Office 365 Migration FAQ

What is Office 365?

Office 365 is a cloud based email and collaboration suite that will replace our Lotus Notes email, calendaring system and Sametime platform. A cloud based system means that the application is stored in the vendor's data center opposed to ours.

The Office 365 platform and tools will work on most PCs, Macs, tablets, smart phones, and over the web, making Office 365 accessible anyplace you have an internet connection.

What is being rolled out?

- Outlook: Will provide email and calendaring functionality. This functionality is accessible through the full Outlook desktop applications, over the Web on Outlook Web Access (OWA) or via your smart phone.
- Lync: Connects people everywhere with instant message, desktop video conferencing, online meetings, and more.
- Web Apps: Web based versions of Word, Excel, and PowerPoint. You can edit your MS Office files over the web with a web browser.
- SkyDrive: 25 GB of virtual storage that works over the web and on mobile devices. Leave your USB drives at home!
- SharePoint: SharePoint is an enterprise system used to engage people, share ideas, and reinvent the way we work together. It eventually will replace most of our Lotus Notes Databases.

Can I get a quick look at what Office 365 is now?
Yes, the following video provides a good introduction to Office 365. http://bit.ly/SPAZo0

When will the migration take place?
The Office 365 migration is taking place on December 27th at 6:00 PM for all of the above products except SharePoint.

The complete migration from Lotus Notes databases to SharePoint will take between 24 to 48 months based on the 15 years' worth of Lotus Notes databases we have in production. A few new SharePoint databases will be available to some departments starting in January.

What is the time for the migration?

Dates	What You Can Expect
December 27th at 6:00 PM to December 30th at 7:59 AM	Lotus Notes will go offline as Information Systems begins the final migration. Email may be unavailable. All email will be continued to be received into the Office 365 system.
December 30th at 8:00 AM	All individual inboxes will have at least 90+ days of email in the inbox.
December 30th to January 15th	All mail up to 2 years old will be loaded into individual mail boxes.
January 15th to January 30th	All Public Mailboxes will be migrated.
February 1st to February 28th	Archived email will migrate into the email boxes.

What information will be migrated?

Information	Migrated Yes/No
Current Email	Yes, all mail will be migrated. 90 days by December 30th at 8:00 AM. Two years' worth of email by January 15th
Archived Email	Yes, all archived email will be moved by February 28th
Address Book	Yes, all local address books have been migrated
Public Mail Boxes	Yes, all public mail box information will be migrated by January 30th
Calendar	Yes, all calendar entries and invitations will be moved
Mail Box Rules	No, all rules must be recreated
Delegation Rights	No, all rights must be reestablished
Encrypted Messages	No, encrypted messages will not be automatically migrated. You will need to contact the IS department if you need to move such messages.
Folders	Yes, all folders will be migrated
Forwarding rules	No, all forwarding rules must be recreated
Databases	No, for now all databases will remain on Lotus Notes
Sametime groups	No, personal groups must be recreated in Lync
Lotus Notes Groups	Yes, all system distribution groups will be migrated such as the everyone, departmental and campus level groups
MyMail Email	It depends, yes all faculty and staff who are currently taking classes will have their mail migrated into Office 365. All other staff will not have their MyMail messages migrated
Out Of Office	No, the out of office rules will not apply

How Do I Access Email?

You can access Office 365 at any time on the web by going to http://office365.berkeleycollege.edu. In the Office you will access Office 365 through Outlook 2013 which you will find on your desktop after the migration.

When will I be trained?
Online training is available at http://office365.berkeleycollege.edu. Online and onsite classes are available through December. Sign up through Ultipro.

1. Login to UltiPro

2. Click on Myself

3. Click on Career Development

4. In the Thing I Can Do box on the right, click on CERTPOINTVLS

5. Click on the Go

6. Click on Available

7. Click on View Information and click Register beside the class you wish to take.

Where do I go for support?

Based on preliminary data, the Helpdesk gets about 1,500 calls a month, during the go live of Office 365 for staff we expect to get 1,500 calls during the first few days. While we have added 5 extra staff members and contracted with our after hours support company we still expect extremely long wait times. On Dec 30th we will have one or more IS staff at your campus going from department to department to provide Office 365 support. Please wait for one of them to come by before calling the Helpdesk. We would like to limit calls into the Helpdesk for users that can't login and access email only.

We will also have staff on campus for when our faculty returns. Please refer to the online training, FAQ, and training cards for all other questions.

What does faculty need to do in order to prepare for the Winter quarter?

As we have already informed them, it is imperative that you make sure to change all of your contact information within your Blackboard courses, signature file and course syllabus to reflect your three letter email address.

Logging into Office 365

Will I have another username and password for this system?

You will use your active directory name followed by @berkeleycollege.edu.

FirstName-LastName@berkeleycollege.edu

Your Password will be the same as your computer/Blackboard Account

For example if your name is John Doe and you login to your computer and Blackboard is John-Doe, then your Office 365 login will be John-Doe@berkeleycollege.edu. **Your password will be the same as your computer/Blackboard account.**

Will I be provided with a new email address?

After the migration current staff will be able to receive email using their three letter email address, or utilize the existing network login address format.   For example JBD@BerkeleyCollege.edu or

John-Doe@Berkeleycollege.edu

As of September 1st, only our new associates have been assigned an email address matching the network login format.

Will I still use Lotus Notes?

Yes, you will use Lotus Notes to access specific databases and public mailboxes. After the migration you will not be able to log into http://mail.berkeleycollege.edu directly.

Databases	Web Links
Refund Submission Database	http://mail.berkeleycollege.edu/refunds.nsf
Check Requests	http://mail.berkeleycollege.edu/CkRequest.nsf
VIA Queue Requests	http://mail.berkeleycollege.edu/ProjVIATest.nsf
Maintenance	http://mail.berkeleycollege.edu/Mainthlp.nsf
Student Record Update	http://mail.berkeleycollege.edu/StudentRU.nsf
Security Report	http://mail.berkeleycollege.edu/Secreport.nsf
ACH/WIRE Transfer	http://mail.berkeleycollege.edu/ACHWIRE.nsf
Expense Reports	http://mail.berkeleycollege.edu/Expense.nsf
Change of Status	http://mail.berkeleycollege.edu/COS.nsf
Bulletin Board	http://mail.berkeleycollege.edu/BCBroadcast.nsf
Login Access Change Requests	http://mail.berkeleycollege.edu/Dev/LoginAcc.nsf
IS Project Requests	http://mail.berkeleycollege.edu/Projectrequest.nsf

Will My Lotus Notes Password Still Expire?

Yes, in order to ensure the security of the system the password policy is still in effect and will need to be changed every 90 days.

Will I have all of my email from Lotus Notes in Office 365?

Once the migration is completed all of your email and archived messages will be in your Office 365 account. The migration will be complete by February 28th.

Please remember that MyMail messages are only being migrated for Faculty and staff that are currently taking classes.

Until the migration is completed you may go into Lotus Notes email to view messages sent prior to December 27th.

Why do I have duplicate messages in my inbox?

It is possible that if your email was forwarded from MyMail to Lotus Notes or vice versa that duplicate emails will arise when contents of both accounts are combined into Office 365. Unfortunately there is nothing that IS can do at this time to prevent this from occurring.

Is Sametime still available?

Yes, but we will be replacing Sametime with Lync a more flexible and robust system. It includes chat, desktop sharing, recording sessions, document sharing and a whiteboard.

Mobile Devices

How do I check my email on a mobile device?

You can check email, calendar and your address book anytime and anywhere by going to
http://office365.berkeleycollege.edu

Can I check my email in the native client on my telephone?

Connection via your devices native email client is reserved for users with Berkeley owned devices. If you have a Berkeley owned device you can follow the instructions on our training site to connect your device. Please note that your device must be approved by our system following your connection.

If you have a personal device and wish to access your email via the OWA application available in the iTunes store, you must first complete and receive approval under the Bring Your Own Device Program (BYOD). Apply anytime through the Lotus Notes Login Access Change Form at
http://mail.berkeleycollege.edu/Dev/LoginAcc.nsf Please note that you will not be able to use the application until you have been approved by our system.

More information is available on the website at http://office365.berkeleycollege.edu

Will Traveler still work?

Traveler will no longer function after the migration.

MyMail Information (Student Email System) Applies to Faculty and Staff Taking Classes

What will happen to my MyMail Account?

We will be phasing out MyMail accounts for all faculty and staff. However in order to avoid any interruption in communication with student and staff who are currently taking courses everyone will continue to have access to their MyMail accounts until December 27th at 6:00 PM.

After December 27th faculty and staff will no longer have access to MyMail.

Will my MyMail account information move over to Office 365?

If you have been identified as a member of the faculty or staff (who is currently taking classes) all of your mail will be migrated to Office 365.

Do I need to forward email from MyMail to Office 365?

Because your MyMail address will be retired we cannot forward messages from that address to your new Office365 account. People emailing you after the migration at your current MyMail address will receive an undeliverable message. This is why it is imperative that your change you contact information in your Winter courses as soon as possible.

Will there be a student address book in Office 365 so I can look up my students?

Information Systems will be pre-populating and maintaining all student addresses in a Student Address book within Office 365. The MyMail system will have a similar Faculty and Staff address book to make it easier for students to contact their teachers and staff.

Will the student's email address change?

Students will need to access their email through Blackboard.