

Outlook 365 Frequently Asked Questions

Why did the migration take place?

- Our in-house Microsoft Exchange (email) was showing its age and was due to be replaced as it was nearing its end of life cycle. Microsoft Exchange Server software has a life cycle of 10 years and is scheduled to no longer be supported by January of 2020. When technology reaches end of life, the manufacturer no longer supports the product nor provides updates (security or bug fixes) leaving one vulnerable.
- Office 365 allowed us to make a smooth transition, retain our data and will always allow us to be on the latest version of software and have the benefit of new features.
- As Office 365 is managed by Microsoft, they provide a more reliable and stable environment, meaning more up-time, redundancy, disaster recovery and improved security.
- Moving from our in-house Exchange to Office 365 in the cloud saves us the cost of Exchange licenses and operational expenses, and the time in maintaining the software (patching operating systems and staying current with updates)
- Access to new benefits and features are automatically part of our licensing, such as more storage space for much larger mailboxes and tools that will allow staff to collaborate more efficiently.

Why do I have to login twice?

- This was only intended to be temporary during the migration. Please [create a desktop shortcut](#) to the new site.
- The Webmail link on our [CP web site](#) has now been updated as well for quicker access.

How do I create a desktop shortcut to the new site?

- We have a [tutorial](#) that will step you thru the shortcut creation process no matter which web browser (Chrome, Edge, Firefox) you use. Once you create the new shortcut, you can safely delete the old one.

Can I change the color of Outlook online (webmail) to be easier on the eyes?

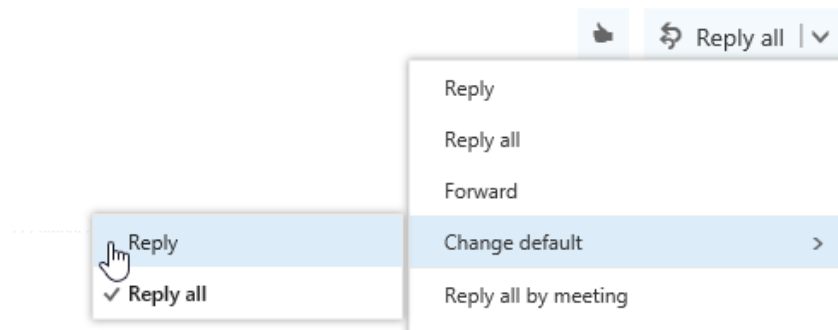
- You can change the color, pick a different theme, or turn on dark mode (to reduce eye strain in low-light environment) to personalize and improve the viewing experience. Please visit the following for details: <https://support.office.com/en-ie/article/personalize-your-mail-experience-in-the-new-outlook-com-b41c2ecb-f23c-42b3-b7f8-659646d5e58c>

I received the email saying my migration is done but I am not seeing all of my items?

- It may be because “Focused Inbox” is turned on by default in your new inbox. It separates emails into two groups – Focused or Other – as noticed at the top of the email list in Outlook online (webmail). The Focused Inbox feature attempts to automatically sort your email by what looks to be most relevant or important. For more information on the Focused feature and turning it off you can visit the following: <https://support.office.com/en-us/article/Turn-off-Focused-Inbox-f714d94d-9e63-4217-9ccb-6cb2986aa1b2>
- If using the Microsoft Outlook desktop software, look for the **Online Archive** folder in your left hand list of folders. Mail items older than six months are automatically placed in the archive.

Can I change the default “Reply All” setting to just “Reply” in Outlook online (webmail)?

- Yes, to change the default, *find* the “Reply All” button on the right-hand side of a message. *Click* the down arrow of the Reply All button. From the list that appears, *click* **Change default** > and then *click* **Reply** as shown below. The Reply All button should now be changed to Reply I your message window.



If you have questions or ideas for other topics, please reach out to the IT Help Desk at 1-800-373-7521 or helpdesk@ssndcp.org