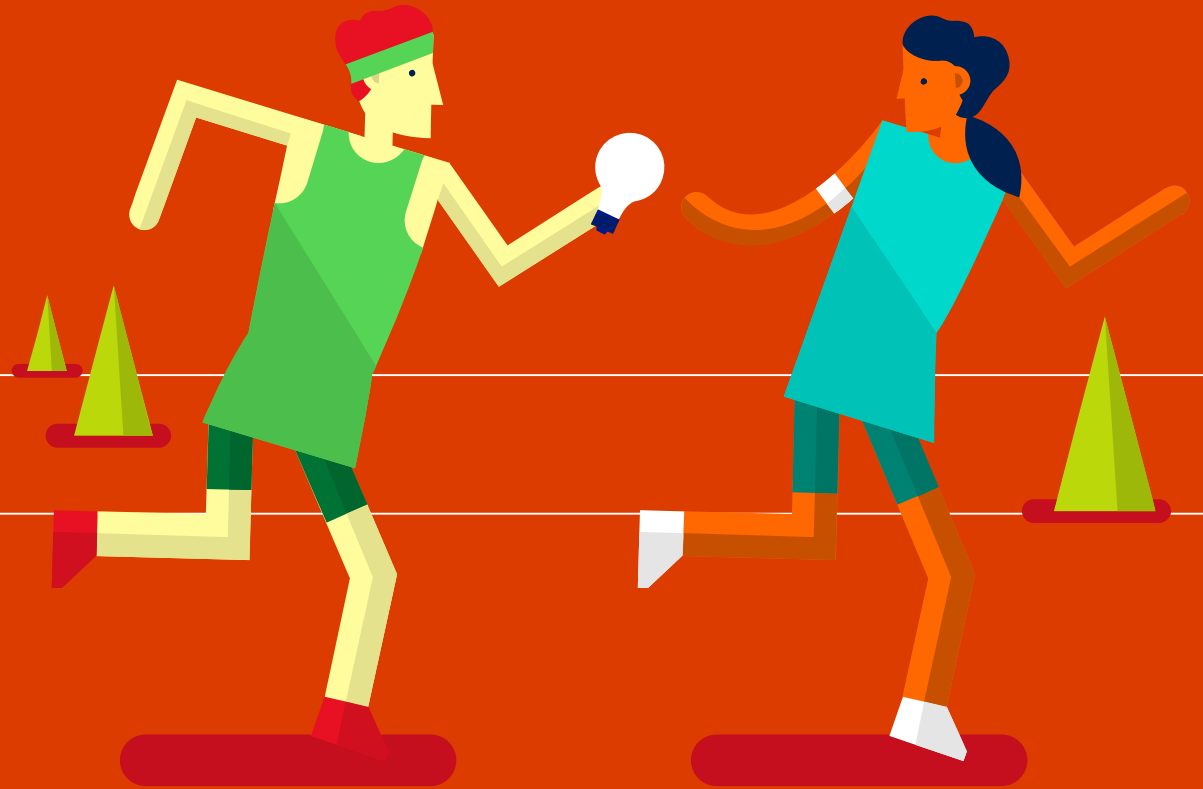


Office 365 Email Upgrade

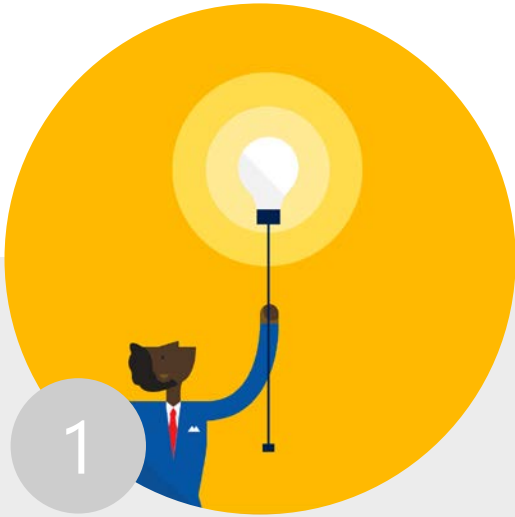
email.fullerton.edu

Final Group (Emeriti and Misc Accounts)



Agenda

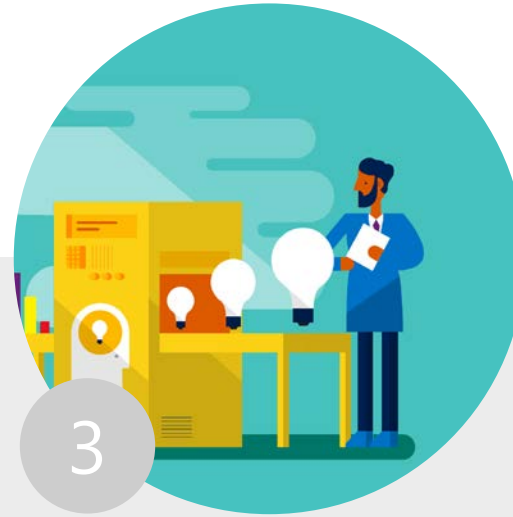
Training Agenda Items



What to Expect Before the Upgrade



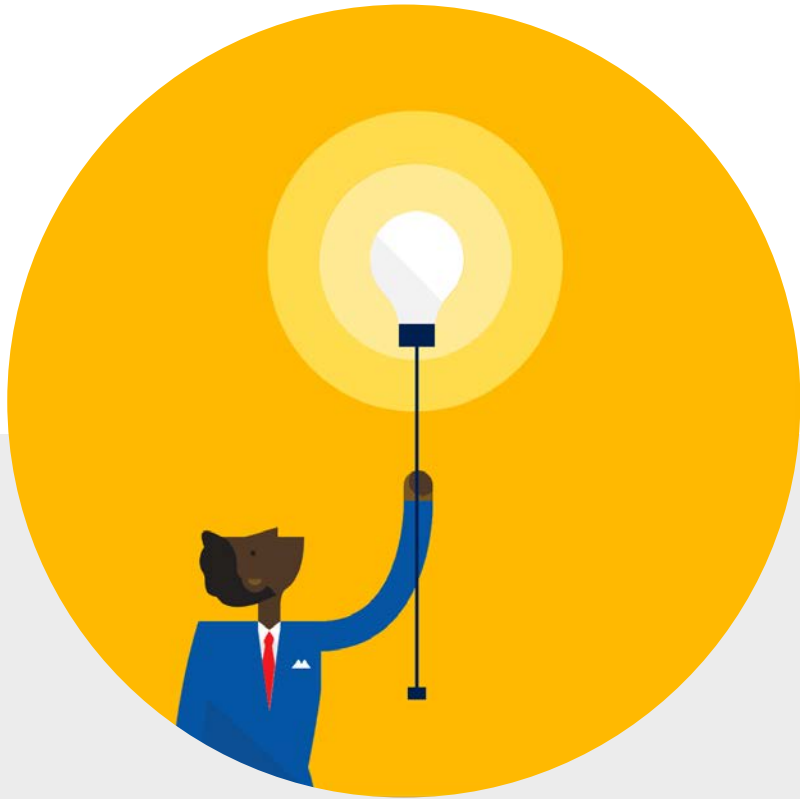
What to Expect During the Upgrade



What to Expect After the Upgrade



Office 365 Email Resources



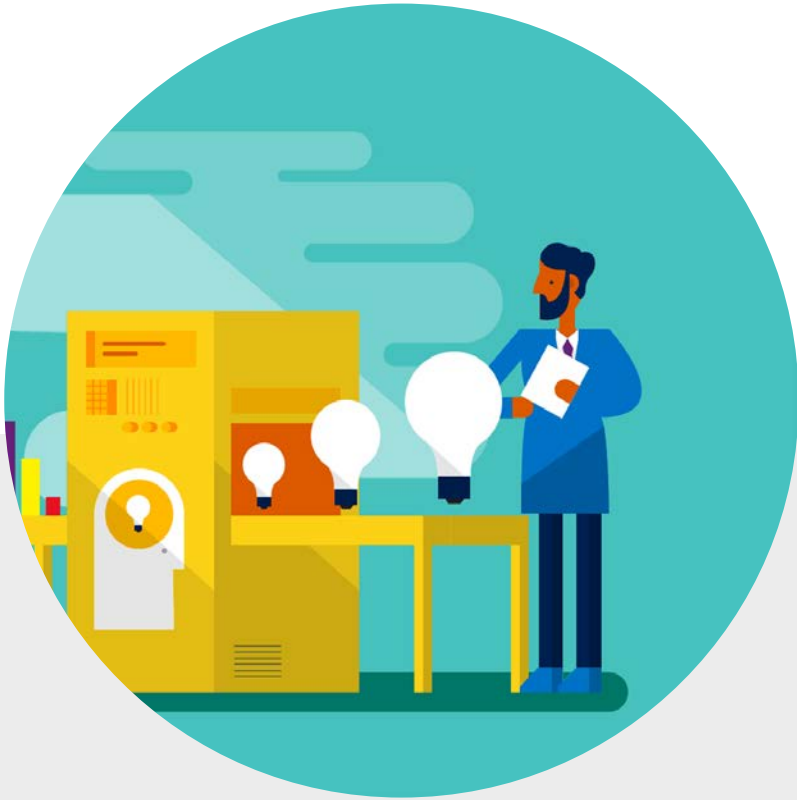
1. What to Expect Before the Upgrade

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



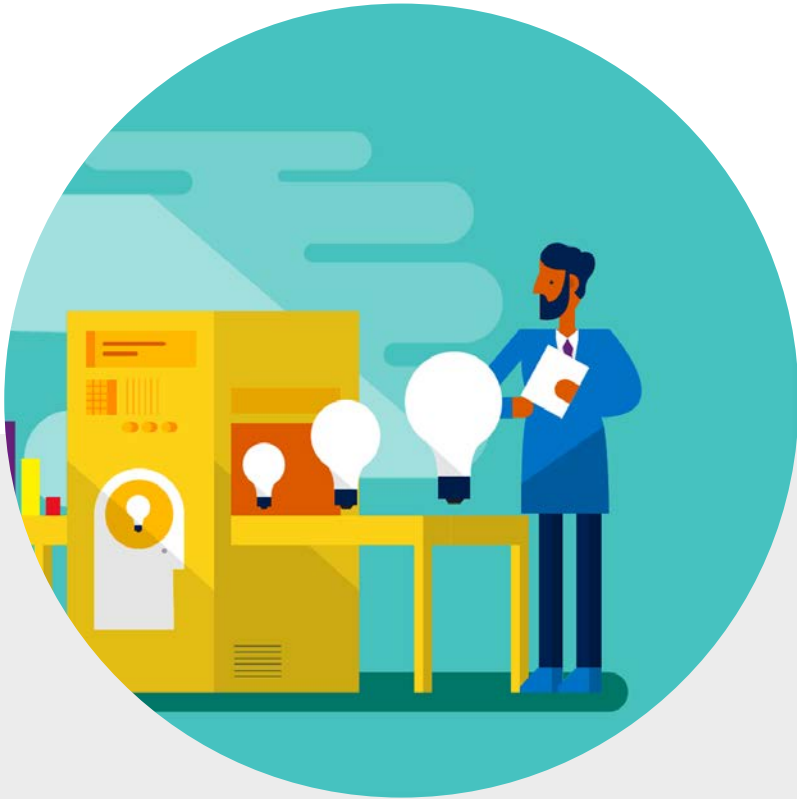
2. What to Expect During the Upgrade

- **Upgrade Day/Time**
 - Monday, February 19th – Tuesday, February 20th
- **Availability of Email**
 - Email will be view-only during the upgrade (no sending or receiving)



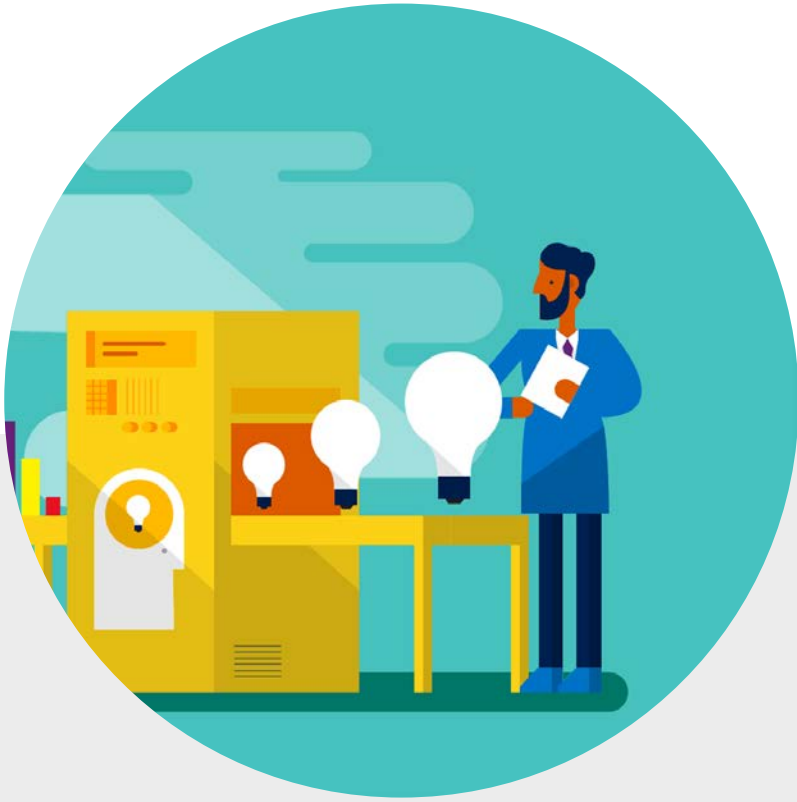
3. What to Expect After the Upgrade

- **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**
 - Access Outlook on the Web at <http://outlook.office365.com>



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 Outlook app:
<http://csuf.screenstepslive.com/s/12867/m/47716/l/589387-modifying-outlook-on-your-ios-device-after-office-365-upgrade>
 - 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**
 - May need to re-add sharing or delegate permissions
 - Write down a list of all of the email accounts other than your own that you access so you can re-add them later if needed
- **Calendars and Sharing**
 - May need to re-add sharing or delegate permissions
 - Write down a list of all of the calendars you have access to now so you can re-add them later if needed



4. Office 365 Email Resources

email.fullerton.edu

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>
- ➔ Welcome to Outlook.com: <https://support.office.com/en-us/article/Welcome-to-Outlook-com-28bac523-cc12-4b52-b13c-4436cd181edc?ui=en-US&rs=en-US&ad=US>
- ➔ Getting Started in Outlook on the web for Office 365: <https://support.office.com/en-us/article/Getting-started-in-Outlook-on-the-web-for-Office-365-ab4caa06-a421-4be3-84e0-26fcffc99340?ui=en-US&rs=en-US&ad=US>

Lynda.com Resources

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