

# Outlook 365 Email Change FAQ

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June 24, 2015

## **When is this change happening?**

On July 27, at 9am, we will be switching from our current Zimbra email system to our new Microsoft Outlook 365 email system.

## **Will I keep the same email address?**

Yes! Your old email address (mmouse@chinooksd.ca), will still work. In addition, if anyone sends email to your new Chinook username (mmouse28@chinooksd.ca) it will also get to you.

## **What will happen to all my old email messages?**

We've been working on this project for over five months. During that time, we've been copying and syncing all your email to our new server. When you log into the new email system, you should see all your folders and emails from Zimbra.

## **What if something goes wrong and my emails aren't there?**

We're going to keep our Zimbra server around for a while, in case something doesn't copy over properly.

## **Why do we need a new email system?**

Microsoft Outlook 365 will integrate with our Portal (Sharepoint) and allow everyone in Chinook to share calendars. It is also a modern email system with an easy-to-use interface. Outlook 365 will also provide better spam filtering, something many people have found insufficient in our old Zimbra email system. Outlook 365 also integrates well with all Microsoft products such as Office (Word, Excel, PowerPoint) and works on all mobile devices. We also hope that Outlook 365 will be more stable than our current Zimbra email system.

## **How hard will it be to learn this new email program?**

The Outlook 365 Web interface is very simple to use and we truly hope it will be easier to use than Zimbra email.

## **What if I want more advanced features?**

Outlook for desktop (part of Microsoft Office) is available on all Chinook computers (including teacher laptops). This software has far more functionality than Outlook 365 Web, but runs on a computer instead of in a browser. We recommend this only for users who want more than simple email and calendars.

## **Will I be able to set up my mobile device to get email?**

Yes! Because Outlook is an industry standard, most email apps on mobile devices (phones, tablets) will be easier to set up than they were for Zimbra email. Microsoft makes an app for iOS and Android devices that will work well with Outlook 365.

## **Will Chinook contacts (email addresses) be available in my address book?**

Yes! Chinook contacts are all available in the new Outlook 365 email server. This includes all the distribution lists from Zimbra.

**What happens to all the contacts and calendars I've personally added in Zimbra?**

You can export contacts from Zimbra and import them into Outlook 365. Instructions on how to do this will be available on our portal. The export and import for contacts is fairly easy, but unfortunately, the process to move calendar information to Outlook 365 is a bit more challenging. Instructions on this process will also be available on our portal, but the process is more involved and requires Outlook desktop to be set up.

**Passwords, passwords, passwords! What password do I use at what time?**

One of our goals is to make it so everyone needs to use only one account and password combination. This takes a lot of time because we have many systems that are currently operating independently. Here is a snapshot of what we have right now:

New Username/Password	Old Username/Password
mmouse28	mmouse
Chinook Portal Outlook Email (July 27, 2015) Local computer login Cyber School Moodle (Summer 2015) Chinook Assessments (Summer 2015) Destiny (Summer 2015)	SRB Old Zimbra Email (ending July 27, 2015) Maplewood