

Catholic Diocese of Brownsville

Information Technology Department

May 2014

FAQs about the CDOB migration to Office 365

Contents

FAQs about the CDOB migration to Office 365	1
What is Office 365?	2
Where Can I learn about Office 365?	2
Can I get an Office 365 Account?	2
What are the storage limits of Office 365?	2
Is that bigger than my current email quota?.....	2
Will my email address change?	2
How will I change my password on the new system?	2
What Email programs and Browsers are compatible with Office 365?	3
Does Outlook needs to be reconfigured after the migration?	3
Will the new system have spam filtering?.....	3
What operating systems are supported?	3
Will mailbox and calendar sharing permissions (delegates) be migrated?.....	4
I check my mail using my Mobile Device (iPhone/iPad, Android). Will that work with the new system?.....	4
I check my mail using web mail. What will change for me?	4
Do I need to upgrade my browser?	4
What about my archived mail / PST files?.....	4
Will all my appointments, contacts, notes, etc., be transferred?	4
What else are we getting with Office 365? SharePoint? Lync? Office Online Apps?.....	4
Post-Migration Issues	5
Office 365 Migration - What to Expect	6
Before your Migration	6
During your migration	7
After your migration.....	7

What is Office 365?

Office 365 is an online (“cloud”) email service from Microsoft offering **50 GB** (gigabytes) of mail storage (quota) and other collaborative features, such as Exchange Calendars, Lync Server, OneDrive for Business, SharePoint and others.

Where Can I learn about Office 365?

[Office 365 Video Tutorials](#)

[Office 365 Learning Resources](#)

[Lynda.com](#)

Can I get an Office 365 Account?

Every Diocese of Brownsville Employee will be eligible to get a Free Office 365 Account; including: Diocese Administrative Staff, Parish Employees, etc. Right now we are starting the migration phase for the Diocese Administrative Staff accounts, in a few weeks we will begin creating new accounts for Parish Employees. For more information please contact the Diocese IT Department.

What are the storage limits of Office 365?

- Personal Mailbox Size: 50 Gb
- Maximum Message Size (sent/receive): 35 Mb

Is that bigger than my current email quota?

Yes! Regular CDOB users typically had about 300 MB (Mb) of storage, so you will get up to 170 times more storage space for email. Attachments limit was 10 Mb now is 3.5 times more.

Will my email address change?

For current CDOB accounts; no, you will keep your existing CDOB email address. However, users used to log in using the part of their email address before the @ sign as the username. To log in to the new Email System, users will have to use their complete email address for the username.

How will I change my password on the new system?

Your password will be in Sync with your CDOB Network Account, so you will be able to change it from your own PC by pressing Ctrl-Alt-Del and selecting “Change Password”

For Remote Users without access to the CDOB Network (Parishes, La Merced and El Rosario Homes, Catholic Charities BRW), you will have to contact The Diocese IT Department to have your password reset. In the future; Remote Users we will be able to reset their passwords by their own.

What Email programs and Browsers are compatible with Office 365?

- Outlook 2013 and Outlook 2010
- Internet Explorer 11 or Internet Explorer 10
- Office 365 is designed to work with the current or immediately previous version of Firefox, or the latest version of Chrome or Safari.

Does Outlook needs to be reconfigured after the migration?

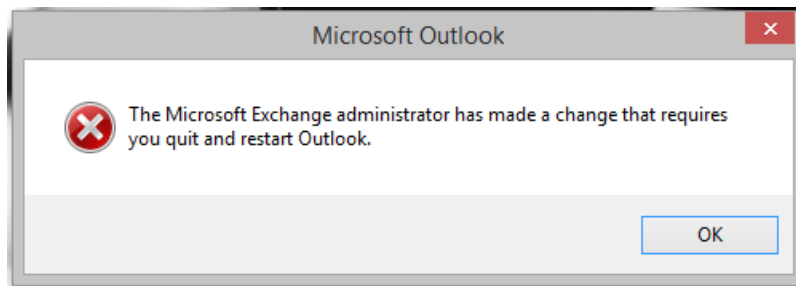
Unfortunately, yes. But the process is fairly simple.

Once your mailbox have been migrated to Office 365:

- Open Outlook 2013

You will be asked for your credentials (this is normal). Type your Full Email Address and Password; **and select the “Remember My Password” Checkbox**, so that you won’t be ask for it the next time you open Outlook; this way you will have to type your Outlook password only when you change your Windows password.

- After you type in your password, Outlook 2013 will ask you to restart



- That’s it Outlook 2013 should be configured and ready to work with your mailbox now in Office 365.
- After you login for the 1st time you will need to select your Time Zone

Will the new system have spam filtering?

Yes, spam filtering is built in; it will be delivered to a Quarantine Zone, you will receive emails showing your quarantined messages and letting you decide to deliver them or mark them as Not Spam. The system will learn as you tell it some things are not junk.

What operating systems are supported?

Both Windows and Mac are supported, for more details check the following link:

<http://technet.microsoft.com/library/office-365-system-requirements.aspx>

Will mailbox and calendar sharing permissions (delegates) be migrated?

Delegate permissions will migrate, but will require that users with delegation be migrated as well.

I check my mail using my Mobile Device (iPhone/iPad, Android). Will that work with the new system?

Yes, but you will have to delete the account and created again, use the same Email Address / Password, also you may have to enter the new Server information which is:
outlook.office365.com

Check this link for more details: [Set up and use Office 365 on your phone or tablet](#)

I check my mail using web mail. What will change for me?

Once your account had been migrated to Office 365, you will be able to access you email from this address:

<https://login.microsoftonline.com>

Do I need to upgrade my browser?

Windows users should upgrade to at least Internet Explorer 10. Most modern browsers will work fine for web mail; however, one of the most common means of attacking your computer is through your browser, and we highly recommend that everyone scan their browsers for security vulnerabilities using the following web tool located in our IT Security Webpage:

<http://www.cdob.org/information-technology27/it-security>

What about my archived mail / PST files?

If you currently use PST files (Outlook archive files) they will continue to work as before, stored on your local PC, or you may choose to upload them to the server where you can access them from anywhere.

Will all my appointments, contacts, notes, etc., be transferred?

Yes, they will be transferred along with your mail.

What else are we getting with Office 365? SharePoint? Lync? Office Online Apps?

Microsoft provides several services through our Office 365 account, and we plan to take advantage of these services. However, not all available services will be provided as part of the

email migration. Once the email migration has been completed successfully, the other services will be made available as part of a later phase of the project.

Post-Migration Issues

Since the migration, I have found addresses that do not work (undeliverable email). I have noticed that if I use the recipient's name from the "To" line (autocomplete), I will get that error, but if I search for the name in the email directory and use that, then it is fine.

Items stored in the cache of your copy of Microsoft Outlook may not work correctly with the new server. To correct this, open Outlook with your new profile (the one pointing to Office 365) and do the following:

- Go to File > Options
- Select Mail
- Scroll down and click "Empty Auto-Complete list"

This will remove all the "remembered" e-mail addresses that now have an invalid path.

Office 365 Migration - What to Expect

The new CDOB email service will be Office 365 from Microsoft. In addition to greater storage space (quota) the migration to Office 365 will provide many other benefits to you and the Diocese. However, there will be some preparation involved on your side before we can migrate your mailbox.

Before your Migration

On the night your account is scheduled to be migrated, please log off your email program (on your computer) and delete the account from your cell phone and/or tablet if it is set to check your CDOB mail! We have encountered a number of accounts that could not be migrated because the account was accessed during migration.

Reduce your mailbox size as much as possible.

The more items in your account, the slower the migration and the more risk there is of a problem. To see how much space your account is using on the server, right-click on your email address (Outlook / Left Side) and choose "Data File Properties...."

Delete emails you don't need or move them to a PST file, using the "Archive" function in Outlook 2013. Click [This Link](#) for instructions.

Check your Sent folder and remove unneeded emails there as well. (It may help you to sort your folders by size rather than by Date Received in order to group the larger messages together.) Remove old calendar entries, notes, and drafts. You can even move all your mail files to local files and then move them back later — When you have finished, **empty your Deleted Items or Trash folders.**

Prepare to be without your email during the migration. You will need to reconfigure your Outlook Program after the migration, but will be able to use Office 365 web mail immediately (see below). Prepare to lose mail and calendar sharing if you and your colleague are not migrating together. If you share a mailbox or calendar with someone (delegation) you will not be able to do so **until both of you have been migrated.** We can arrange to migrate you and your delegate as close together as possible. Also, if you are a frequent user of the calendar for setting up meetings, note that the "free/busy" status of someone who has migrated is not available to someone who hasn't, and vice versa.

If you use a mobile device, you will need to reconfigure it. Check the following link for details:

[Set up and use Office 365 on your phone or tablet](#)

During your migration

You will not be able to send or receive email from your CDOB email account or use your CDOB calendar during the migration process. (You will be able to read old emails if they are stored in PST files or cached in Outlook for “offline” reading.) The migration will take anywhere from 30 minutes to several hours depending on how many items you have stored on the server. During the migration, mail sent to you will be stored for later delivery.

After your migration

Once your data has been migrated to the cloud, you will need to reconfigure your Outlook program and mobile device with new server name, which is: outlook.office365.com

If you have any difficulty in setting up your email client after the migration, you should use the Office 365 web mail at <https://login.microsoftonline.com> until we can assist you with the setup.