# Office 365 Frequently Asked Questions

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Office 365: General

What is Office 365?
Office 365 is a set of applications that includes email, document and file creation, and collaboration tools. The good news is you have been using these tools for years. What will be different for many of us is the introduction of new versions of your old favorites. This includes the Outlook application for accessing email; Microsoft Office (Word, Excel, PowerPoint, and Access); OneNote, a note-taking function; and SharePoint, a storage and application platform that permits file storage, and collaboration.

Office 365 is referred to as a cloud-based service, and access to many of the tools is over the internet. For the majority, the Microsoft Office application you utilize regularly will continue to be accessed through your computer; however, once you have migrated to Office 365, those applications will also be accessible over the internet and accessible from anywhere.

Why did the State select Office 365?
Office 365 will provide the ability to work together more effectively, as more advanced systems permit better creation, storage, and sharing of information.

Office 365 provides the most recent versions of email, Office, and SharePoint. Our implementation will provide us with regular updates of these programs without incurring additional costs, so staff will always be using the newest tools.

Is Mobile Device Management (MDM) part of the Office 365 migration project?
Right now MDM is out of scope of this project. The project team has not looked into the business impact, documenting a policy or testing the capabilities. After the migration is complete, the operational team will look into it.

Office 365: Licensing

If DOA signs on behalf of the agency, who pays SHI?
DOA is co-signing with the agency. The agency would be responsible for cutting a purchase order and paying SHI.

Who does the True-Ups every year?
Each individual agency would report true-ups through SHI to Microsoft each year.

Does DOA manage licenses and Software Assurance Benefits (SAB) or can the agency continue with this?
Each agency would still manage their licenses and SAB as they have before.
How will agencies administer licenses outside of Office365 (Visual Studio, MSDN)? Will they still have access to their license management portal to administer web tickets and training vouchers?

Each agency would still have access to their license management portal to administer their licenses outside of Office 365, web tickets, and training vouchers.

Will costs for agencies that have SA on other products (aside from MS Office) impact the cost for that agency?

Yes. The agencies existing investment has been taken into consideration in the ECS sku they are moving to. Software assurance on Office and other products impact the pricing for an individual agency. The higher your current investment in Microsoft products the lower your entry will be to Office 365. The lower your current investment in Microsoft products the higher your entry will be to Office 365. Please refer to your specific SHI/Microsoft quote when available.

Will the Master Terms of Agreement include language around being IRS Pub 1075 compliant at all times during the entire length of the agreement?

Microsoft has an IRS 1075 Amendment which we will apply for government community cloud online services users at the Enrollment level. So when you sign off on the new EA enrollment, this amendment will be included if IRS 1075 requirements apply to your agency.

Are there options for payment terms or a different payment plan?

Yes there are options for this. Please contact JoEllen Creager at joemil@microsoft.com on details and to discuss your specific situation.

Would we be responsible for paying for both Office 365 and DET on-prem services for the duration of time between when we sign our enrollment and when the tenant is available for our use?

An agency that enrolls in Office 365 subscription licensing would pay Microsoft the month that they enroll for those licenses. DET service charges for O365 support would not start until you are migrated to O365 for that associated service (we are still working through what those rates/costs would be). Certain applications would be available to you immediately for you to deploy, such as Office Pro Plus, others will wait until the tenant is ready, and we execute the migration process to those other services. In the meantime, your existing DET services would still be charged until you are migrated.

Licensing for shared mailboxes?

License required only if the mailbox requires an in-place litigation hold. Requires Exchange Plan 2 license.
Is Office Web Apps part of the SharePoint offering? Does this require an Enterprise license?

Office Online (formerly known Office Web Apps – Word, Excel, PowerPoint, OneNote) is included with all Office 365 Plans. [https://technet.microsoft.com/library/jj819306.aspx](https://technet.microsoft.com/library/jj819306.aspx)

Office 365: User Impact

How will migrating to Office 365 change things for me?

**Outlook/Exchange**
For those of you on the State of Wisconsin's Email system, today to access your email, you click on Outlook and it retrieves your email from an Exchange server in the State Data Center. When you move to Office 365, you will still click on Outlook and it will now retrieve your email from an Exchange server in the cloud – or more specifically, in a Microsoft data center.

If you access your email through Outlook Web Access (OWA), it will also function generally the same. The most recent version of OWA in Office 365 actually has functionality that comes close to the full Outlook client experience.

**Free/Busy**
Setting free/busy permission level on a calendar that is OnLine for an individual who is on-premise may not work if the permissions is set differently than the default. Instead it will revert to the default permission level. The same is true if the individual is OnLine and the calendar is on-premise.

**SharePoint**
There are no immediate plans to migrate any SharePoint sites from the Enterprise SharePoint environment to SharePoint online.

I am an email distribution list owner. Will I still be able to make changes to my distribution list after migration?
Not at this time. Microsoft changed the ability to allow Distribution List Owners to make changes to their list. Until further notice, submit a Service Request to make the required changes. We are researching alternatives and will keep you updated once we have more information.

Email Questions:

Will My Email Address Be Changing?
No
What is the new address for Outlook Web Access (OWA)?
http://outlook.com/owa/wisconsin.gov

The major change you will see is when logging in to Outlook Web Access. You will now log in with your email address and password, not your accounts ID and password.

In addition to the standard wisconsin.gov email addresses, some employees have additional email address aliases. Will those addresses will still be available?
The accepted email domains will not change and we will continue to accept mail for them.

I manage a list serve distribution list. Will the address be changing on that as well?
List serve email addresses are not affected at this time.

What changes if my agency migrates to Exchange OnLine before migrating to the Accounts Domain?

For agencies whose workstations are not yet migrated to the Accounts domain users need to log in using their full email address (instead of accounts\samaccount) and email password after their mailbox is migrated to Exchange OnLine. If they do not they will keep getting re-prompted to authenticate.

Post-Migration Questions:

If I have access to a shared mailbox that hasn’t yet been migrated, will I be able to access it?
Yes, if you have full access to the mailbox. You need to go to the web browser and put in http://outlook.com/owa/wisconsin.gov, log in with your credentials and change to the shared mailbox.

How can I send an email out of a shared mailbox if is not yet migrated?
If you need to send an email out of the shared mailbox, then you have to log into OWA to send it (see the example above).

How can I view a shared resource that is not yet migrated?
You will only see free/busy information. This will be the case until the shared resource is also migrated.
Will I be able to schedule rooms and resources that are not yet migrated?

You will be able to see meeting rooms and resources (examples are conference rooms, training rooms, projectors, fleet vehicles, etc.) that are not yet migrated. They will show as free/busy. However, you will not be able to book the room. You will need to have someone who has not been migrated do this for you.

Can someone whose Exchange has not been migrated view a calendar that has been migrated?

Users who are still on Exchange On-premise may be prompted to authenticate when trying to view the calendar for a user that has been migrated to Exchange Online. The On-premise user will need to authenticate using their email address (instead of accounts\sam\account) and email password.

Why do I not receive Out of Office messages from an On-premise email users since I’ve been migrated to Exchange Online?

Non-migrated email customers must set an external Out of Office message for migrated customers to receive the notice.

Outlook 365: Functionality

What are the mailbox sizes?

<table>
<thead>
<tr>
<th>Type</th>
<th>Size</th>
<th>Archive Size</th>
</tr>
</thead>
<tbody>
<tr>
<td>User</td>
<td>100 GB</td>
<td>Unlimited</td>
</tr>
<tr>
<td>Shared</td>
<td>50 GB</td>
<td>N/A</td>
</tr>
<tr>
<td>Resource, Equipment, etc.</td>
<td>50 GB</td>
<td>N/A</td>
</tr>
</tbody>
</table>

What is the size limitation for attachments?

There is an attachment size limit of 25 MB.

What file attachment extensions are blocked?

Prohibited files types include: .ade, .adp, .bat, .chm, .cmd, .com, .cpl, .exe, .hta, .ins, .isp, .jse, .lib, .lnk, .mde, .msc, .msp, .mst, .pif, .scr, .sct, .shb, .sys, .vb, .vbe, .vbs, .vxd, .wsc, .wsf, .wsh

Can a user send to more than 500 recipients in Outlook 365?

No, not to individual recipients. To discourage the delivery of unsolicited bulk messages, Exchange Online has recipient limits that prevent users and applications from sending large volumes of email. These limits are applied per-user to all outbound and internal messages. (This limit does not apply to distribution lists created in our Global Address List that contain more than 500 recipients)
Recipient limit = This is the maximum number of recipients allowed in the To:, Cc:, and Bcc: fields for a single email message.

Note:

Exchange Online customers who need to send legitimate bulk commercial email (for example, customer newsletters or press releases) should use the Enterprise Lyris List server or another third-party provider that specialize in these services.

How do I enable/disable Clutter?

Clutter is an Office 365 email filtering feature designed to move low-priority messages – those you typically ignore – to a folder called Clutter.

For most users, Clutter has been automatically enabled. If you do not want to use this feature, you can turn it off, or if the feature is not enabled on your account, you can turn it on. You enable and disable this feature in the Outlook Web Application.

1. Sign in to Outlook Web App. Go to http://outlook.com/owa/wisconsin.gov and click on Login to the Office 365 Portal. Enter your email address firstname.lastname@wisconsin.gov and your password. Then click the Mail tile.
2. Click on the gear icon in the upper right and select Options.
3. Go to Mail> Automatic processing> Clutter
   1. If you wish to turn on Clutter, check the box for Separate Items identified as Clutter.
   2. If you wish to turn off Clutter, uncheck the box for Separate items identified as Clutter.
4. Click Save.

Note:

The Clutter folder remains in Outlook after you turn off the Clutter feature. The Clutter folder is one of the default set of folders, like your Inbox or Sent Items, and cannot be deleted.

How do I use spell check in Outlook 365?

Office 365 web mail does not have a spell check ability. Instead, it is based on the browser you are currently using. If your browser finds a spelling error, it will signal the error with a red underline. To fix the error, simply right click on the red underlined and it will bring up a list of spelling solutions.

Office Online Applications Functionality: Will there be macro abilities with online applications?

Yes. You cannot create macros, but you can edit existing macros in documents. (You cannot create macros with VBA in Excel Online, but you can open and edit VBA-enabled spreadsheets without removing (or corrupting) the VBA contained in the file.)

What is the default deleted items retention in Office 365?

DET has set the deleted items retention to the O365 maximum of 30 days.
SharePoint Functionality

What is the difference between a SharePoint site contributor and a SharePoint site administrator?
A site contributor has access to contribute to a SharePoint environment, meaning they can add content to existing document libraries and lists. A site administrator has full control over the site. They can participate as a site contributor, as well as create new sites, define site owners, customize sites, etc.

Can I use External Sharing for SharePoint Online for my vendor/partner account?
Yes. This will utilize the vendor/partner's personal WindowsLive ID, and is a no cost option to share information from your SharePoint Online site with your partners.
- What Is External Sharing - An external user is someone outside of your organization who can access your SharePoint Online sites and documents but does not have a license for your SharePoint Online or Microsoft Office 365 subscription. External users are not state employees. An external user could be a vendor/contractor that only needs access to your SharePoint Online site. While external users can be invited as extended project members to perform a full range of actions on a site, they will not have the exact same capabilities as a fully licensed user.

Will the site creation in Office 365 still be limited to the Site Collection Owner? Or will it give permission to any Office 365-G3 user to create his own site within a site collection?
You have to be a G3 user to be able to administer a site but even if you are a G3 user, you still have to be granted those rights BEFORE you can create sites.

Can DET deploy software to the Office 365 test server for us to test?
We have no access to any servers in our Cloud tenant, test or production.

What is meant by a ‘Hybrid’ SharePoint environment?
Currently we have an on-premise SharePoint enterprise farm. By configuring a hybrid link between that farm and O365 SharePoint, we will be able to configure ‘shared’ search which searches both environment and displays results from both when you search.

Hybrid can also be configured to allow a syncing of profiles so you will use the same credentials in both environments.

Hybrid can also be configured so that OneDrive links are provided in SharePoint Server which direct users to OneDrive for Business in Office 365.

Hybrid also allows creation of SharePoint Extranet sites? An extranet site in SharePoint is a site that organizations create to let external users have access to relevant content and to collaborate...
Is there a guideline for which application-like functionality is in SharePoint online, and whether it requires an enterprise-level license? For example, Workflows. We have several application-like SharePoint sites, as well as many team sites just for collaboration.

In Office 365, there is a concept of SharePoint Online Plan 1 v Plan 2 or Office 365 E1 Suite v E3 Suite. Both are roughly equivalent to Standard v Enterprise. Here is a link to a workbook that allows you to compare functionality v plan. https://technet.microsoft.com/en-us/office/dn788955.aspx

In addition, here is the service description for SharePoint Online which goes through each feature by plan. https://technet.microsoft.com/en-us/library/sharepoint-online-service-description.aspx

Office 365: Migration Information

What is the migration schedule?
The schedule will be based on the needs of the agency. A migration plan will be developed and coordinated with each agency. Large migrations (more than 500 users) will be scheduled over a weekend.

Is there a suggested or preferred order for Office 365 rollout?
The order of rolling out the components of Office 365 (Office ProPlus, Exchange Online, Skype4B) will vary by agency. If an agency needs advice on determining the order, it should be discussed with DET during initial planning.

Will all my current email be migrated to the new mailbox in Office 365?
Yes. All email will be migrated from the State’s current email environment to the new Microsoft Office 365 environment.

Will this include my calendar entries, contacts, and tasks?
Yes. However, there is a known issue regarding migration of recurring meetings -- a recurring meeting over a long period of time may not migrate as expected. The duration of time appears to be around a 24-month period. Once your mailbox is migrated, the calendar item will need to be reset.

Will I still have access to the same distribution lists?
Yes, all distribution lists will be migrated.
What about shared resources, such as conference rooms and meeting spaces?
Yes, all shared resources will be migrated.

Does Outlook software need to be upgraded prior to Exchange migration?
Before migrating to Exchange OnLine, all agency users should have the same version of Outlook. It must be a version of Outlook that is currently supported by Microsoft and it should be the latest build for that version.

Does Skype Client software need to be upgraded prior to migration?
Before a Skype migration, all agency users should have the same version of the Skype Client. It must be a version of Skype Client that is currently supported by Microsoft and it should be the latest build for that version.

Office 365: Security

How is antivirus/anti-malware handled?
We will continue to use the Cisco IronPort system for blocking antivirus/anti-malware from entering the environment.

Are there new spam reporting instructions?
No. If you have an email that you are concerned about, create a new message, insert the message in question and send it to spam@wisconsin.gov.

Can email be encrypted?
Email is encrypted internally between agencies. External email encryption policies will continue to be processed thru the Cisco IronPort servers.

Is our information secure in the cloud?
The State made security a major priority during the negotiations with Microsoft for Office 365. We are confident that the security provisions that cover all information, whether generated in email, SharePoint, OneNote, or in Office-created files stored in Office 365 storage, meet all the necessary security provisions. This includes stringent security requirements surrounding the use of health data (HIPAA) and criminal justice information (CJIS).