

**Q: Will my email address change?**

A: No, you will keep your existing email address.

**Q: Will my password change?**

A: No, your password will stay the same.

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

A: Delegate permissions should migrate, but until all delegates associated with an account are migrated to O365, those permissions will not function.

**Q: I check my mail using my mobile device (iPhone/iPad, Android, etc). Will that work with the new system?**

A: Yes, but you will have to enter new server information for the device to find your mailbox in its new location. A link with step-by-step directions will be provided. You should not complete this step until you receive notice that your mailbox has migrated.

**Q: Do I need to upgrade my browser?**

A: Not on a district assigned device. At home, most modern browsers will work fine for webmail.

**Q: Can I move my existing mail to the new server?**

A: All of your mail currently on the existing servers will be migrated for you. No action is required on your part.

**Q: Will all my contacts, notes, etc., be transferred?**

A: If they are stored on the current Exchange server, they will be transferred along with your mail.

**Q: Will the SCSD Active Directory Domain change?**

A: No, at this time, there will be no changes to the active directory domain, your username or password.

**Q: Will the connection between my computer and the cloud server be secure?**

A: The email connection types (Exchange, POP, IMAP, and SMTP) all support SSL encryption to secure your connection, and the web mail client uses https to secure your connection.

**Q: Will my data be handled securely in the cloud?**

A: Yes. Office 365 provides the ability to encrypt data at rest which is a requirement of Education Law Section 2-d. Office 365 mitigates against the risk of unauthorized physical access with extensive physical protections in their datacenters and operational procedures.

**Q: Can I access my email during the migration?**

**A:** During the migration of accounts, which will occur between Friday, May 24 and Tuesday, May 28, you will not be able to access your email account. Email will also begin migrating in bulk during this time. Starting Tuesday, May 28, users will begin to receive notices that their Outlook Client has updated. Simply follow the prompts to close and reopen Outlook. It is anticipated that this process will take up to 3 weeks, but you will receive notification once your mail has migrated.

**Q: Can I use my current Outlook Client?**

**A:** Yes. It will automatically be pointed to the new email environment once your mail has migrated.

**Q: How much space do I get in the new Office 365 email environment?**

**A:** With Office 365 you will now have 25GB of primary mail storage. This is a significant improvement over the 600MB currently allotted to users with our current Exchange environment.

**Q: Should we be concerned about HIPAA compliance?**

**A:** We have a signed agreement with Microsoft that covers HIPAA and FERPA, but it's good business practice to avoid sending personally identifiable information (PII) via email, whenever possible.

**Q: Will shared mailboxes still function the same as they do now?**

**A:** Yes, they should, but it is also dependent on both users having migrated to the new environment.

**Q: Will I still be able to access my email through Outlook Web Access (OWA) from the district website?**

**A:** Yes, once your account has been migrated to Office 365 you will be able to access the new email environment through a web client. It will automatically redirect you.

**Q: What else are we getting with this upgrade to Office 365?**

**A:** An increase in mailbox storage, improvements in SPAM filtering, improved performance with less downtime. In the future Office 365 also affords the district the ability to take advantage of additional services afforded to us in their online suite of apps. Once the email migration has been completed successfully, the other services will be made available as part of a later phase of the project.