

Interoffice Memo



Date: July 27, 2018
To: All City Employees
From: Korena Weichel, Assistant City Manager
Re: Office 365 Email Migration

VC3 is making final preparations to move the city to a new email system after-hours on **FRIDAY, AUGUST 3.**

The new email system will be hosted by Microsoft Office 365 and will provide an upgrade to version 2016 for all current users of Microsoft Office applications. This email communication contains important information that you will need for the transition – please read through in its entirety.

HYPERLINK TO TOPICS ADDRESS BY THIS MEMO

[Timeline and Support](#)
[What You Need To Do](#)
[Accessing Outlook Web App](#)
[Mobile Device Email Setup \(iPhone\)](#)
[Mobile Device Email Setup \(Android\)](#)
[Opening Outlook for the First Time](#)
[Changes in Outlook](#)
[Email Encryption](#)
[Online Training Resources](#)

TIMELINE AND SUPPORT

1. Creedmoor's current email system will be offline starting on **Friday, August 3 at 11:45 PM.**
2. YOU WILL NOT HAVE ACCESS TO YOUR EMAIL AGAIN UNTIL **Monday, August 6 at 8:00 AM.**
3. Email will be available via the Outlook Web App at portal.office.com.

NOTE: If you log into the portal during the migration, you may see that your mailbox is lacking some messages because they have not yet been migrated; this is normal and all mail will be available after the migration is complete. You will be able to send and receive new messages even though all older messages may not appear.

4. **Outlook Users Only:** On Monday, August 6 when you first open Outlook, you may need to take a moment to configure the new profile. This typically happens automatically; however, if it does not, configure your new profile by following the instructions [here](#).
5. Contact the VC3 Technical Assistance Center if you need assistance accessing your new email. In addition, VC3 support staff will be on-site during the transition. VC3 contact information is listed below for your reference.

Phone: 803-978-2707

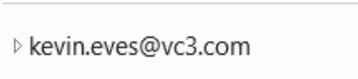
Toll-Free: 800-422-5941

Web: <http://connect.vc3.com/support>

Email: service@vc3.com

WHAT YOU NEED TO DO

1. **PRINT OR SAVE THIS MEMO.** On the first day after the migration you may need to refer to items from this memo before you have access to your email account. For your reference, this memo will also be saved to the [website employee portal](#).
2. **REVIEW THE ITEMS BELOW THAT WILL NOT UPDATE AUTOMATICALLY WITH THE MIGRATION.**
 - a. Personal Distribution Lists
Contact Groups (also known as personal Distribution Lists) will not migrate automatically. Most people do not use this feature and would be unaffected. If you are unsure if you are using these, contact our service desk. If you do have lists which you need to keep, enter a ticket requesting assistance with this *before* the migration takes place.
 - b. AutoComplete Lists
As you send emails, Outlook builds a list of addresses that you have used and suggests these as you begin to type an email address into a new email. These lists will be reset during the upgrade but will rebuild again as you send more emails. If you use this feature to refer to email addresses that you have not saved as contacts, create contacts for them *before* the migration takes place.
 - c. Personal Archive Files (.PST Files)
PST files are collections of emails that have been exported from the email server and exist in a single file. It is easy to check if you have any PST files attached to Outlook. Just click on the small triangle next to your mailbox name in the folder view on the left side of Outlook. This should collapse your mailbox down to just one line. If you do collapse everything down but still see multiple lines, then you probably have a PST file connected. In the example picture below, the main mailbox has been collapsed and there are no other mailboxes or PST files connected.



▶ kevin.eves@vc3.com

If you do have a PST file that you are using, this is something that should probably be moved into the Exchange Online In-Place Archive. Please enter a ticket requesting assistance with this *before* the migration takes place.

AFTER 8:00 AM ON MONDAY, AUGUST 6

ACCESSING OUTLOOK WEB APP

1. Open Internet Explorer or another web browser.
2. Type **portal.office.com** in the address bar.



Sign in with your work or school account

Keep me signed in

[Can't access your account?](#)

3. Type your entire email address.
 - a. Type your Password.
4. Click Sign in.
5. On the next page, click on the Mail Icon.



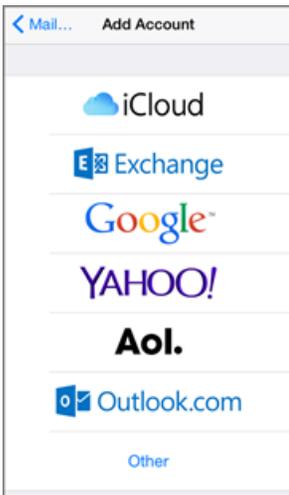
MOBILE DEVICE EMAIL SETUP

IPHONE

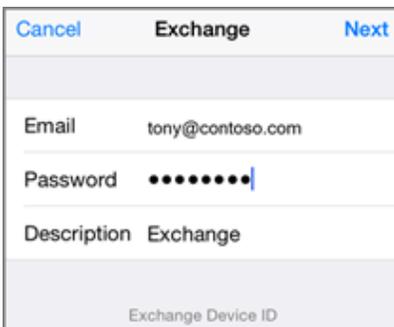
1. Remove the old account.

Note: If you already have your cityofcreedmoor.org email account configured on your device, remove it first. If you have not previously used your email account on your device, skip this section and proceed to #2.

 - a. Tap **Settings > Mail, Contacts, Calendars**.
 - b. Select your **Exchange** Account.
 - c. Press the red **Delete Account** button.
2. Create the new account.
 - a. Tap **Settings > Mail, Contacts, Calendars > Accounts > Add account > Email**.
 - b. In the Add Account page, tap **Exchange**.



- c. Enter your full email address, your password, and then tap **Next**.



- e. If your device can't connect, make sure you typed your email address and password correctly and try again. After that, if the automatic configuration process gives you any errors, you can manually enter in your full email address as the username and outlook.office365.com as the server. If you need help, call VC3.
- f. By default, Mail, Contacts, and Calendar information are synchronized. Tap **Save**.

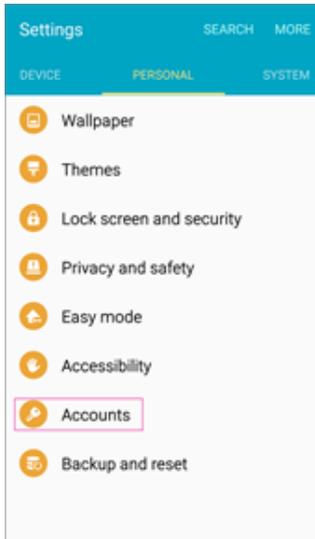
ANDROID

1. Remove the old account.

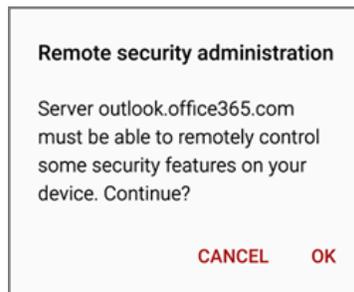
Note: If you already have your cityofcreedmoor.org email account configured on your device, remove it first. If you have not previously used your email account on your device, skip this section and proceed to #2.

- a. Open the Settings menu  on your device and select Accounts.
- b. Under "Accounts," touch the type of account you want to remove. This will normally appear as Microsoft Exchange ActiveSync. Then touch your email address.
- c. Touch the Menu icon  in the top right corner of the screen.

- d. Touch Remove account.
2. Create the new account.
 - a. Open the Settings menu  on your device.
 - b. Select **Accounts > Add account > Email**.



- c. Type your full email address, type your password, and then tap **Next**.
- d. Select the **Exchange** option.
- e. If you receive a message about additional security features, select **OK** to continue.



- f. Once the device verifies the server settings, the Account Options page opens. Accept the defaults or select the options for how you want to receive and send your mail, and then tap **Next**. (You may need to scroll down to see Next).
- g. On the Set-up email page you can change the name of your account. When you're finished tap **Done**.
- h. If you synced your calendar and contacts in step 5 you can go to those apps on your phone to view any items that might be there. If you synced tasks as well, you should

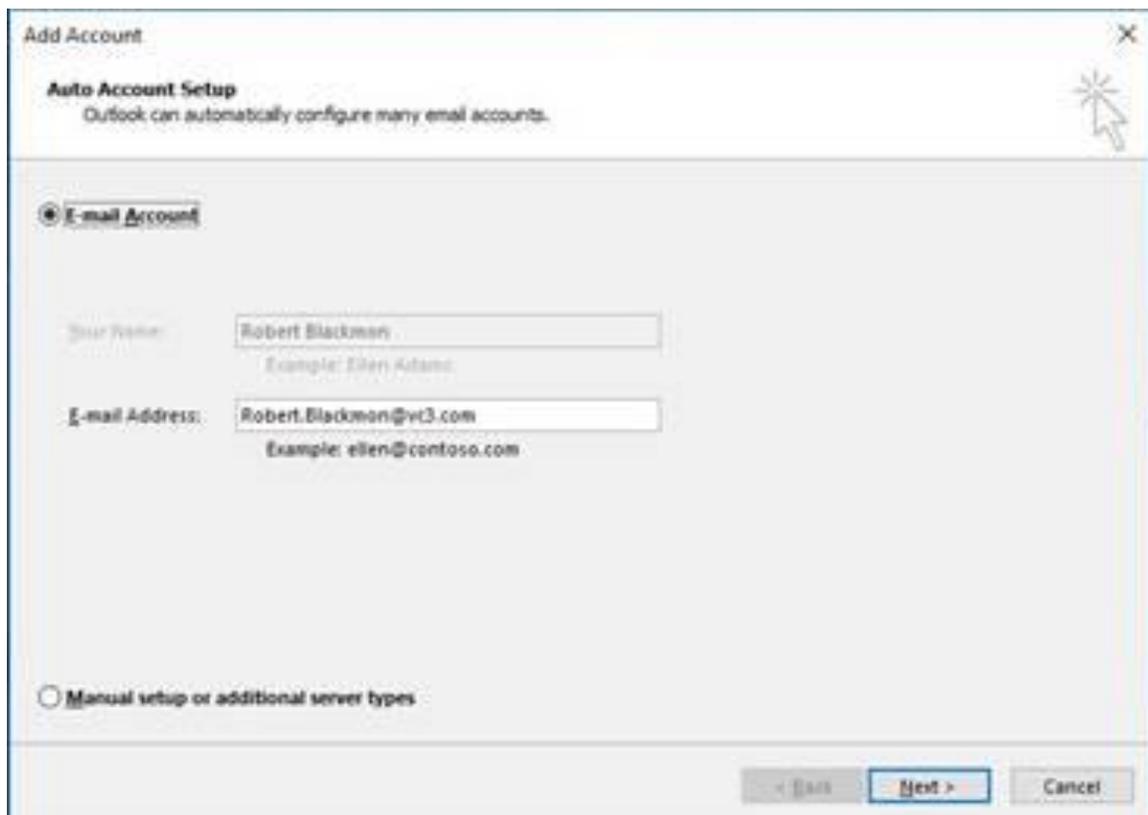
see them in the calendar app on your device. It might take a few minutes for everything to sync.

- i. If your device can't connect make sure you typed your email address and password correctly and try again. After that, if the automatic configuration process gives you any errors, you can manually enter in your full email address as the username and outlook.office365.com as the server. If you need help, call VC3.

***THE FOLLOWING INFORMATION IS PROVIDED FOR OUTLOOK USERS ONLY.
IF YOU ACCESS EMAIL THROUGH THE WEB APP, SKIP THIS SECTION.***

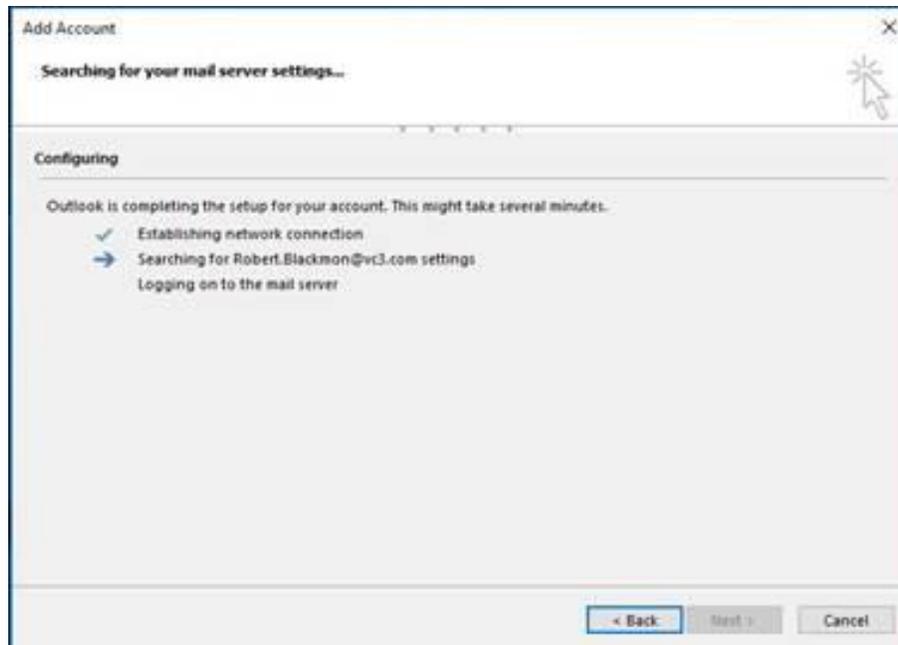
OPENING OUTLOOK FOR THE FIRST TIME

1. Open Outlook, and when the Auto Account Setup wizard opens you will see the Add Account window which looks like this:

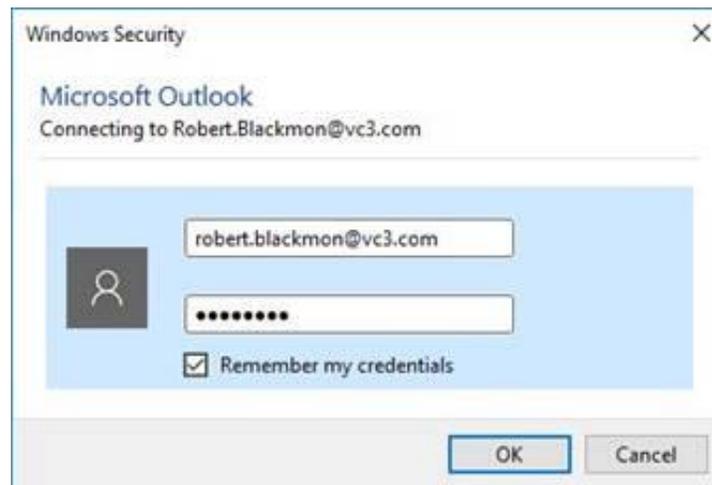


The screenshot shows the 'Add Account' window in Outlook. At the top, it says 'Add Account' with a close button (X) in the top right corner. Below that, it says 'Auto Account Setup' and 'Outlook can automatically configure many email accounts.' There is a mouse cursor pointing at a star icon in the top right. The main area has a radio button selected for 'E-mail Account'. Below this, there are two input fields: 'Your Name' with the text 'Robert Blackman' and an example 'Example: Ellen Adams', and 'E-mail Address' with the text 'Robert.Blackman@vt3.com' and an example 'Example: ellen@contoso.com'. At the bottom, there is a radio button for 'Manual setup or additional server types'. At the very bottom, there are three buttons: '< Back', 'Next >', and 'Cancel'.

2. Your name and email address should already be filled in for you. Choose Next.



3. Enter your E-mail Address and password. Then click the check box for Remember my credentials.



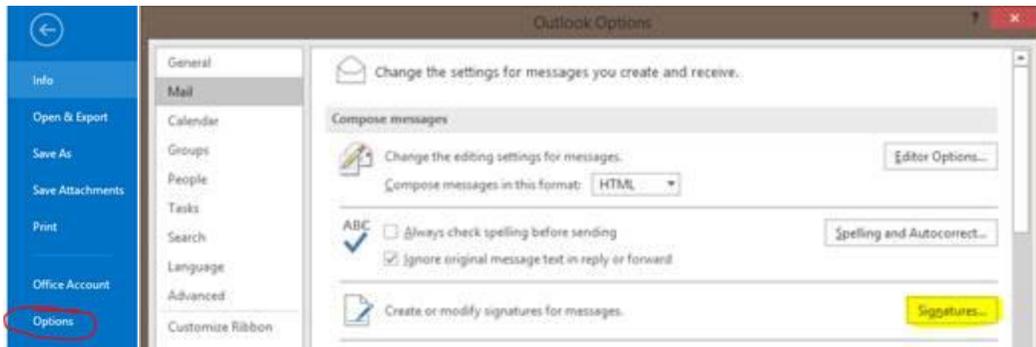
4. Choose Finish.
5. Expect Outlook to be slower than normal until the initial synchronization is complete. This process can take up to 30 minutes depending on the total amount of mail that you have.

CHANGES IN OUTLOOK

Note: The email migration will migrate all email data, although some personal settings will be reset to defaults.

1. Email Signatures

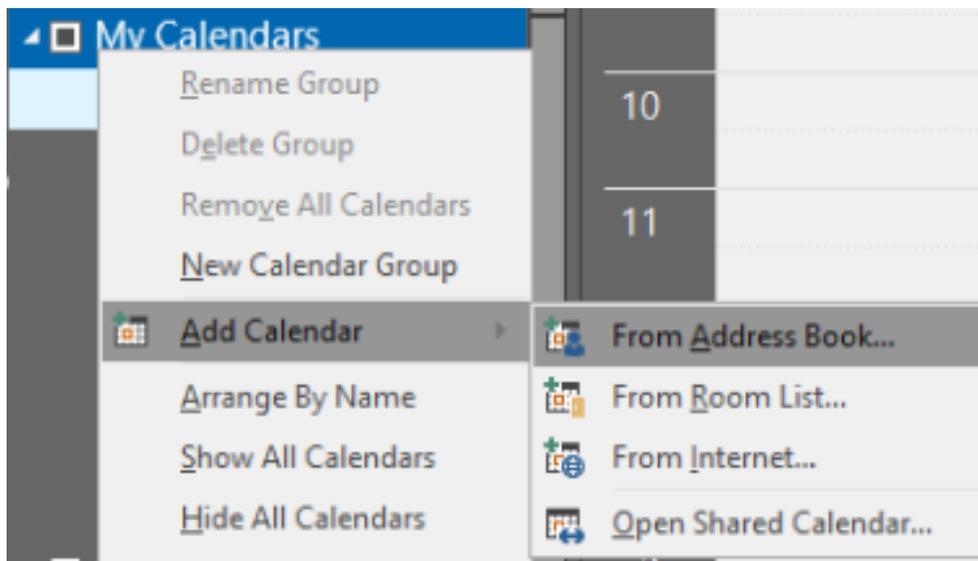
- a. When you open the new Outlook, your email signatures will be reset.
- b. This can be easily copied and pasted from a previous email.
- c. In your Sent Items, find a previous email that had the signature you use and copy it to the clipboard.
- d. Go to the File menu, then Options. Click Mail, and then Signatures.



- e. Create a new signature, give it name for your reference, and paste in your previous signature.
- f. Finally set this to be the default signature for new messages or replies/forwards, then click OK.

2. Shared Calendars

- a. If you have shared calendars with co-workers or use resource calendars, you will need to add those again to your list.
- b. This is quick and easy to do by going to the Calendar view, right clicking on My Calendars, and selecting Add Calendar.



EMAIL ENCRYPTION

Email encryption is a new feature that is added in Office 365 for users who will be using our hosted desktop solution. It is not enabled by default for people who only have email accounts, but it can be added for those who need it.

NEED HELP?

Microsoft has many resources online for training and documentation on Office 2016. To learn more, start [here](#).

VC3 TECHNICAL ASSISTANCE CENTER

And as always, get help from VC3 for technical issues through any of these methods:

Web: <http://connect.vc3.com/support>

Email: service@vc3.com

Chat: chat.vc3.com

Phone: 803-978-2707

Toll-Free: 800-422-5941