THE EAGLEWIRE

Office 365 Edition

BRINGING YOU THE LATEST NEWS AND TIPS TO ASSIST YOU WITH YOUR TECHNOLOGY NEEDS DURING YOUR TIME AT AMERICAN UNIVERSITY.

FROM THE VICE PRESIDENT & CHIEF INFORMATION OFFICER, DAVE SWARTZ

GREETINGS FACULTY & STAFF

AU
OFFICE *of*
INFORMATION
TECHNOLOGY

Welcome to the summer edition of our OIT Newsletter, devoted to the transition of our email platform from Lotus Notes to Office 365.
It is interesting to note that Lotus Notes was launched in 1989 and was adopted by AU shortly thereafter. In 1995, IBM bought the Lotus Corporation; and it became known as the Lotus Development division of IBM. As of 2015, it became part of the IBM Software and Systems Group under the name IBM Notes. Still used by many institutions, the suite has served AU well; but, it is now time for our migration to what is considered a much more modern platform in Microsoft Office 365. Launched by Microsoft in 2011, the suite has matured steadily to become a premiere suite of collaboration and productivity tools. More details are available in this newsletter.

We are excited about this change and are working aggressively to roll out the new platform this summer. You can help us by reviewing our guide to the change, erasing old emails, and enlisting in our planned training programs.

I thank you for your assistance throughout this important project.
Regards,

Dave Swartz

WHAT TO LOOK FORWARD TO IN THIS ISSUE:

📞 202-885-2550
✉ helpdesk@american.edu
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VISIT OUR SITE FOR MORE INFORMATION: HELP.AMERICAN.EDU

FACULTY/STAFF ISSUE TWO
Office 365 Ed.

OFFICE 365 TO REPLACE LOTUS NOTES AT AMERICAN UNIVERSITY

It is with great excitement that the Office of Information Technology announces a significant change that will impact all AU faculty and staff over the summer of 2016. We will modernize our email platform – migrating the email, calendar, and contact data for all AU faculty and staff from Lotus Notes to Office 365.

Office 365 is an enterprise class, cloud-based solution that offers full integration with the Microsoft Office suite across workstation and device types, as well as flexibility for individuals to choose how they want to access their data. It also introduces a number of exciting applications to facilitate online collaboration, such as Skype for Business (video-conferencing, chat, and screen-sharing), One Drive for Business (cloud-based file storage), and more.

The migration timeline will be quite aggressive.
- OIT and campus technology partners will pilot the system in late May - early June.
- Once the pilot has been successfully completed, data migrations will occur throughout June and July.
- At least 1-2 weeks advance notice will be provided to departments to ensure the transition goes as smoothly as possible.

While we recognize that the summer months present a challenge as many faculty and staff vacation and leave campus, we have carefully crafted the schedule to ensure completion prior to the start of the 2016-2017 academic year. We aim to have everyone comfortable using the new platform, when we welcome students to campus in the Fall.

There will be substantial change for most individuals, as they will be using a new mail and calendar interface, as well as a new version of the Office suite. To ease this transition, we are committed to:
- ❓ Providing support and answers to your questions throughout the migration.
- ✉ Sending frequent communications to keep you informed of our progress and explaining any action steps that you will need to complete, before, during, or after the migration.
- 🖥 Offering a variety of training opportunities to learn the new tools, including short self-paced online training, and more comprehensive instructor led online and in-person training courses.

Please review the frequently asked questions and resources posted on the web at www.american.edu/office365.

ROLLING OUT WINDOWS 10

After conducting months of compatibility testing of AU-supported applications, the Office of Information Technology will begin rolling out new Windows 10 workstations preinstalled and configured for American University faculty and staff members. Existing university-owned workstations at least four years of age will be replaced, as eligible, through the NextGen Workstation Replacement Initiative. The new workstations utilize native encryption and anti-virus capabilities that are built-in to the system, improving the integration and overall end user operating experience. Windows 7 workstations may be upgraded to Windows 10 over time, as warranted.

STORING DOCUMENTS IN THE CLOUD USING ONEDRIVE FOR BUSINESS

OneDrive for Business is an integral part of Office 365, and provides a secure place in the cloud where you can store, share, and sync your work files. You can update and share your files from any device with OneDrive for Business. You can even work on Office documents with others in real-time, using the online versions of Office applications, such as: Word, Excel, and PowerPoint.

Every faculty and staff member at AU, using OneDrive for Business, has 1 TB of personal storage space in the cloud to store their files. Using the OneDrive for Business application on your PC, Mac, or mobile device, you can easily access your data from any location with Internet access.
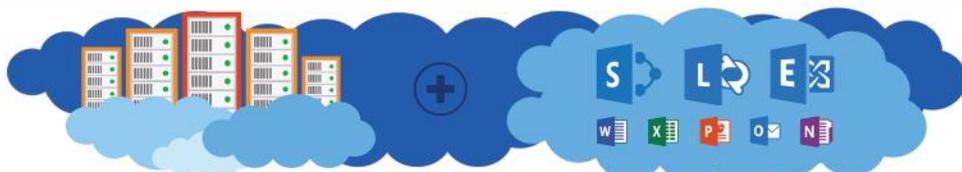
CHECKLIST FOR PREPARING FOR THE MOVE TO OFFICE 365

To ensure a smooth migration of your data, there are a few steps that you can take now to best prepare for the transition.

☑ **Reduce Your Mailbox Size**

► Try to reduce the size of your mail file and your archive database, as smaller mailboxes and archives migrate faster and with less issues than large ones. There is a maximum of 50 GB of storage available for your mailbox and another 50 GB for your archive.
- Steps to check the size of your mail file and mail archive can be found on the Office 365 FAQ page: www.american.edu/oit/office365/Office-365-Migration-FAQ.cfm
- Delete unnecessary or unwanted messages that you do not need to retain. If you have questions about retention of particular records, please check the University's Record Retention Schedule on the www.american.edu/policies page.
- Be sure to empty your trash folder.
- Export and delete large attachments. Email messages and attachments larger than 150 MB cannot be migrated; therefore, they must be either saved outside of your mailbox or deleted. You can go to the **ALL DOCUMENTS** view in Lotus Notes and sort by **ATTACHMENT SIZE** to review your attachments.

☑ **Complete Online Training**

► Complete training, whether it's online or in-person, to help to ensure that your transition is as smooth as possible. Check out the schedule and list of resources online at: www.american.edu/oit/office365/Office-365-Training-Resources.cfm

☑ **Export Mail Rules**

► Export any special mail rules or filters that you have configured to manage your mail in Lotus Notes. See the Office 365 FAQ page for instructions on how to export and import mail rules.

☑ **Export Locally Stored Contacts (for AUMAIL4 IMAP Users Only)**

► If you are a current IMAP mail client user, export your locally stored contacts.

☑ **Make Note of Specialized Settings for Email Signatures or Other Calendars**

► If you have customized your signature, make a note to configure Outlook with the same signature information.
► Record any calendars that you had added to your workspace.

EXPLORING THE OFFICE 365 TRAINING OPPORTUNITIES

AU OFFICE 365 TRAINING COURSES
The Office of Information Technology will be providing training classes, both in-person and online, throughout the summer. Check the www.american.edu/office365 site for details on the training course offerings and schedule, as they are published. Coming soon!

ONLINE TRAINING VIDEOS
- Sign in to Lynda.com, through the personalized links section of the myAU portal, using your AU credentials. Then, search for Office 365 to see the variety of training videos available, including Outlook and Outlook Web Access-related material.
- Check out Microsoft's Office 365 Training Resources page for new users, which offers tips for navigating Office 365. There is a brief 3 minute introductory video on the main page of the site.

QUICK REFERENCE GUIDES
Quick Reference Guides are available for Office 2016 and Office 365 to showcase the basic functions of each application.

You can begin to familiarize yourself with Office 365 and its many features, by exploring the following resources. Links to all content may be found online at: www.american.edu/oit/office365/Office-365-Training-Resources.cfm

WHAT MIGRATES AND WHAT DOESN'T

OIT will be using a tool to migrate:
- All email, email folders, calendar entries, to do items, and contacts from Lotus Notes to Office 365.
- Any archived data that was stored on the archive server; this applies to all staff, and faculty who opted in only.
- Attachments smaller than 150 MB.

The following data elements cannot be automatically migrated by the migration tool; hence, manual attention will be required post-migration:
- Mail rules should be exported from Lotus Notes prior to the migration, and imported into Office 365 afterward.
- Locally stored contacts may need to be exported from Lotus Notes prior to the migration, and imported into Office 365 afterward.

Note: Locally stored email archives will not be migrated. Any messages that must be retained should be copied into the server-based archive.

UPGRADING TO OFFICE 2016 - A PREREQUISITE FOR THE OFFICE 365 IMPLEMENTATION

The Office of Information Technology would like to ensure that your workstation is configured to have all of the latest applications needed to support the migration of your email, calendar, and contact data from Lotus Notes to Office 365.

At your convenience, please complete the steps outlined below, as previous installations did not include Outlook, Skype for Business, and OneDrive for Business. Just be sure to do so before June 1, 2016.

WINDOWS

1. Log on to the **MyAU portal**.
2. Click to expand the **TECHNOLOGY** section of the personalized links. Then, click **DOWNLOAD SOFTWARE**.
3. Click the **OFFICE 2016 FOR WINDOWS** link.
4. Click **AGREE**, after reading the license agreement.
5. Click to run the **AU-MSO16-32.EXE** executable file, once it finishes being downloaded.
   ▶ Important Note: If you receive a warning message that you have a 64-bit version of Office installed, you will have to uninstall it, before completing these steps. Microsoft does not recommend using the 64-bit version, due to limitations of the product. If you have a special need for the 64-bit version, please contact the IT Help Desk.
6. If prompted with a security warning, click **YES** and then follow the on-screen prompts.
7. Click **CLOSE**, when the installer completes.

MAC

IMPORTANT: In order to install Office 2016 for Mac, your system must be running OS-X 10.10 (Yosemite) or later.

1. Log on to the **MyAU portal**.
2. Click to expand the **TECHNOLOGY** section of the personalized links. Then, click **DOWNLOAD SOFTWARE**.
3. Click the **OFFICE 2016 FOR MAC OS-X** link.
4. Click **AGREE**, after reading the license agreement.
5. Click to download the **Office 2016 for Mac** installer package, and double-click on it once it finishes being downloaded.
6. Follow the on-screen prompts to install Office 2016.
7. Close the installer, once the process completes.

COLLABORATING USING SKYPE FOR BUSINESS

Skype for Business, which will replace Lotus Sametime, is a tool that provides solutions for effective communication within the university community and beyond. When connected through Skype for Business, users can easily connect with other online users through instant messaging and online meetings. Video conferencing is also possible, when a web camera and microphone are connected.

Integration with Microsoft Office means meetings can be scheduled through Outlook, and shared calendars can track availability. Skype for Business also provides a platform for collaborative interaction between university community members. Users may share their screen or choose to grant control of their desktop to others, allowing meeting participants to work together on the same documents.

GETTING HELP

The answers to your Office 365 questions are just an email, instant message, or phone call away. Contact the OIT Help Desk at 202-885-2550, helpdesk@american.edu, or chat using our web interface at help.american.edu to reach one of our professional staff. The Help Desk is available 24 hours a day, but the best time to contact us is 8 AM – 6 PM on Monday – Friday.

Alternatively, in-person IT support is available throughout the year at our Technology Support Desk in the Bender Library from 10 AM – 6 PM on Monday – Friday. Visit www.american.edu/oit/TechnologySupportDesk.cfm for more information.

TRANSITIONING TO AU'S NEW VOICEMAIL SYSTEM

The Office of Information Technology is transitioning to a new voicemail system called AVST, which provides a secure, reliable, and scalable platform that integrates with our email platform. Our old voicemail system had reached its end of life, and was no longer supported by the vendor.

In recognition of the changing ways that we work and collaborate, AU will be offering individuals the option of opting out of voicemail, and instead redirecting callers to an alternate phone or email address. However, executives will have the power to override individual choices for their division or department, based on job function.

Prior to your transition to the new system, you will receive a short survey to allow you to indicate your preference to opt-in or opt-out of voicemail:
- If you decide to keep voicemail (i.e. opt-in), callers will be able to leave you a voice message.
- If you decide not to keep voicemail (i.e. opt-out of voicemail), callers will not be able to leave you a voice message; instead you can record a message directing them to an alternate form of contact such as email.

Please note that:
- You will be responsible for setting up your personal greeting, whether you opt-in or opt-out of the new system.
- You will be responsible for ensuring the accuracy of your contact information on your AU website profile, as well as your email signature. Contact information can be changed on the **SUMMARY** tab of **HR/PAYROLL CONNECTION**.
- Whether you choose to opt-in or opt-out, OIT will provide step-by-step instructions for the required actions to successfully complete the migration to the new system.

OIT will work closely with your department's IT representative, to coordinate, plan, and schedule a time that is convenient for your department to cut over to the new voicemail system.