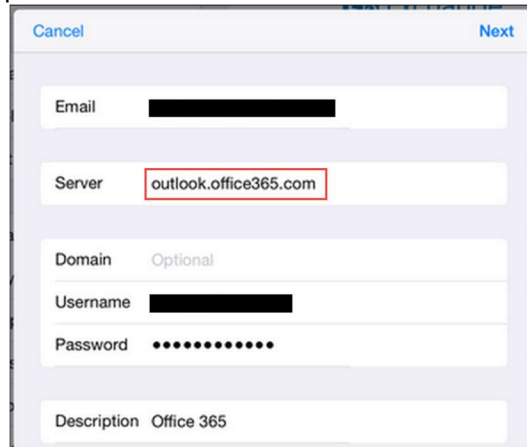
Mobile Device Configuration

Apple Mobile Device (iPhone/iPad)

8. Navigate to Settings > Mail, Contacts, Calendars > Accounts > Add account > Email
9. In the *Add Account* page, tap **Exchange**
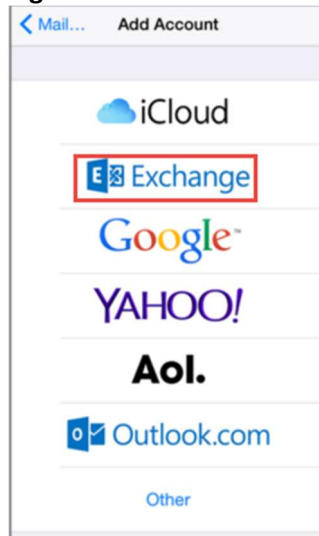
10. Enter your full email address and your password, and then tap **Next**

11. On the next screen, fill out your email address, the server name (**outlook.office365.com**) and your Office 365 username and password. **NOTE:** the domain field should be blank.
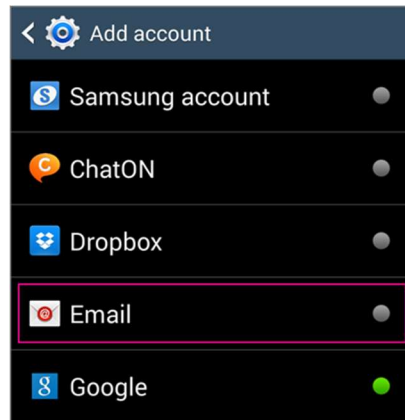

12. Tap **Next** and you're done!

Android Mobile Device

1. Navigate to **Settings** > **Accounts** > **Add account** > **Email**. This application might be named **Mail** on some versions of Android

2. Type your full email address (for example "zach.arnold@hgtc.edu"), type your password, and then tap **Next.** Select **Manual.**
3. Fill out the appropriate fields with your email address, username, and password. Note that the Exchange server address is **outlook.office365.com**.


4. Depending on how the Office 365 administrator in your organization set up your account, you might receive a message about additional security features. Select **OK** to continue.
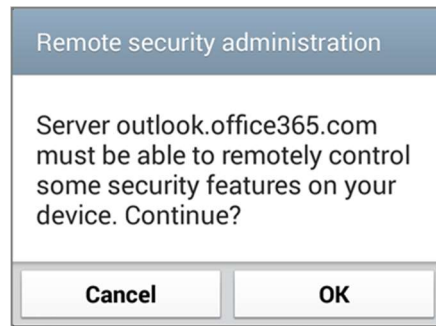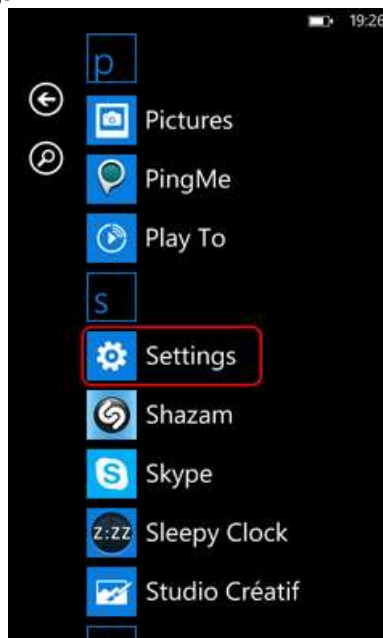
5. Accept the defaults or make changes for how you want your account to sync on your device. When you're finished, swipe to the bottom and tap **Next**. On the *Setup email* page, you can change the name of your account. When you're finished, tap **Done**.
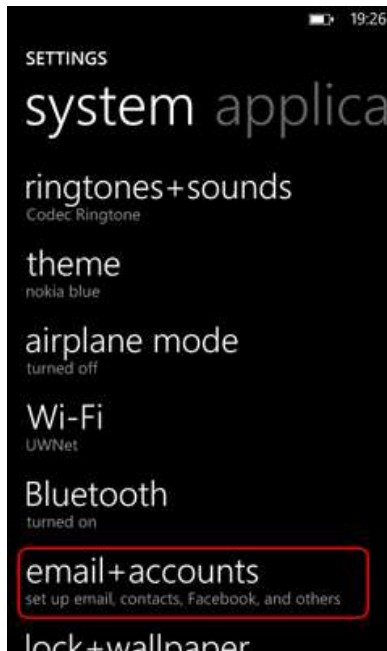
Windows Mobile Device (8.1)

1. From the Home screen, tap the right arrow or swipe to the right
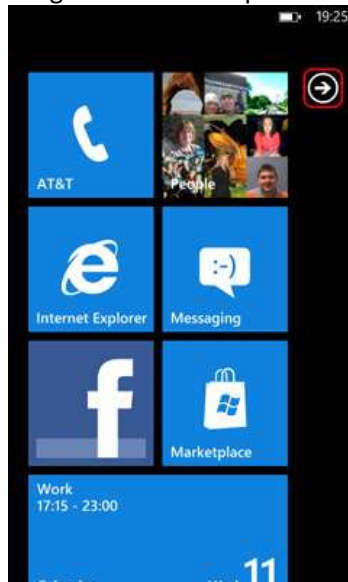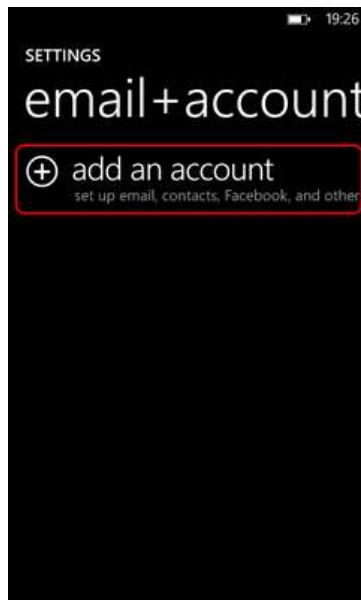

2. Scroll down and tap **Settings**

3. Tap email + accounts

4. Tap add an account

5. Tap Exchange
6. Enter your account credentials (email address and password) then tap **Sign In**
7. It will notify you with **We're looking for your settings**. After a few moments, it will return you to the **email + account** page. Your account will be listed and should be syncing with your account.
8. Once the email account is no longer grayed out (syncing), click on the account. One the accounts settings screen, enter a preferred name within the **Account name** field. We recommend "*Office 365*". Make any additional changes and tap the **check mark** to finish.