

# Office 365 Upgrade Training

- Reconnecting Profiles
  - Desktop
    - Outlook client 2010 -2013 can use this tool ( <http://config365.com/> ) and in most cases it will reconfigure the client for the end user. If not users will need to use the manual reconfigure option found in this document ( <http://www.perry.kyschools.us/docs/district/depts/42/reconnecting%20a%20outlook%20client.pdf?id=8050> )
    - Office 2016 Clients will need to reconfigure manually using the link in the previous bullet
  - Mobile devices
    - (IOS) I-Phones
      - <https://support.office.com/en-us/article/Set-up-email-using-the-iOS-Mail-app-7e5b180f-bc8f-45cc-8da1-5cefc1e633d1?ui=en-US&rs=en-US&ad=US>
    - Android
      - <https://support.office.com/en-us/article/Set-up-email-in-Android-email-app-71147974-7aca-491b-978a-ab15e360434c?ui=en-US&rs=en-US&ad=US>
- How to recover student content from old email account
  - <http://www.perry.kyschools.us/docs/district/depts/42/retrieving%20student%20email%20content.pdf?id=8059>
- Things that will be moved to the new system
  - Staff email, calendars and contacts
  - Staff and Students OneDrive that have been accessed in the last 120 days
- Things that won't be migrated to the new system
  - Student email, calendars and contacts
  - No deleted items for any users
- Changes from the old to the new system
  - Only district and school admin will be seen in the Global Address List.
  - No staff or students will be visible in the Global Address list.

- Post Migration before users start logging back into webmail they need to delete their browsing history. See the links below for deleting browser history in the all three browsers.
  - Internet Explorer
    - <http://www.perry.kyschools.us/docs/district/depts/42/steps%20to%20delete%20browsing%20history%20in%20internet%20explorerer.pdf>
  - Google Chrome
    - <https://support.google.com/chrome/answer/95589?co=GENIE.Platform%3DDesktop&hl=en>
  - Firefox
    - <http://www.perry.kyschools.us/docs/district/depts/42/deleting%20browsing%20history%20in%20firefox.pdf?id=8056>
      - Delete all your history

Timeline of how the migration will go:

1. Migration will start on February 22<sup>nd</sup> at 4:30 p.m.
2. If the migration goes well we will have mail functionally by 12:00 noon on Friday, February 23<sup>rd</sup> through web mail. In order for the outlook client to work on your computer or your mobile device the profile as to be reconfigured. School staff will be trained on how to assist you with reconfiguring your outlook client.
3. Plan on not having access to your Chromebooks from 4:30 p.m. Thursday until Saturday morning February 24<sup>th</sup>.
4. The week starting February 26<sup>th</sup> the district and school tech staff will be doing clean-up work. If you have an issue place a work order on the website ([https://www.thinkhelpdesk.com/perry/usr\\_job.cfm](https://www.thinkhelpdesk.com/perry/usr_job.cfm)) and we will get to you as soon as possible. Everyone will be really busy cleaning up issues so place the work request and that will speed the process up.
5. We will show school tech staff how to reconnect mobile phones and provide links to documents that will assist you in reconnecting your phones to the new mail profile.
6. Password resets need to be taken care of at the school level for students.