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<tr>
<td>1</td>
<td>8/20</td>
<td>Complete</td>
<td>Ramon</td>
<td>SO All Staff</td>
<td>EMAIL: <a href="mailto:IMPORTANT%20Office%20365%20Update%3A%20Oh%20golly%20-%20here%20it%20comes!">IMPORTANT Office 365 Update: Oh golly - here it comes!</a></td>
<td>Julie/Karen</td>
</tr>
<tr>
<td>2</td>
<td></td>
<td>Complete</td>
<td>Ramon</td>
<td>SO All Staff</td>
<td>EMAIL: <a href="mailto:Ramon%20is%20going%20to%20break%20your%20mobile%20device%20on%20Sunday%20Sept%2013th">Ramon is going to break your mobile device on Sunday Sept 13th</a></td>
<td>Julie/Karen</td>
</tr>
<tr>
<td>3</td>
<td>7/10</td>
<td>Complete</td>
<td>Melinda</td>
<td>Pilot Members</td>
<td>Initiate pilot</td>
<td>Melanie</td>
</tr>
<tr>
<td>3.1</td>
<td>8/13</td>
<td>Complete</td>
<td>Teresa</td>
<td>Pilot Members</td>
<td><a href="mailto:Office%20365%20Suite%20Upgrade%20and%20IE%2011">Office 365 Suite Upgrade and IE 11</a></td>
<td>Teresa/Desktop support</td>
</tr>
</tbody>
</table>
| NA | 8/17  | Complete | Karen          | All             | Order Tchotchkes  
- Magnets  
- Cloud stress balls  
- Hard copy directions for workstations  
- Business card with login line | Karen                    |
| 4  | 8/26  | Complete | Julie           | SO Pilot Team   | EMAIL: [Known issues and your training supports](mailto:Known%20issues%20and%20your%20training%20supports)                                                                                                       | Julie                    |
| 5  | 9/2   | Complete | Karen/Help Desk | Group Install   | In preparation for O365                                                                                                                                                                               | Desktop Support Services. Copy Sherry and Teresa on the message when you send it |
| 6 & 7| 8/31  | Complete | Karen/Help Desk | SO All Staff    | 2 weeks to migration:  
Part A: September training labs (St. Paul 3354) and point to training site;  
Part B: Archive folders what and when | Karen                    |
| 8  | 9/8   | Complete | Karen/Help Desk | SO All Staff    | 1 week to migration:  
H and S drives aren’t going away  
Outlook migration not SharePoint | Karen                    |
| 9  | 9/14  | Complete | Karen/Help Desk | SO All Staff    | 1 week to migration:  
SO Conference Room/Resource name changes | Julie/Marc               |
| NA | 9/9   | Complete | Julie, Jennifer | Distribution to | • Magnets  
• Cloud stress balls  
• Directions to Outlook desktop  
• Business card with login line | Karen                    |
<p>|    |       |         | SO Regional Staff |                 |                                                                                                                                         |                           |</p>
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<tr>
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<tbody>
<tr>
<td>10</td>
<td>9/10</td>
<td>Complete</td>
<td>Karen/Help Desk</td>
<td>SO All Staff</td>
<td>1 week to migration: <a href="#">OneDrive training</a> Shared mailboxes and shared distribution lists</td>
<td>Karen</td>
</tr>
<tr>
<td>11</td>
<td>9/11</td>
<td>Complete</td>
<td>Karen/Help Desk</td>
<td>SO All Staff</td>
<td>Friday before migration: <a href="#">What to expect Monday morning</a> Sign-in/Credentialing (UPN/Email) Mobile Phone Configuration Archive is returning</td>
<td>Karen</td>
</tr>
</tbody>
</table>
| NA | 9/11  | Complete | Ross, Julie, Karen         | Distribution to SO St. Paul workstations | - Magnets  
- Cloud stress balls  
- Directions to Outlook desktop  
- Business card with login info | Karen     |
| 12 | 9/14  | Complete | Karen/Help Desk Core Team & Desktop Support | SO All Staff    | Day of migration: Assistance with device configuration Conf 3300, 3355 and 3354 booked Doughnuts for Tiger Team | Julie     |
| 13 | 9/15  | Complete | Ross                       | O365 Tiger Team | Thank you                                                                        |           |
| 14 | 10/27 | Complete | Karen/Help Desk            | SO –All Staff   | One Month Anniversary                                                              |           |
IMPORTANT Office 365 Update: Oh golly - here it comes!

Greetings everyone!

The time is nigh and we are excited about bringing Office 365 to a computer near you (maybe even the one in front of you). I know that by now you are waiting for me to talk about the impending pain of the conversion – however there will be no pain involved. It will be more akin to “irritating like a mosquito bite” – it might bother you for a few days and then the irritation is gone ;-) The changes you will experience will mostly be transparent. There may be a few inconveniences that come along with the switch over for the first few days but should quickly disappear. Though the changes may be somewhat transparent, what we are providing you is incredible power and potential over time – things that you have longed for – like a global address list that contains the entire system – imagine that! But you won’t see that on day one. On day one, we will have built the potential for the system global address list – it will become more relevant as we bring the campuses on board over the next year. I could go on and on about the benefits – but I can’t – I have to fill you in on our schedule and what and when to expect things. So without further ado…please read the following message very carefully.

Our migration to Office 365 is approaching quickly. As the time nears—mid-September—it is important that you are aware of the resources available and what you can expect.

First, we thank you for your patience as we work through a pilot of the migration. A small group of IT staff were converted to Office 365 the week of July 27; one of the side effects of splitting off this group of people is that any mailboxes and calendars shared with a pilot participant “broke.” If you are someone experiencing the repeated prompts for login credentials, we apologize for the confusion and inconvenience. We expect this to continue impacting people in the pilot group until everyone is converted to the same Exchange Active Directory.

In Preparation:

**September 1-11** – An updated version of Office 2013 including Skype for Business (AKA Lync) and OneDrive for Business will be pushed out to all computers. Deployment will be scheduled floor-by-floor, and you will receive an email from the LAN team requesting that you leave computers on and laptops docked the evening of the expected software distribution to your floor. Note: These applications will not work until after the migration to Office 365 on September 14.

**September 1-11** – All computers with Internet Explorer will be updated with IE 11. If you currently use an earlier version of Internet Explorer (versions 8 and 9 are common) and web applications that need to be tested and confirmed as functional with IE 11, two computers have been
System Office Email Communication Campaign – Migration to Office 365 – August 2015

set-up in the third floor atrium lunchroom for you to test connect and verify functionality using IE 11. Please submit any questions/issues via a LAN Help Desk ticket.

**September 7 – Outlook archive** content captured. To ensure that the content of your Outlook archive is loaded to the new Exchange server without complications, please *do not move, rename or delete anything in the archive until after the conversion is complete*. ***Note***It’s important to move any content that you regularly access in your Outlook archive to an alternate location to ensure that it is available during the conversion.

**September 14 – All users migrated to Office 365!** Instructions on connecting to Outlook on Office 365 for the first time will be made available. This will involve entering credentials (username/password) which will then default until your StarID password expires/is reset. A cheat sheet for the initial login will be distributed to all users.

**September 14 - 17 – Outlook archive content migrated** to your Exchange account. You may be prompted to sign-off and back on to refresh your mailbox. ***Note*** When the archived content is added back into your active mailbox/calendar/tasks, “reminders” and prompts will display. Users should click through these.

**What will change?**

**Outlook** –
- Users will need to enter their Office 365 “UPN” username ([StarID@mnsedu](mailto:StarID@mnsedu)) and StarID password.
- The global address book will eventually include campus faculty/staff that implement the unified Office 365 platform over time.
- Resources (reservable rooms and equipment/cars) and shared mailboxes/distribution groups will have a prefix added to their name to identify their location. For example, conference rooms in St. Paul at the Wells Fargo Place building will be found under “SO-.” The current Conf3304 will be found under SO-conf3304. A shared mailbox like “ASA staff” will be found under “SO-ASA staff,” and a distribution group like “All St Paul Staff” will be found under “SO-All St. Paul Staff.” A matrix of these changes will be available prior to the migration.
- Archive content will be restored into the original location—that is, email in the Archive Inbox will be found in the active Inbox. Office 365 allows storage for all content and “archiving” will be discontinued. ***Note*** When the archived content is added back into your active mailbox/calendar/tasks, “reminders” and prompts will display. Users should click through these.

**Applications** –
- OneDrive for Business will be available for document storage. A presentation on the use of OneDrive for Business will be available prior to the migration. (Using OneDrive is not required.)
- Skype for Business (AKA Lync) will be available for instant messaging and video conferencing.
Mobile devices will need to be configured to connect to Office 365/Exchange. Instructions and assistance will be available.
Taskbar icons for Office applications may need to be reapplied using the, Microsoft command, “Pin to the Taskbar.”

Training/Resources –

Instructions and assistance configuring mobile devices will be available.
A list of frequently asked questions, documentation and list of resources (including Lynda.com class list) is available at: [https://connect.mnscu.edu/sites/help](https://connect.mnscu.edu/sites/help).
Training sessions will be scheduled before and after the migration.
The MnSCU Help Desk is available to help with general questions, and the system office LAN Team will be on standby.

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**Ramon Padilla Jr.**
Vice Chancellor and Chief Information Officer,
Acting Chief Information Security Officer
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St. Paul, MN 55101
(651)201-1454
[www.mnscu.edu](http://www.mnscu.edu)
Christine Benner, Assistant | Christine.Benner@so.mnscu.edu | 651-201-1462 |
Ramon is going to break your mobile device on Sunday Sept 13th

ATTENTION – PRINT THIS OUT FOR FUTURE REFERENCE

Do you check work email on your mobile device? If so, the following information applies to you:

Ramon is going to break your device!
Not literally, of course! (This is one of the mosquito bites I warned you about earlier)

On Sunday, September 13, (Mark your calendar!) all system office staff will be migrated to the Office 365 environment, including Outlook / the Exchange Server. Which means at some point on Sunday, your mobile device work email will stop functioning and may give you an error condition. Celebrate and then relax and enjoy the feeling of being disconnected! Too antsy to wait till the 14th? Breathe deeply and blow into a paper bag. If that doesn’t work, follow the DIY instructions below.

What does this mean for you?

On Monday, September 14, all staff connecting to Outlook (Exchange Server) with their mobile device (e.g., iPhone, iPad, Android) will need to configure the device to connect to Outlook on the Office 365 platform.

ITS is prepared to help:

On Monday, September 14, IT staff will be available to assist you with device configuration. For staff located in St. Paul, a specific location will be set up for walk-in assistance. Other staff will be monitoring the ticketing system and responding as quickly as possible.

Are you a DIY person?

Instructions will be available at https://connect.mnscu.edu/sites/help. Basic instructions are included here for convenience; the online instructions will include images for visual learners.

Configuring the native iPhone mail app
Outlook for iOS App New! – and recommended!
Configure Android

Use the Built-in iOS mail app
1. Tap Settings > Mail, Contacts, Calendars
2. Under Accounts Tap Add Account > Exchange Tip: Remove existing Exchange account first!
3. Enter your full email address > StarID password Click Next
4. Enter Server: Outlook.office365.com
5. Leave Domain empty
6. Enter Office 365 Username <StarID>@mnscu.edu
7. Enter StarID Password
   Click Done/Next.
8. Select Mail Days to Sync; the default is 1 Week.
9. On the applications window, choose the features you want to enable:

Outlook for iOS (Recommended)
1. Download the Outlook for iOS app from the Apple Store
2. Open the installed app on your iOS device
3. Tap Add an Account
4. Tap Office 365
5. Enter your Office 365 username, AKA User Principle Name (UPN), AKA unified MnSCU username
   Your Office 365 username/UPN is your StarID followed by @mnscu.edu
   For example: AB1234CD@mnscu.edu
   The UPN looks like an email address, but is NOT an email address!
   Email addresses will continue to be: FirstName.LastName@so.mnscu.edu
6. Enter your StarID password and tap Done
7. Tap Sign in
   Scroll through the Quick Tour for a brief overview of App features. Done!

Android Email App
1. Tap Settings > Accounts > Add account
2. Tap Microsoft Exchange or Microsoft Exchange ActiveSync
3. Under Configure Exchange account in a few steps,
System Office Email Communication Campaign – Migration to Office 365 – August 2015

a. Type your full email address
b. Type your StarID password

4. Under Exchange server settings,
   a. Type your full email address
   b. In the Domain\username field:
      Type a backslash, that is, a “\” then...
      Enter your Office 365 username, AKA User Principle Name (UPN), AKA unified MnSCU username
      Your Office 365 username/UPN is your StarID followed by @mnscu.edu
      For example: AB1234CD@mnscu.edu
      The UPN looks like an email address, but is NOT an email address!
      The final Domain\username should look like: \ab1234cd@mnscu.edu
   c. Type your StarID password
   d. In the Exchange server field enter: outlook.office365.com

5. Tap Activate
6. Tap OK on Remote security administration page
7. Choose your account configuration settings, tap Next
   Wait a few moments while your content is synced

There is an Outlook app for android if you are adventurous. (I am personally using it but it has its issues). It is available from the GooglePlay Store.

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Follow me on Twitter @R_Padilla_Jr
Find me on LinkedIn at https://www.linkedin.com/profile/preview?vpa=pub&locale=en_US
Subject: Office 365 - SO Migration - Pilot Announcement

Hi,

As you may have heard, IT is planning for the migration to a unified Office 365 environment that can be leveraged by any MnSCU institution - enabling some super cool Office 365 features, cross-system collaboration and mobility. WAHOOOO!!

To mitigate impact to system office users we will be conducting a pilot with you and your team which is tentatively scheduled to start on Thursday 7/23.

The purpose of the pilot is to test the migration process and better understand the user experience within a unified Office 365 environment. Your role within the pilot will be to work within Office 365 for all your day-to-day work activities, identify issues / concerns and assist the Project Team in determining a plan for resolution. PLEASE NOTE: Helpdesk tickets associated to the pilot will be given higher priority.

Shortly you will receive an Office 365 Pilot Kickoff invite – this meeting will be leveraged to...

- Identify how issues will be reported to the project team
- Set expectations of the Office 365 environment
- Prepare for the migration
- Overview of training resources
- Answer any questions you may have

In the meantime, please help us prep for the pilot by... (1) Looking for an email from Matt Heldstab – he will be reaching out to individual pilot members to obtain your required shared mailboxes. (2) Test IE11. Test computers will be set-up in the lunch room the week of 7/13 to test
IE11, please take a few minutes to ensure you can use your web based applications. It’s important to test this PRIOR TO TUESDAY 7/21 as we are planning to push IE11 to all users participating in the pilot. If you experience issues with IE11, or cannot test your apps, please email a description of the issue to Melinda Clark with the following subject line: Office 365 IE11 Test.

Thank you for your assistance with the Office 365 project!!

Melinda Clark
Project Manager
Minnesota State Colleges & Universities
30 7th Street East, Suite 350
St. Paul, MN 55101
CELL: (612) 919-4116
DESK: (651)201-1784
www.mnscu.edu
Subject: Office 365 Suite Upgrade and Internet Explorer 11

As part of the pilot, you need to get upgraded to the new Office 365 suite. In addition, some of you have not launched the Internet Explorer 11 application via Software Center. If you do not have Internet Explorer 11, please go to Start, All Programs, Microsoft System Center 2012 R2, then click on Software Center to view Available Software and select Internet Explorer 11 and Install. After the installation, you will need to reboot.

In regard to Office 365 suite, please send me and Sherry Swiden an e-mail with a specific time today that we can push the Office 365 suite to you. You will need to be out of all your Office applications including Outlook. The “push” will take about 20 minutes. During that time, you can still access your mail via the O365 web application. That address is https://outlook.office365.com. Login with your StarID@mnsce.edu and your password.

Thanks, Teresa
Hello –

The Office 365 migration sponsors and core team thank you for participating in the pilot. Your patience is much appreciated and your feedback is a very important part of the process for not only the system office migration but also future campus migration projects.

Here are the known issues experienced by pilot participants:

- Can’t see non-pilot calendars, including staff, conference rooms and other resources
- Can’t do busy searches on meetings with non-pilot participants, including rooms/resources
- Can’t “send” an appointment to schedule conference rooms/resources
- Mailboxes shared with non-pilot participants and mailbox delegated authority not functional
  - Multiple login prompts for shared mailboxes
- Mobile device configuration
- Desktop Outlook configuration
- Reinstalling Office 2013 required re-pinning icons to Taskbar and Desktop (optional)
- Instructions/training material in development

Please let me know if you experienced or are still experiencing issues not included in the list.

For next steps, we need your help:

1. Please review the Office 365-related materials available on the MnSCU Connect Help site. Your feedback on both the site and content needed! You can send feedback on the site/materials to me and/or Karen Bergmeier.
2. Please login to Skype for Business – connect with me – and I’ll give you a small prize!
3. Please login to Office 365 and Outlook Online and use the online applications.
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4. If you have a work tablet or are willing to use your personal PC/mobile device, please login to Office 365 and use the online applications. It would be especially helpful if you install one of your five allowed instances of Office.
5. Open your OneDrive for Business and create a folder and/or upload a document – check out the sharing options/security.
6. Update your Office 365 profile/photo.
7. Continue to send your feedback!

Again, thank you for participation in the pilot. I hope it has been a positive experience and that you find Office 365 and the possibilities for collaboration a big benefit to the system office and MnSCU as a system.

Julie Soderlund
O365 Project Manager (while Melinda’s on maternity leave)
651.201.1437 Office
612.812.1823 Mobile
In preparation for the Office 365 migration, your Office 2013 installation will need to be upgraded to include Skype for Business and OneDrive. We will be pushing those installations to your group during the night of Wednesday, September 9th. We will also be upgrading your Internet Explorer to version 11 to enable full utilization of Office 365.

You will need to leave your computer logged on with all applications closed when you leave work on Wednesday, September 9th. To engage your screensaver you can click on the Windows logo key and the L key.

When you arrive on Thursday, you will have the new applications.

To finish the IE11 installation you will need to reboot. You can do this as soon as you arrive.

What to expect when you have logged back in:

**IE 11** – It will be available but you may need to re-enable the Menu Bar, Favorites Bar etc. To do this, right click in the blue, top taskbar area, and select those you prefer.

To use Citrix: go to [https://mars.mnscu.edu/vpn/index.html](https://mars.mnscu.edu/vpn/index.html). Click on Tools, Compatibility View Settings, then click on “Add” at Add this website. You may need to close and re-open IE.

**Office 2013**- Any Taskbar or Desktop icons for the Office products will have to be re-pinned.

Click on the Windows Start button\All Programs\Microsoft Office 2013. Right click on the application you want to pin (ie): Outlook 2013 and select Pin to Taskbar or Pin to Start Menu as desired. You can also select “Send to” and choose Desktop (create shortcut).

**Skype for Business 2015** – This will appear as Lync 2013 until your computer gets an update. It will then appear as Skype for Business 2015 (this may take a few days).
Skype for Business 2015 and OneDrive for Business will NOT be operational until September 14th after the migration to Office 365. Directions for connecting to them will be sent along with Exchange migration correspondence.
Imagine getting work done from anywhere...

On Monday, September 14, Office 365 will take off and you’ll have everything you need to work virtually anywhere—and have a familiar but enhanced Office experience on the devices you use most.

You may have questions about the migration to Office 365 and “The Cloud,” and you may have questions about the applications that will be available with Office 365.

Here are a few dates and times that training room 3354 in St. Paul has been reserved for “open lab.” Bring your questions and curiosity and we’ll launch the conversation, and keep it going once we’re all flying in the Cloud!
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Wednesday, September 9, 9:30 – 10:30 AM
Thursday, September 10, 3:00 – 4:00 PM
Monday, September 14, 9:00 - 11:30 AM and 1:00 - 4:00 PM
Tuesday, September 15, 1:30 – 2:30 PM
Thursday, September 17, 9:30 – 10:30 AM

St. Paul not in your flight plan? Get liftoff with an online session via WebEx:

**Office 365 Conversations (via WebEx)**

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Link</th>
<th>Meeting number</th>
<th>Meeting password</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wednesday, September 9</td>
<td>1:00 – 2:00 PM</td>
<td>[Join WebEx meeting]</td>
<td>634 262 389</td>
<td>Soar</td>
</tr>
<tr>
<td>Thursday, September 10</td>
<td>10:00 – 11:00 AM</td>
<td>[Join WebEx meeting]</td>
<td>637 673 776</td>
<td>Soar</td>
</tr>
<tr>
<td>Wednesday, September 16</td>
<td>9:00 – 10:00 AM</td>
<td>[Join WebEx meeting]</td>
<td>631 524 355</td>
<td>Soar</td>
</tr>
</tbody>
</table>
Please DO NOT REPLY to this email.

If you need assistance, please submit a ticket at:  http://www.its.mnscu.edu/lan/helpdesk.html.
Subject: System Office-Informational: Preflight for Outlook Archive Migration to Office 365

Body:

Stop living in the past – at least for a week or two!

History: In the Outlook environment email of a certain age has been automatically moved to an “Archive” and stored separately from more current email to mitigate storage limitations.

Future: After your Outlook account has been migrated to Office 365, the Archive content will be imported, and restored to its original location. Yes, that’s right, Office 365 provides sufficient storage that we’ll no longer need to archive! Mail will stay in the location you choose—your Inbox or a Folder in your Inbox.

Please pay attention to these preflight instructions from your flight attendants regarding Archived mail, especially if you’re a frequent-flyer in the Archives. We want your “luggage” to arrive intact!
On September 7 all mail currently residing in the Archive will be captured/copied – a step in the migration to the Office 365 platform.

To navigate this lay-over, it is important that you:

1. Copy any frequently referenced/accessed Archive content to an alternate location (e.g., your H drive) to ensure it will be available if needed while the Archive content is in transit;
2. Do not move, rename or delete anything in your Archive after September 6. Copying content to another location is fine—but do not then delete the email from the Archive!

Please DO NOT REPLY to this email.

If you need assistance, please submit a ticket at: http://www.its.mnscu.edu/lan/helpdesk.html.
Your system office ground crew is making final preparations for the Office 365 launch on September 14th, and your flight crew is ready at the boarding gate!

Please note that MnSCU Connect SharePoint sites will NOT be relocating at this time. MnSCU Connect site addresses/URLs and content will remain as they are, and information regarding Office 365 SharePoint will be available when the time comes.

The system office local network drives USER (H:) and SHARE DRIVE (S:) will remain as they are, and continue to be used for individual and shared document storage.

The crew is excited to reach our Office 365 destination—we hope you are too!

Please DO NOT REPLY to this email.
If you need assistance, please submit a ticket at:  http://www.its.mnscu.edu/lan/helpdesk.html.
Subject: System Office-Informational: Office 365 – Reference Lists Available

Body:

The MnSCU Office 365 Unified Active Directory will include people, resources and distribution groups for the system office and colleges/universities joining the unified environment.

To facilitate this, the lists used in Outlook now indicate the “owner” of the list item. You’ll need to use the new name to search for, schedule, send and open: Resources, Distribution Groups and Shared Mailboxes.

Resource names for conference rooms, laptops, projectors, cars, and training rooms have been renamed to indicate location; that is, all system office resources will begin with “SO-“. A cross-reference list is available online and a PDF copy is attached for your convenience.

Distribution Group list names managed in Outlook have been renamed to begin with “SO-“. A cross-reference list is available online and a PDF copy is attached for your convenience.
Shared Mailboxes have also been renamed to begin with “SO-“. A cross-reference list is available online and a PDF copy is attached for your convenience.

If you have any questions regarding the new resource, group and mailbox names, please submit a helpdesk ticket to Desktop Support Services.

Please DO NOT REPLY to this email.

If you need assistance, please submit a ticket at: http://www.its.mnscu.edu/lan/helpdesk.html.
Beginning Monday, September 14th, you will have access to new Office 365 applications – including OneDrive for Business. OneDrive for Business provides the capability to collaborate on documents much like Dropbox, Google Drive, iCloud, etc.

Although documents are accessible only to you unless you share them, the sharing options open the door to possible mishandling of private/sensitive data.

We strongly suggest that before you take advantage of the OneDrive for Business application, that you login to the state employee Self Service site and watch a 10 minute video.

Instructions for accessing video:

1. Using Internet Explorer, go to the State of Minnesota Self Service portal (Firefox and Chrome may error or track completion).
2. Enter your State ID# and Password, click Sign In.
3. Click > State of MN Self Service.
4. Locate the Learning section/folder and click the All Learning link.
5. In the My Learning table, locate One Drive Training (MnSCU) and click Launch.
6. In the Table of Contents window that opens, click Launch.
7. The video playback window will open. Make sure your speakers are not muted and set the volume at a level to hear the video voice-over.
8. Click the > play button in the middle of the window. (Note: The playback controls at the bottom are non-functional with this video. Clicking the play button in the window will trigger new playback controls.)

Additionally, it would be worth your time to complete (or repeat) the Public Jobs, Private Data online program. The course consists of three 15-25 minute core courses. The content is delivered via Brightspace (D2L) – login with your StarID credentials.

Interesting in learning more about Office 365? Check out the Help site – login with your StarID credentials.

Thank you for your time—more information about OneDrive for Business functionality and file syncing coming soon!

Please DO NOT REPLY to this email.

If you need assistance, please submit a ticket at: http://www.its.mnscu.edu/lan/helpdesk.html.
On Monday, September 14, 2015, the migration to Office 365 will have landed. Customs will be checking identification, and here are a few reminders of what to expect:

**Outlook 2013 (desktop) Login**

Passengers (users) will need to enter their Office 365/UPN credentials to connect Outlook (desktop application) to the Office 365 server. This is a requirement, and future logins will only require the password.

**Office 365/UPN Username**

Your Office 365 (AKA User Principle Name-UPN) username is your StarID followed by @mnsceu.edu

For example: **AB1234CD@mnsceu.edu**

The UPN looks like an email address, but it is NOT an email address!
Instructions for configuring Outlook 2013 (desktop) to access your Office 365 account instructions will be at your workstation on Monday morning.

Mobile Phone Configuration

If your mobile device is configured to receive/send work email, you will need to reconfigure the device to connect to Office 365.

There are instructions for configuring the most commonly used devices, and if you’d like assistance IT staff will be available all day Monday – in Conference Room 3300.

Outlook Archive

All of your current email, back to April 1, 2015, will be available first thing Monday morning. Archive email, email dated before April 1, 2015, will be migrated as quickly as possible—but it may take one or more days. Please be patient with us, there is A LOT of archived email to migrate.

Archive content will be loaded to a folder named “Archive” in your mailbox.

When the archived content has been migrated, you may receive a flurry of “reminders” of past calendar/task items. This is a known issue—please click through them to close them.

Remember that the Office 365 storage is sufficient enough that we will no longer need to archive email!
We hope you enjoy the destination once we’ve landed. Watch for more information about Office 365, and please check with a flight attendant Monday or submit a ticket if you have any questions!

Please DO NOT REPLY to this email.

If you need assistance, please submit a ticket at:  http://www.its.mnscu.edu/lan/helpdesk.html.
Monday, September 14, 2015

Ladies and gentlemen, this is your flight crew speaking.

We have arrived at our destination: Office 365!

Flight attendants have delivered a few items to your seat in appreciation for your patience and to assist you as your journey continues: Instructions for logging in to desktop Outlook for the first time and a business card to write your StarID on and tuck it in your wallet as a reference if you need to login while on the road. And something to hold on to if the road is a little bumpy.

For those of you in St. Paul on Monday: Should the cabin lose pressure, oxygen masks will drop from the overhead area. That is, if you have questions or need assistance configuring a mobile device, ITS ground and flight crew will be on standby in Rooms 3300 and 3354. If you are unable to visit the crew in person, or are located in other areas of the plane please submit a ticket to Desktop Support Services (formerly known as LAN Services).
Please remember that some of your luggage—your Outlook **archive**—will be **delivered after a short delay**, directly into a folder named “**Archive 03312015**”.

I can recommend some **new attractions to check out** now that we’ve arrived:

- Skype for Business
- OneDrive for Business
- Sway
- Delve

Finally, one last amazing thing before you exit the plane: As part of Office 365, **staff now receive 5 free copies of Office 365 to install on personally owned computers!** To access the downloads sign in at [http://portal.office.com](http://portal.office.com) and click "Install Now" or from your Outlook Web App (OWA) [http://outlook.office365.com](http://outlook.office365.com) window click on the "gear" in the top right hand corner, then select "Office 365" settings. From there, select "Settings" on the left hand bar. This will install full desktop versions of Word, Excel, PowerPoint, Outlook, and other Office 365 apps locally.

I hope you enjoy your experience with Office 365. Watch for more information about Office 365, and remember the flight crew is ready to help, and **overview sessions** are scheduled for:

- **Tuesday, September 15**, at 1:30 PM (Room 3354)
- **Wednesday, September 16**, 9:00 AM (WebEx)
- **Thursday, September 17**, 9:30 AM (Room 3354)
Please DO NOT REPLY to this email.

If you need assistance, please submit a ticket at: http://www.its.mnscu.edu/lan/helpdesk.html.
Office 365 Tiger Team,

On behalf of Vice Chancellor Ramon and myself, I would like to thank you for all your time and effort with the Office 365 migration. Our goal of a unified MnSCU environment took a huge step yesterday, and it will be exciting to see the MnSCU system on The Cloud. The possibilities of collaboration for staff, faculty and students will contribute to the future success of MnSCU and make it an exciting place to work and get an education.

At the next tiger team meeting, please take a look at the people around you (physically or virtually) and I hope you feel the same sense of accomplishment and appreciation that I do. We can be proud not just of the place we work and the people we work with, but also the system we work for.

In the next year we’ll continue to work together to migrate colleges and universities joining the unified Office 365 environment, learning as we go and solidifying shared services. There are many challenges and opportunities ahead. Robert Baden-Powell said, “Leave this world a little better than you found it.” We can all be proud that, when the time comes, we’ll leave MnSCU better than we found it.

I’m looking forward to the future we’re creating,

Cordially,

Ross Berndt
Please note: IT Services and the System Office will never ask you for your password.

If you receive any request for your password, please delete it immediately without a reply.
It’s our Office 365 one month anniversary! We want to thank you for your patience and persistence as we work through your questions and issues. In the coming months we’ll be responding to your frequently asked questions, and sharing tips and reminders—we hope you find them helpful.

- **FAQ:** Why is Outlook so slow sometimes?
  - Response time lag has been related to a high number of “active” connections to Shared Mailboxes and Calendars. If you have more than 18 simultaneous mailbox/calendar connections it’s likely you’re experiencing a delay while Outlook collects data.

  A connection is:
  1. A mailbox that a user has access to (including their own)
  2. A calendar that a user has checked/selected in their calendar list (includes staff and resource calendars)

  - If you are experiencing slow response times when using Outlook, you can reduce your number of connections.
You might also want to check your “cache” settings, and the overall size of your mailbox.

If you still experience slow response times, please submit a Desktop Support Services ticket.

• FAQ: After changing my StarID password, I can’t sign in to Office 365—what’s up with that?
  - There is a slight delay before StarID password changes reach the Office 365 cloud.
  - After resetting your StarID password, please do not immediately attempt to login to Office 365. **Wait three to five minutes for the new password to reach the Office 365 cloud.**
  - If, after updating your StarID password, you are unable to sign in to Office 365, please submit a Desktop Support Services ticket.

• What’s in a name? When there are hundreds (and soon thousands), a lot!
  - Many users have commented on the **Address Book displaying and sorting by Last Name first.** This is a change for users at the system office, and it is a permanent one. As colleges/universities join the MnSCU Office 365 cloud, the number of names in the address book will increase, and benefits of sorting by Last Name, First Name will become evident. Watch for a FAQ about using the Address Book!

• If you haven’t watched the 10 minute video (with audio) regarding the safe use of **One Drive for Business,** please make time to watch it soon. All system office employees are enrolled in the class and we ask that you complete it as soon as you can so the number of “completions” we report significantly outweighs the “not started.”

Instructions for accessing video:
9. Using Internet Explorer, go to the State of Minnesota Self Service portal (Firefox and Chrome may error or track completion).
10. Enter your State ID# and Password, click Sign In.
11. Click > State of MN Self Service.
12. Locate the Learning section/folder and click the All Learning link.
13. In the My Learning table, locate One Drive Training (MnSCU) and click Launch.
14. In the Table of Contents window that opens, click Launch.
15. The video playback window will open. Make sure your speakers are not muted and set the volume at a level to hear the video voice-over.
16. Click the > play button in the middle of the window. (Note: The playback controls at the bottom are non-functional with this video. Clicking the play button in the window will trigger new playback controls.)

Additionally, it would be worth your time to complete (or repeat) the Public Jobs, Private Data online program. The course consists of three 15-25 minute core courses. The content is delivered via Brightspace (D2L) – login with your StarID credentials.

We’re adding helpful resources and FAQs every week—check them out!

Thank you, again, for your patience and perseverance!

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If you need assistance, please submit a ticket at: http://www.its.mnscu.edu/lan/helpdesk.html.