# Office 365 email upgrade

We are migrating schools from our current mail service over to Microsoft Office 365. This is part of the service we provide to schools subscribing to our 'Cumbria ISP' services, so we offer Office 365 at no extra charge to schools and handle the bulk of the migration work ourselves.

*Please note:* *We can migrate all emails and email folders, but we can't migrate contacts. You will need to export your contacts from the old system and import them to Office 365, but we are able to provide support for this process.*
*If you use Microsoft Outlook on your machine, your contacts are stored within Outlook and are kept during the migration, so you shouldn't need to export or import your contacts in this case.*

We perform the migration at a time that is pre-arranged with the school, so that everyone is aware of what to expect and when to expect it. The migration itself usually takes **one hour**, but we will inform you beforehand if we believe it will take longer.

# Office 365 features

- **Exchange Online** –
    - Larger mailbox capacity – 50GB per user which is roughly 100 times more than our current mail service
    - Shared mailbox capabilities
    - Friendlier user interface that is optimised for desktop, phone and tablet use
    - Improvements in accessing emails from devices such as phones and tablets
    - Email filtering to suit you and your school – Allow more strict checks to reduce the chances of spam emails getting through as well as removing trusted domains from any filtering to reduce legitimate emails being marked as spam
    - Control over your accounts – The ability to create accounts and change passwords can be given to multiple users

- **OneDrive** – Share documents and files with colleagues and parents with 1TB storage per school
- **SharePoint** – Store documents, track updates, share information, create websites for projects and more
- **Office Online** – Create and edit Word documents and Excel spreadsheets from within your web browser and securely share files with colleagues
- **Extras** – Planner, video editing, notebook, tasks and more.

## What is the process?

When you are ready to move to Office 365, we will send you a list of your current users. You need to run through this list and let us know if there are any accounts you would like us to delete and if you would like any new accounts to be created.

When you have decided on your users, we will verify with Microsoft that you are a school and therefore eligible for education licencing. We will then recreate these email accounts in Office 365 for you.

We will then get in touch to organise a migration date that suits you and will send you the temporary password list which contains passwords for all of the new Office 365 accounts – You will need to save or print this list, as when the migration has taken place, you will not be able to access your old email accounts.

On the agreed migration date and time, we will then transfer all of the emails and folders from your Cumbria webmail accounts. We will also disable your old accounts, to prevent access to the old system and prevent emails from going to the old system.

When the migration is complete, all school users will be able to log in to their new online Office 365 accounts and will then be asked to change their passwords (to something more memorable).

If you prefer to use Microsoft Outlook on your computer rather than using your internet browser, you are also able to do this by removing your old account and adding your new one. We can provide you with guidance or remote assistance if you need help with one or two of your accounts. If you have multiple users wishing to use Outlook, it would be best to ask your IT support to set these up for you, as it will take longer for us to do this remotely.

After a month, we will delete your old accounts to prevent any mail from being delivered incorrectly in future.

*Please note: The current default setting for Office 365 accounts is to reset your password every 90 days and to remind you to reset your password 14 days before it expires. If you wish to change this, please let us know what you would like it to be changed to.*
*If you would like us to remove the policy altogether (so that passwords never expire), please ask the Head to email us directly to request this and to specify that they understand the risks involved.*

Please get in touch if you have any questions or if you are ready to make the move.

**School ICT Helpdesk**
**01228 221 225**
**To raise a new ticket:** ictservicedesk@cumbria.gov.uk