Office 365 Email Upgrade

email.fullerton.edu

Academic Affairs Full-Time Faculty & All Staff Training
Agenda

Pilot Training Agenda Items

1. What to Expect Before the Upgrade
2. What to Expect During the Upgrade
3. What to Expect After the Upgrade
4. Office 365 Email Resources
1. What to Expect Before the Upgrade

• **What do you need to do?**
  - Clean up inbox and folders
  - Empty Deleted Items
  - Empty Junk Email

• **When?**
  - CBE, COMM, H&SS, NSM Non-Faculty: 9/19
  - ART, EDU, ECS, H&HD Non-Faculty: 9/26
  - CBE, COMM, H&SS, NSM Faculty: 10/17
  - ART, EDU, ECS, H&HD Faculty: 10/31
2. What to Expect During the Upgrade

- **Upgrade Day/Time**
  - Starting at 4pm
  - CBE, COMM, H&SS, NSM Non-Faculty: 9/25
  - ART, EDU, ECS, H&HD Non-Faculty: 10/2
  - CBE, COMM, H&SS, NSM Faculty: 10/23
  - ART, EDU, ECS, H&HD Faculty: 11/6

- **Availability of Email**
  - Email will be view-only during the upgrade (no sending or receiving)
3. What to Expect After the Upgrade

- **Accessing Desktop Outlook**
  - PC Users may need to restart Outlook application and enter current password
  - Mac Users will need to delete and re-create Outlook profile

- **Outlook on the Web**
3. What to Expect After the Upgrade (cont’d)

Mobile Devices

- Follow instructions to update your Mail or Outlook mobile app settings. You may have to delete/re-create profile.
- Updating Mail app: http://csuf.screenstepslive.com/s/12867/m/47716/l/589388-modifying-mail-on-your-ios-device-after-office-365-upgrade
3. What to Expect After the Upgrade (cont’d 2)

- **Administrative Accounts**
  - Some accounts are not moving to Office 365. If your delegate access stops working, you may need to access the account using Outlook on the Web or add it as a second account to your desktop Outlook.

- **Calendars and Sharing**
  - Some calendars are not moving to Office 365; you will only be able to see free/busy information.
  - If you share your calendar with someone else, you may need to re-add the sharing.
4. Office 365 Email Resources

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Resources available

CSUF Resources

- CSUF Office 365 Email website: http://www.fullerton.edu/IT/services/email/outlookupgrade.php
- CSUF Upgrade documentation: http://csuf.screenstepslive.com/s/12867/m/47716/c/178649
- IT Help Desk at helpdesk@fullerton.edu or x7777

Microsoft Resources

- Office Help and Training: http://support.office.com
- Office YouTube channel: https://www.youtube.com/user/officevideos

Lynda.com Resources

- Office 365 Courses and Tutorials: https://www.lynda.com/Office-365-training-tutorials/1016-0.html