

Sistering Migration to Microsoft Office 365 Exchange Online (E-mail)

THIS WEEKEND – January 26th (after 5:00 pm) – January 28th – PLEASE READ

What

E-mail Migration

We are very pleased to tell you that Sistering will be moving to a new, more powerful, and especially easier to use e-mail system. On this coming Monday January 29, we go live with the new e-mail system.

Exchange Online, the e-mail portion of Office 365, will be Sistering's e-mail system. Exchange Online will replace EasyHosting, the system we currently use.

Will I lose my email information such as my email, calendars and tasks?

You will not lose any of the information you now have saved in Outlook and webmail. All your existing e-mail, calendars, contacts and tasks will be brought over prior to the migration. If, in the unlikely event, we miss importing anything during the migration, it will not be lost. You will just let us know what is missing and we can bring it over after Monday.

Can people still contact me during the transition of the email?

You will not be able to read new e-mail over the weekend – you'll need to wait for Monday to do this. However, no e-mail will be lost.

Will I have access to my email over the transition (weekend of Jan 26th and 27th)?

Over the weekend of the migration you will not have access to your e-mail. Certain exceptions may apply, if you need e-mail over the weekend.

Windows Password Refresh

Also, both as a good routine security practice and to facilitate the migration, **we will be changing your Windows password**. You will have a new password when you start work on or after Monday. You will obtain this password from your supervisor, manager or director. You can either keep the new password or change it. **Instructions will be provided to change the new password.**

Where

You will be set up fully on the PC that you normally log into. In this way, when you come into work again on Monday after the migration, you should not notice any significant changes in the way you access e-mail.

E-mail on your usual desktop: You will continue to get e-mail through Outlook as you always have.

Webmail: You *also* will be able to access e-mail through a new, more friendly interface beginning Monday. This will be useful for occasions when you are working at a computer other than your usual PC, for example, another computer at Sistering or a computer outside of Sistering. You will receive instructions on how to do this on Monday.

If your main PC is at an off-site location, we will make arrangements for an Asurtec technician to set you up through a remote support, or on-site, session.

Who and Help

The team implementing the migration consists of **Tekla Hendrickson** and **Tina Cai** as well as our IT partner, **Asurtec Technology Solutions**. If you have questions before, during or after the migration, you can ask Tina or Tekla. If you have a technical problem, they will help you get technical support from Asurtec.

On **Monday January 29 beginning at 8:30** a staff person from Asurtec will be on-site and to answer questions and help with any migration “growing pains”. **As soon as you get into work on Monday morning, you will need to get your new Windows password from your supervisor, manager, director, or Tina, Tekla or the Asurtec staff person.** Once you have your new Windows password, you’ll be able to login and work as usual.

When and How:

The migration will begin on **Friday, January 26 after 5:00 p.m.** After 5:00 p.m. Asurtec will reset your Easy Hosting e-mail password in order to begin importing your mail into Exchange On-line.

From 5:00 p.m. Friday through Monday at 9:00 a.m., you will not have access e-mail. On Sunday, a team from Asurtec and Tekla will be working at Sistering. The team will visit each computer to import all your locally saved contacts, calendars, tasks, folders and e-mail. Tekla will be on hand to answer questions and help Asurtec know which staff persons are using which computers.

On **Sunday, January 28 in the morning**, the team will change your Windows passwords. If you work over the weekend, you’ll be able to immediately get your new password from one of the team members on-site.

It is imperative that you leave your Sistering portable computer (laptop or notebook) in the office over the weekend if you want to have it setup for Monday start of day. (If you forget, it can be setup on Monday or later in the week but there may be a delay).

FAQs

What do I need to do?

You don't need to do anything at all until Monday. When you come to work Monday (or after) find your supervisor and obtain your new Windows password. Then login as you usually do. You'll also receive a brief "getting started" guide. The system will be very familiar but easier to use and more powerful and reliable and the guide will point out some of the key improvements.

Will my e-mail address change?

No, your e-mail address will not change.

Do I need to inform my contacts outside of Sistering of anything?

You do not need to inform anyone outside of Sistering of the migration. There will not be any interruptions to normal mail delivery.

Will I lose any e-mail or other information during the process?

No, you will not lose any existing e-mail, contacts, calendar events, tasks during the migration. Any new e-mail sent during the migration will also *not* be lost.

Will I have more storage (a bigger mailbox) after the migration?

Yes, your mailbox will be substantially bigger than it is now. You should not have to worry about it becoming full for many, many years.

Will Sistering be using the new system to manage room bookings and other shared resources?

Yes, in time, we will take advantage of the resource calendar feature that Exchange Online / Office 365 offers. We will not be going live with this feature quite yet, however. That will follow in the next phase.

Are we switching to Office 365 for Word, Excel, PowerPoint documents?

This is something we may consider in the future but at present there are no plans to change how we work now. You will continue to use the local version of Word, Excel, PowerPoint and the shared drive to store documents.

What will happen to all my e-mail folders?

Whatever folders you use to organize e-mail you receive will be preserved in the new system.

What if something is missing after the migration?

Your information will not be lost but there's always a chance that we will overlook something in the migration. Just let Tekla know what you think is missing and she'll put you in touch with Asurtec who can help move the missing information over.