

FAQ's Regarding Office 365 (Email)

- Will I lose any email information?
 - No. Your entire email file will be transitioned to Office 365.
- What will happen to eMails sent to me during the outage?
 - They will be received and delivered on Monday morning.
- What happens if the transition fails?
 - IT has a full backup of Solano.edu email that we can quickly roll back to if necessary.
- Will my voice mail messages still be attached to eMail?
 - Yes. Voice mails are stored to your office phone and to your SCC email inbox.
- Is there any impact on student email or canvas?
 - No.
- Will I still be able to get my eMail on my phone and tablet?
 - Yes and no action is required on your part. We have tested the popular phones and mobile device OSs. However, we cannot test all, so you may encounter a need to change a setting. Hopefully not. We will be sending “How-To’s” as we encounter the anomalies.
- What should I do if my eMail doesn't work?
 - Contact the IT Helpdesk@solano.edu or you can call our IT Department directly at 707-864-7000, x4690.
- Will the new web-based email allow me to use various computer systems and include attachments?
 - Yes. The new web-based email is quantum improvement over the old service. More information on how to log in and use the various functions will be sent out this week.
- Could you leave Office 2016 on my computer in addition to Office 365? (I'm taking some classes that need Office 2016).
 - Office 2016 will remain installed on all computers. The only thing changing is the web-based access.

- What about the student computers? Will and/or when will they have Office 365?
 - At this time, Office-365 will only be accessible to our faculty and staff. It's still undetermined when our students will have access but this is a hot-topic planning for the future. Should we hear any new updates regarding this request, we will be sure to notify all staff and faculty in a timely manner.

- If I put an away message (automated response) up for my students who email over the weekend, will they receive my message?
 - Once the message is delivered, yes. However, as accounts are in transition, there will likely be a delay in email delivery. We will be placing outage messages on the website, but perhaps a better approach would be to email students today or tomorrow advising them of the email delays/outage.

- Do I need to install Office 365 on my personal computer in order to view my emails?
 - You do not need to install Office 365; you can access email and all of the Office apps via the web. If you want to continue using the Outlook application installed on your computer, hopefully it will detect the changes and update automatically. If not, you will need to reconfigure Outlook to change the username to username@solano.edu, and the server to outlook.office365.com.

Should you have any further related questions regarding Office 365, please do not hesitate to contact our IT Department Helpdesk line at (707)-864-7000, x 4690 or you may also email us at Helpdesk@solano.edu and one of our IT Technicians will respond to your email in a timely manner. Our team is dedicated to serving the college's needs and we couldn't be any happier to move forward with this new upgrade.

Sincerely,

-Department of Technology Services & Support