Office365 Mailbox Migration Frequently Asked Questions

Q. Can I access my email during the migration?
A. Yes, during the migration you won't notice anything different you will see a notification from Outlook when your migration is complete, if it is open, to quit and restart Outlook.

Q. Can I use my current Outlook client? What Outlook clients are supported?
A. As long as your Outlook client is from Microsoft Office 2010 or later then it is compatible with Office365. Earlier versions of Office Outlook are not supported. It is also advised that anyone using Microsoft Office 2010 update to Office 2013 or Office 2016. Office 2010 predates Office365 and it will not give you the best experience going forward.

Q. Does this move include my .pst folders?
A. You can continue to use the PST files as you have been doing post mailbox migration, or take advantage of the 50GB mailbox space and re-import them into your Exchange mailbox. PST files are stored locally on your computer or a mapped drive and therefore cannot be imported during the mailbox migration process. Office 365 mailboxes will include 50 GB of storage which should allow you to import mail from your PST files in to Office 365 after it is converted. PST files are not migrated because they are not actually a part of your mailbox or stored on the Exchange mailbox servers. They are standalone files stored locally.

Q. Is there an archive alternative to .pst files in Office365?
A. Yes. Office365 has an online archive feature that allows you to setup an archive infrastructure right in your Office365 mailbox. This mailbox is visible in both Outlook and the Office365 web interface, an advantage to .pst files which are stored outside the mailbox store. This archive is always available every time you login to your mailbox. Mail from any existing .pst files can be transferred to the online archive.

Q. How much space do I get for email in Office365?
A. With Office365 you now have a 50GB primary mail store. This is a significant improvement over the 1.5 GB that was allotted to users within our on campus Exchange email system.

Q. Should we be concerned about HIPAA compliance?
A. We have a signed Business Associate Agreement (BAA) with Microsoft that covers HIPAA and FERPA, but it's a good business practice to avoid sending information like this via email whenever possible. In the near future, our Office365 email environment will include functionality that will prevent data leakage (social security numbers, etc.) from being sent to external mailboxes.

Any email sent between users who have UK Exchange mailboxes either on premise or in Office365 is secure because it never leaves our system, and between our on premise and Office365 environments it is secured via SSL. However, if a UK employee has a UK email address but has their mail delivered to a non-UK email service security cannot be guaranteed.

Q. Will shared mailboxes still function the same as they do now?
A. Yes, they should.
Q. Will I still be able to access my email through Outlook Web Access (OWA) at exchange.uky.edu/owa?
A. Once your mailbox has been migrated to Office365 you will no longer be able to access Outlook Web Access via exchange.uky.edu/owa as in the past. Login attempts will be greeted with the following:

Clicking the link http://outlook.com/owa/uky.edu will take you to the main UK Office365 login page. In the future to access your mail via the web, simply login to our Office365 portal at Office365.uky.edu and click the mail tile.

Q. Will email space ever become unlimited?
A. It is unlikely that email space will become unlimited. In the future Microsoft may increase the mailbox size as they have already done so once from 25GB to 50GB. The online archive is unlimited in size so older email can always be archived there to free up space in your primary 50GB mailbox.

Q. When will OneDrive have unlimited space?
A. OneDrive currently has 1TB of disk space. At some point Microsoft will update our tenant to have unlimited space, that time is unknown at present.

Q. How do I save documents to OneDrive from my desktop?
A. There is a OneDrive for Business sync client for Windows that will create a folder on your PC where you can store files and have them sync up with your Office365 OneDrive. Also, any files you create directly in OneDrive will then sync down to each Windows PC where you have installed the OneDrive for Business sync client.
Q. Is there a OneDrive for Business client for the Mac?
A. At the present there is a Mac client under development but it has not yet been released.

Q. What Office365 applications have full versions for the PC?
A. At this time, only the traditional Office Suite applications: Outlook (mail, calendar, people, tasks); Excel; OneNote; Word; and PowerPoint.

Q. The look and feel of Office365 applications is different that Office 2010, how come?
A. Office 2010 is a five-year-old version of office that has been supplanted by first Office 2013 and now Office 2016. The user interface for the office suite was refreshed in Office 2013 and also in the Office365 applications. It is recommended to update from Office 2010 to have the best integration experience between Office applications running on the PC and Office365.

Q. How can I find out how much mailbox space I have left?
A. After your mailbox is migrated to Office365 you will have a 50GB mailbox. With 50 GB of email space it should be quite some time before you have to worry about running out of mailbox space. However, you can easily check the amount of space you have in use by using the following steps.

When you login to Office365 go into your online mailbox by clicking the Mail tile.

Once in your mailbox, click the menu gear in the upper right corner.
Then click the Options menu item

In the Options menu, open the General settings and click My Account
At this point you will see your mailbox usage in the lower right corner of the screen.
My account

First name: [Filled]
Initials: [Filled]
Last name: [Filled]
Display name: [Filled]
User ID: [Filled]
Work phone: [Filled]
Fax: [Filled]
Home phone: [Filled]

Street: [Blank]
City: [Blank]
State/Province: [Blank]
Zip/Postal Code: [Blank]
Country/Region: [Blank]
Office: [Blank]

Mailbox usage:
2.39 GB used. At 50.00 GB you won't be able to send mail.