The following are some frequently asked questions about Microsoft 365.

1. **What is Microsoft 365?**
   Microsoft 365 Outlook is a web-based email, calendar, contact manager, and task manager. Office 365 is an online (“cloud”) service from Microsoft that includes an online toolset that also provides access to all of the familiar Microsoft Office tools: Outlook, Word, Excel, PowerPoint, OneNote, and OneDrive -- online and accessible from any device.

2. **Will there be a messenger/chat with this deployment?**
   Chat functionality is not included with this initial deployment; however, it is on GLCAP’s roadmap for a future release.

3. **Who will have access to Office 365?**
   All GLCAP personnel and locations.

4. **What will be migrated for Office Email?**
   - Emails
   - Calendars
   - Contacts

5. **What items will NOT be migrated?**
   - Signatures
   - Personal Mail Rules
   - Email address auto-complete list (will be rebuilt as you send mail)
   - Email proxies
   - Distribution lists

6. **Will I lose emails during the Migration?**
   No, you will not lose emails during the migration. Your emails will continue to be delivered to the new Office 365 cloud once cutover is complete.

7. **Will my email address change?**
   No, you will keep your existing primary email address. If you do not know your User ID or email address, click here for a full list - [https://www.glcap.org/staff-documents/](https://www.glcap.org/staff-documents/)

8. **Will my password or login ID change?**
   You will be asked to reset your password the first time you login to the new Microsoft 365 environment. The one-time/first-time password is **GLCap2020!**

9. **Will all my contacts, notes, etc., be transferred?**
   All contacts will be transferred.
10. Will Shared mailboxes be migrated?
Yes, shared mailboxes will be migrated.

11. Will mailboxes associated with conference rooms, bridges, etc. be migrated?
Yes, they will be migrated. Resource and equipment contacts will be migrated.

12. Will calendar sharing permissions (delegates) be migrated or will they have to be set up again?
Delegate permissions will **not** migrate and will need to be set up again. Instructions on how to share your calendar are included in the ‘Microsoft 365 Getting Started’ documentation - https://www.glcap.org/staff-documents/

13. Will mailbox sharing permissions (delegates) be migrated or will they have to be set up again?
Mailbox delegate permissions will **not** migrate. Please contact the Microsoft 365 Administrator (gdhaggermaker@glcap.org) for help on setting up delegate permissions.

14. Will the connection between my computer and the cloud server be secure?
Yes, the email connection types (Exchange, POP, IMAP, and SMTP) all support SSL encryption to secure your connection, and the web mail client uses https to secure your connection.

15. Will my GroupWise distribution lists be migrated?
Your GroupWise distribution lists will be moved into an Outlook email folder. You will need to create a new Contact List in order to create that new distribution list.
See the following for more information on setting up Contacts and Contact Lists - https://support.microsoft.com/en-us/office/create-view-and-edit-contacts-and-contact-lists-in-outlook-com-5b909158-036e-4820-92f7-2a27f57b9f01

16. Will the new Office 365 Outlook have a Global Address List? Can users make changes to their profile in the Global Address List?
Yes, there will be a Global Address List (GAL). End users will not be able to make changes to their profile in this list since it is part of your Active Directory profile. However, we encourage you to review this information upon migration.

17. Will all emails currently stored in my GroupWise ‘cabinets’ be migrated to the O365 environment?
Yes. The emails within the GroupWise cabinets will be moved into Outlook folders.

18. Will all of my archived emails in GroupWise be moved into Outlook?
If your archived emails are currently stored in GroupWise cabinets, they yes, they will be migrated to the O365 environment. For archived GroupWise emails that are stored in a different location on your computer, you will still have access to GroupWise after the go-live on August 14. Please contact the Microsoft 365 Administrator (gdhaggermaker@glcap.org) for more information on how to move these files into Outlook.
19. What’s the difference between a Contact List and Contact Group?

A Contact List is essentially the same thing as a distribution list. A Contact Group is more robust and allows for the sharing of files, meeting invites and more. Please note: Setting up a Contact Group is typically completed by your M365 Administrator.

20. Will GroupWise reminders be migrated into Outlook?

Yes. Tasks in GroupWise will be migrated into Outlook. They will appear in the Outlook “To Do” section.

21. Will I still be able to be a proxy for another GLCAP user? In other words, am I able to send/receive emails on another’s behalf?

Yes, but you will need to have an IT Administrator set this up for you. Please contact the Microsoft 365 Administrator (gdhaggermaker@glcap.org) for help on setting up delegate permissions.

22. Can I track who read my emails in Outlook (e.g., read receipt)?

Yes. You can set up a ‘Read Receipt’ in Outlook. For specific instructions, see the following: https://support.microsoft.com/en-gb/office/read-receipts-in-outlook-on-the-web-e09af74d-3519-45fc-a680-37a538a92157

23. What is the policy for non-exempt (hours) staff accessing their emails on nights, weekends, holidays, etc.?

Staff that are non-exempt (hourly) are not to access their email during non-working hours unless directed/approved by your supervisor.

24. Will users still have access to GroupWise after the M365 go-live?

Yes. Users will still be able to get into their GroupWise accounts. It’s important to note that while users can still get into GroupWise, it will NOT be a live email system anytime on or after Monday, August 17.

25. Can I add a shortcut to the web version of Outlook to my desktop?

Yes. To do so, open Outlook on the web (Office.com → Outlook). Select the icon next to the URL (see illustration below) and drag it onto your desktop. This creates an icon on your desktop to access Outlook.com.