

IT Job Aid: DOT Mailbox Migration to Exchange Online (Office365 E-Mail) FAQ

Audience: End User
Rev 1.0 11/2/2017

The purpose of this job aid is to share with you general frequently asked questions (FAQ) about migrating to Exchange Online (Office365 E-Mail).

What is being migrated?

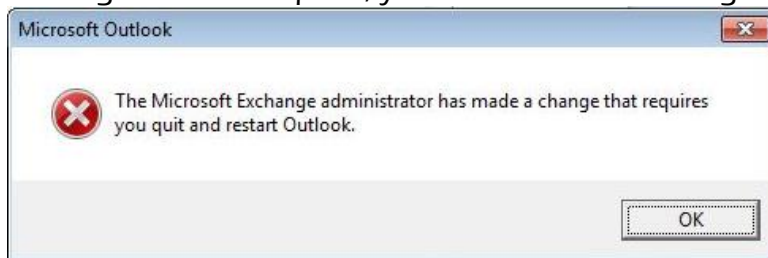
Only your Outlook mailbox. We are migrating from an on premise-based Exchange environment to Microsoft's hosted Office 365 offering.

Will I be notified when my email will be migrated?

Yes, you will be notified in an email about a week before your mailbox will be migrated to Office 365. You will also receive notification 2 days prior to the migration and the day of the migration.

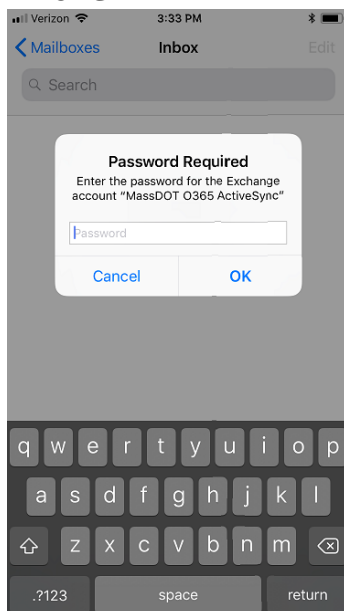
What will be the impact to me?

When the migration is complete, you will receive a message to restart Outlook.

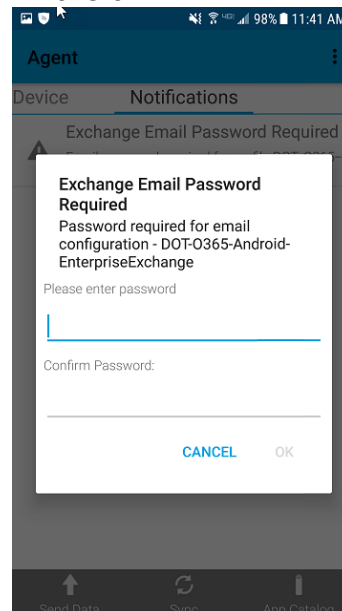


Mobile Airwatch users will need to re-enter your password on your mobile device.

iPhone:



Android:



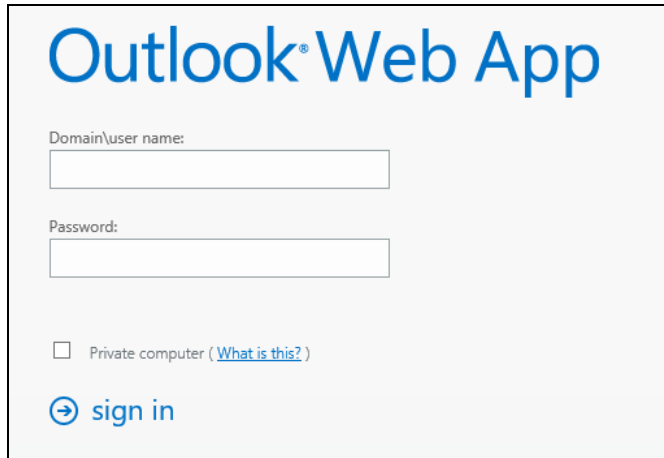
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What changes will I see on my desktop?

Outlook client users will experience no noticeable change from the current version. If by chance you are prompted, you will login into Outlook using your DOT email address (typically first.last@dot.state.ma.us) and your network password.

Outlook Web Access (OWA) users will experience a new interface similar to the familiar client version.



Will My Email Address Be Changing?

No.

If I am not in the office during the scheduled migration time, will my Outlook Mailbox still be migrated?

Yes

What happens to my old email and calendar entries?

Your email folders, contacts and calendar entries will migrate along with your mail.

Will mailbox and calendar sharing permissions (delegates) be migrated or will they have to be set up again?

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

Do I still have my email signature inserted to new emails?

Yes, if the outlook profile is not rebuilt

How much space do I have for my Outlook email account in Exchange Online (Office365 E-mail)?

Each Office 365 mailbox has a quota of 100 GB. The Archive mailbox size is unlimited.

What the maximum allowed attachment size for my message?

The maximum allow attachment size is 25 MB.