

## Office 365 accounts being created this week to provide functioning email

It is now clear that it will take several weeks to resolve Exchange email issues. Therefore Office 365 email accounts will be created this week for approximately 9,000 accounts using Exchange, which do not have access to email currently. This option is the fastest solution to allow immediate access to send and receive new emails once the accounts are created, and to avoid the permanent loss of emails being sent from outside the university.

- If you are **currently using Office 365** there will be no change; you don't need to do anything.
- For **Cyrus users**, you will be able to receive external email starting at approximately 5 p.m. on Tuesday, May 31; this will happen automatically and you don't need to do anything.
- For people on **Exchange**, the Office 365 accounts will be created by IT in three waves this week. You need to prepare for the change; however, IT will create the account -- you don't need to.

### What happens when my new Office 365 account is created?

When your new Office 365 account is created, it will be empty, like on your first day of work – no emails, contacts or calendar items will be in the account. But you will immediately be able to send and receive any new emails, and your email address will stay the same.

### Important action required by current Exchange users

- Print your current Outlook calendar BEFORE your Office 365 account creation on the scheduled day. Your calendar will disappear from your existing email accounts (including on your smartphones and all other devices) when your new Office 365 account is created and may never be able to be restored. You may lose the information permanently if you do not print it.
- Quick Reference Guides on how to print your calendar in the daily format (to preserve all details) is attached to this handout and is also available on the Information Technologies website.
- Allow enough time to print your calendar details – remember others on your team may be printing at the same time.
- Quick Reference Guides on how to preserve/backup contacts is available on the IT website.
- If you experience problems with your new Office 365 account, contact the IT Support Centre at 403-220-5555 or [itsupport@ucalgary.ca](mailto:itsupport@ucalgary.ca).

## Timing for Office 365 accounts going live

Wave 1	Tuesday, May 31 at 5 p.m.	Key student-related functions (Registrar's Office, Graduate Studies, Student Services and Student Wellness) <i>* Residence Services and Staff Wellness are already operating on Office 365</i>
Wave 2	Wednesday, June 1 at 5 p.m.	Members of the senior leadership team, Human Resources and Continuing Education
Wave 3	Thursday, June 2 at 5 p.m.	All other Exchange users

### Why this schedule?

Undelivered email sent to Exchange users is stored for 48 hours by our service provider. After 48 hours, these emails are lost and the sender will receive a message that the email was undelivered. Given the exchange email issues we have been experiencing since Friday, some emails have already been deleted by our service provider and the senders have been notified. It's critical to implement a solution that will allow people to access email now and resume normal business operations as soon as possible. In terms of timing, Office 365 accounts will be created first for people and accounts in student-related functions, to allow the important admissions and registration cycle to proceed, and to ensure that student wellness and other supports are fully operational.

### Why can't my current email, calendar and contacts be migrated to my new Office 365 account now?

It is now clear that it will take several weeks to resolve Exchange email issues that are disrupting operations across the university. Therefore new Office 365 accounts are being created so that people have functional email to do their jobs. The best solution in this challenging situation is to create new Office 365 accounts now and work to migrate the old Exchange data later, likely starting in about a month. While IT will make every effort to migrate this data, they can only guarantee that email will be migrated. You will not be able to migrate calendar information on thumb or external drives into Office 365 – Exchange and Office 365 are not compatible in this way. That's why it is important to print calendars now as a back-up, in the event this data can't be migrated and you need to input it manually into your new Office 365 account. Mechanisms for preserving/backing up contacts is available on the IT website.

### I'm on Cyrus. When will I be migrated to Office 365?

After the Exchange users have been migrated – timing to be determined.

### Who do I call with questions?

Contact the IT Support Centre at 403-220-5555 or [itsupport@ucalgary.ca](mailto:itsupport@ucalgary.ca).