

Office 365 FAQ

1. What is happening to my Google account?

A: Your email (Gmail mailbox) is moving to Office 365. Your Google calendar, contacts and documents are not moving.

Note: Your email address and password are not changing.

2. What is Office 365?

A: Office 365 is Microsoft's email and applications platform. With Office 365 you can access your email through your web browser. This will be accessible through the main website alumni page (just like GMAIL is today) or directly at <https://portal.office.com/>

3. How do I access my email?

- Through the main website alumni page.
- Through [Outlook Web Access](#) or [OWA](#) .

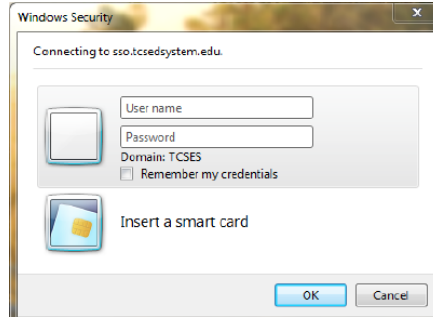
You will access your gateway through newly redesigned sign-on screen below and be able to access your mail directly, without having to sign on again.

When you access your email through OWA you will see the newly redesigned sign-on screen noted below. You use the same username and password that you use today.



Note: If you use Microsoft Internet Explorer, you will need to enter your username with the TCSES domain (TCSES\username) and password.

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4. How will Gmail labels migrate to Office 365?

A: Office 365 email uses folders instead of labels. After moving to Office 365, your email will be organized in folders that are named in a way that corresponds to your labels.

5. Any suggestions regarding commonly used email features?

A: Gmail and Office 365 share many features that are used in similar way on both systems, though there will be difference. If you use them, you will need to manually recreate them after the migration to Office 365 and Outlook. The instructions and a brief description of the function are below.

- **Gmail Signature:** Automatically adds a signature to your emails. See [Signature Setup](#)
- **Gmail Filters:** Office 365 uses rules instead of filters. To automatically process email see [Inbox Rules](#).
- **User Photo:** Add a picture or avatar to your account. See [User Photo](#).
- **Vacation Responder:** Replaced with Automatic Replies. See [Automatic Replies](#).
- **Tasks:** You will need to recreate tasks.

6. How do I access my email from my mobile device or through Outlook?

- See the **How to Configure Your Mobile Device** PDF file
- Click on **[Set Up Email in Outlook for Windows](#)**
- Click on **[Set Up Email in Mac OS X Mail](#)**

7. Will my Gmail calendar entries be migrated to Office 365?

A: No, but you can do that manually. First, you will need to export your calendar from Gmail. Click on the [Gmail calendar export](#) link. Second, you will need to import the calendar into Outlook Web Access. See the **How to Import a Google Calendar into Outlook Web Access** instructions.

You will probably need to recreate any recurring meetings.

8. Will my Gmail contacts be migrated to Office 365?

A: No, but you can do that manually. First, you will need to export your contacts from Gmail. Click on the [Gmail contacts export](#) link. Second, you will need to import the .csv file into Outlook Web Access. See the [Office365 contacts import](#) link and see the *Import your list of contacts to Outlook Web App* section.

9. Will my Google Docs, Sheets or other services be migrated to Office 365?

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A: They will remain on Google and will remain accessible for approximately one year. We encourage alumni to transfer their files manually to OneDrive.

10. What will happen to my school-assigned Google account?

A: The account will remain active for approximately one year so that you can access Google documents and other Google services. Your Gmail inbox will be visible although you won't be able to send or receive mail through it.

11. Will there be a period I cannot access my email?

A: Yes. During the email migration from Gmail to Office 365 you will not be able to access your email. This period will start Monday morning 12/28/15 and end by midnight CT Wednesday 12/30/15 or sooner.

12. How will I know when the transition to Office 365 has started and when I can get to email again?

- The email links on the main website alumni pages will not be available during the transition.
- When the transition is complete a notice will be posted on the main website alumni pages and the email links will be available again.

13. Do I have access to the Office 365 suite of applications?

A: You will have to purchase [your own license](#).

14. What if I cannot access email after the transition to Office 365 using my gateway?

A: Contact the Service Desk at (800) 747-8367.

Glossary

1. Microsoft Office:

A collection of productivity software applications for use on computers with Microsoft Windows or Mac OS X Operating Systems. The applications include a word processor (Microsoft Word), spreadsheet (Microsoft Excel), presentation software (Microsoft PowerPoint), e-mail & personal information manager (Microsoft Outlook), database tool (Microsoft Access), desktop publishing app (Microsoft Publisher), and note-taking software (Microsoft OneNote). There are multiple variations of Microsoft Office such as Office Home & Student, Office Home & Business, Office Professional, etc., each variation corresponding to a different combination of applications. The Microsoft Office applications must be installed on a computer to be used.

2. Microsoft Office 365 (Often referred to as Microsoft 365 or Office 365)

A collection of Microsoft's productivity applications that are used through a Web Browser over the Internet. In addition to the applications above, Office 365 includes online document storage, online communications, and social networking services. The different Office 365 variations (Suites) such as Office 365 Home & Student, Office 365 Home & Business and Office 365 Professional, correspond to different combinations of applications and services.

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3. **Microsoft Outlook**

Microsoft Outlook is an e-mail client and personal information manager (PIM) that's available as part of Microsoft's Office suite. It needs to be installed on a computer or tablet before it can be used

4. **Microsoft Office 365 Outlook**

An application available to users of Office 365 for managing email using a WEB browser.

5. **Outlook WEB Access (OWA)**

A general term for any of a number of Microsoft applications (all very similar) for managing email using a WEB browser including Outlook.com, Office 365 Outlook or Exchange Outlook WEB access.