Office365 Mailbox Migration Frequently Asked Questions

Q. Can I access my email during the migration?
A. Yes, during the migration you won’t notice anything different and you will be notified when your migration is complete. If it is open, close and then restart Outlook.

Q. Can I use my current Outlook client?
A. While it will work on older versions, the Office 365 migration is optimized with the newest version of Outlook (2016) which you should be using currently. If you are not using Outlook 2016, please contact the helpdesk so that you may get your Outlook client upgraded.

Q. Does this move include my .pst folders?
A. You can continue to use the PST files as you have been doing post mailbox migration, or take advantage of the 99GB mailbox space and re-import them into your Exchange mailbox. PST files are stored locally on your computer or a mapped drive and therefore cannot be imported during the mailbox migration process. Office 365 mailboxes will include 99 GB of storage which should allow you to import mail from your PST files in to Office 365 after it is converted. PST files are not migrated because they are not actually a part of your mailbox or stored on the Exchange mailbox servers. They are standalone files stored locally.

Q. Is there an archive alternative to .pst files in Office365?
A. Yes. Office365 has an online archive feature that allows you to setup an archive infrastructure right in your Office365 mailbox. This mailbox is visible in both Outlook and the Office365 web interface, an advantage to .pst files which are stored outside the mailbox store. This archive is always available every time you login to your mailbox. Mail from any existing .pst files can be transferred to the online archive.

Q. How much space do I get for email in Office365?
A. With Office365 you now have a 99GB primary mail store. This is a significant improvement over the 8 GB that was allotted to users within our on campus Exchange email system.

Q. Should we be concerned about HIPAA compliance?
A. We have a signed Business Associate Agreement (BAA) with Microsoft that covers HIPAA and FERPA, but it’s a good business practice to avoid sending information like this via email whenever possible. In the near future, our Office365 email environment will include functionality that will prevent data leakage (social security numbers, etc.) from being sent to external mailboxes. Any email sent
between users who have Coppin Exchange mailboxes either on premise or in Office365 is secure because it never leaves our system, and between our on premise and Office365 environments it is secured via SSL. However, if a Coppin employee has a Coppin email address but has their mail delivered to a non-Coppin email service, security cannot be guaranteed.

Q. Will shared mailboxes still function the same as they do now?
A. Yes, they should.

Q. Will I still be able to access my email through Outlook Web Access (OWA) at webmail.coppin.edu?
A. Once your mailbox has been migrated to Office365 you will no longer be able to access Outlook Web Access via webmail.coppin.edu as in the past. Login attempts will be greeted with the following:

Use the following link to open this mailbox with the best performance:
http://mail.office365.com/owa

You can still get to your email from the Email tab on the Coppin home page, just follow the new link, and sign in again. When the entire campus has been migrated there will no longer be a redirect and you can get to mail directly.

You should get used to accessing Office 365 with office365.coppin.edu which allows you access to all of your Office 365 apps including Outlook email.

Q. Will email space ever become unlimited?
A. It is unlikely that email space will become unlimited. The online archive is unlimited in size so older email can always be archived there to free up space in your primary 99GB mailbox.

Q. When will OneDrive have unlimited space?
A. OneDrive currently has 1TB of disk space. At some point Microsoft will update our tenant to have unlimited space, that time is unknown at present.

Q. How do I save documents to OneDrive from my desktop?
A. There is a OneDrive for Business sync client for Windows that will create a folder on your PC where you can store files and have them sync up with your Office365 OneDrive. Also, any files you create directly in OneDrive will then sync down to each Windows PC where you have installed the OneDrive for Business sync client.

Contact the helpdesk for assistance, or wait for future training on how to perform these functions.
Q. Is there a OneDrive for Business client for the Mac?
A. At the present there is a Mac client under development but it has not yet been released.

Q. What Office365 applications have full versions for the PC?
A. At this time, only the traditional Office Suite applications: Outlook (mail, calendar, people, tasks); Excel; OneNote; Word; and PowerPoint.

Q. The look and feel of Office365 applications is different than Office 2013, how come?
A. Office 2013 is an old version of office that has been supplanted by Office 2016. The user interface for the office suite was refreshed. It is recommended to update from Office 2016 to have the best integration experience between Office applications running on the PC and Office365.

Q. How can I find out how much mailbox space I have left?
A. After your mailbox is migrated to Office365 you will have a 50GB mailbox. With 50 GB of email space it should be quite some time before you have to worry about running out of mailbox space. However, you can easily check the amount of space you have in use by using the following steps.

When you login to Office365 go into your online mailbox by clicking the Mail tile.

Once in your mailbox, click the menu gear in the upper right corner.

Then click the Options menu item.

In the Options menu, open the General settings and click My Account.

At this point you will see your mailbox usage in the lower right corner of the screen.

Q. Will there be any more version changes after this?
A. Office 2016 is the current version on campus and in Office 365. We will soon upgrade desktop clients to Office 2016 ProPlus which will automatically update and be in sync with the Office 365 applications. Microsoft now adopts a cloud first strategy and will always upgrade the applications in Office 365 before and other version, so the upgrade to ProPlus will keep up current.