

Staff FAQ for Microsoft Office 365

The FAQs below have been compiled since the start of the project and will grow as the project progresses. Please send any additional questions to Email.Project@TUDublin.ie and we will continue to add them as required.

- **What is the format of the new @TUDublin.ie email addresses for staff?**
Staff email addresses will be in most cases in the following format: Firstname.Lastname@TUDublin.ie.

- **What is Microsoft Office 365?**

Office 365 is a cloud-based service provided by Microsoft which offers:

- Outlook email, calendaring and contact management.
- Online versions of Microsoft Office tools, including Word and Excel, which can be used within a web browser and/or on a mobile device.
- Fully licensed versions of additional Microsoft Office tools that can be downloaded and installed on your computer.
- Cloud based storage with over 5 terabyte (TB) of storage for each account holder via OneDrive.

- **How can I access Microsoft Office 365?**

- Once you receive your email with instructions you can then log on to Microsoft Office using this link: <https://portal.office.com>. Once your account has been moved over to the new Microsoft Office 365 tenancy, you will be asked to register for self- service password reset (SSPR) on your first login. You will be asked to provide either
1) a mobile number or 2) an email address or 3) answer some security questions. If you forget your password in the future, you can then use this to reset your password.

- **How can I access my emails?**

All your emails will have automatically migrated over to your new @TUDublin.ie email address for you so you will then be able to access them via the Outlook application.

- **What happens if an email is sent to my former email address?**

All emails to your former email address will automatically be re-directed to your new @TUDublin.ie email address. Junk email will not be forwarded to your new @TUDublin.ie address.

- **What happens to the events and activities that have been scheduled in my existing calendar?**

Your calendar will be migrated automatically so all scheduled events and activities will be available in your new calendar.

- **How can I access shared calendars?**

You will need to ask for the owner of the calendar to re-share their calendar with you and detailed instructions can be found on this link

<https://support.office.com/en-us/article/share-an-outlook-calendar-with-other-people-353ed2c1-3ec5-449d-8c73-6931a0adab88>

- **How can I access my contacts?**

If you click the 'people' icon either in the Outlook Navigation bar or in the Microsoft Office 365 portal you will be able to access your contacts.

- **I've been asked for self-service password reset (SSPR) when I login. What is this?**

SSPR is the acronym for the Self-Service Password Reset service in Microsoft Office 365 and it will enable you to reset your password without the need to contact Support. By registering for SSPR you will be required to provide a secondary method of contacting you if you forget your password and need to reset it. Then if you forget your password, a link or a code will be sent to you so that you can reset your password yourself.

- **What is the password for my new TU Dublin Microsoft Office 365 account?**

The password for your new @TUDublin.ie user account will be the same as your former email account.

- **I've changed my TU Dublin password and now I can't access Eduroam?**

The password for your new @TUDublin.ie account and your existing account are automatically synchronised. If your connections to other applications have been configured using your existing account, you will need to reconfigure the connection to use the new password.

- **I've changed my TU Dublin password and now I can't access G-Suite?**

Changing your TU Dublin password has the impact of changing your existing account password. Therefore, if you need to connect to G-Suite you will need to provide your new password.

- **My name or my email address is displaying incorrectly - how can I update it?**

If your name or your email address is displaying incorrectly, please contact your local support.

- **What is the Microsoft Office 365 portal?**

The Microsoft Office 365 portal is the welcome page presented in the web browser after you have logged into Office.com using your @TUDublin.ie username and password.

- **I am unable to see the Microsoft Office 365 Portal?**
 If you are unable to see the Microsoft Office 365 portal, please contact your local support.
- **What is Microsoft Outlook?**
 Outlook is the brand name for Microsoft's product for working with email, calendars and contacts. Outlook is available in several variants for all the common devices. The standard variant of Outlook that is available to staff is the Outlook web application (OWA). You can open OWA by clicking the Outlook icon in the Microsoft Office 365 portal.
- **I am unable to see the Outlook and/or the OneDrive icon**
 If you are unable to see the Outlook icon and/or the OneDrive icon, please contact your local support.
- **Can I use other versions of Outlook to access my email?**
 Outlook Web Access (OWA) is TU Dublin's preferred client to access your @TUDublin.ie email.
- **Can I use other email clients to access my email?**
 It may be possible to configure other email clients, e.g. the mail client on iOS, to access your @TUDublin.ie email, however OWA is the only client currently supported by TU Dublin.
- **Will retired staff continue to have access to their email accounts?**
 Yes, retired staff email accounts will be included in the migration to Microsoft Office 365.
- **I currently use Gmail - will I continue to have access to G-Suite after the migration?**
 While you will no longer have access to Gmail and Calendar, you will retain access to all your other existing G-Suite applications such as Google Drive. Any email sent to your former email address will be redirected to your new @TUDublin.ie address. Going forward, you should only use Outlook to send and receive your email using your @TUDublin.ie email address.
- **I currently use Gmail – what happened to my labels?**
 Gmail provides the ability to apply labels to help with the organisation and management of email. Microsoft Office 365 Outlook doesn't have this feature. However, any emails that were labelled in Gmail will have migrated to folders with the same name as the label. You can find these folders in the list presented on the left side of the screen.
- **I appear to be missing some of my old emails - where have they gone?**

Microsoft Office 365 Outlook has a feature called 'Conversations' which groups all emails with the same subject line and recipients together as 'Conversations'. If you were involved in an email thread in Gmail the messages in the thread may now be grouped together as a single conversation. In this case, you may click the chevron/arrow displayed with the email in your inbox. This will expand the current inbox entry to include all the other emails within the 'Conversation'.

- **Can I switch off the 'Conversation' mode?**

Yes, it is possible to switch off 'Conversation' mode via your settings. Settings are accessible from the Cog or Wheel visible near the top right of the screen. Scroll down to 'Conversation View' and click on the 'Off' option.

- **How long will access to G-Suite be maintained?**

Access to your G-Suite account will be provided for at least a year. As staff and students will have access to OneDrive from 01 September 2019 it is recommended that going forward staff and students use OneDrive for storage and sharing of all new files.

- **Will the content from my Google Drive be automatically moved to my new OneDrive?**

No, individual G -Suite account holders will be responsible for downloading their files from Google Drive and transferring them to OneDrive

- **Are any internal systems changing?**

Until further notice, you can continue to access all other systems e.g. Moodle, Brightspace, Agresso, Core HR, etc. using your current logins. Don't forget that if you change your TU Dublin user account password any application that uses your existing user account may stop working for you until you supply the updated password.

- **What is OneDrive?**

On 01 September 2019, OneDrive will be accessible to all staff and students. OneDrive is a cloud location for the storage and sharing of files by an individual user.

- **Can I still access my old files from OneDrive?**

Yes, OneDrive files will be present in your TU Dublin account. However, they will need to be re-shared if others still require access.

- **Should I use OneDrive going forward?**

Yes, once you have access to OneDrive you should use it to share and collaborate securely. OneDrive provides you with a location in the cloud for personal file storage and sharing that you can access at any time.

- **Who can access my OneDrive documents?**

You are the only one that can access documents etc. in your OneDrive. Your OneDrive is your personal location for storing files in the cloud. You can decide to share individual files and folders with others and you can also revoke access to these documents and files at a later stage. Each individual controls who has access to the files and folders in their own OneDrive.

- **Is there a storage limit in Microsoft Office 365?**

OneDrive provides storage in excess of 5TB for every individual user account. The mailbox storage limit is between 50GB and 100GB.

- **Will I be able to access email on my mobile phone?**

Yes, you can access your new @TUDublin.ie email on your mobile phone by using the Microsoft Outlook application provided for your device. Please note that currently the Outlook web application (OWA) is the only version supported by TU Dublin. Information on installing Outlook for mobile devices can be found in the **How To Guides** section.

- **Can I still use my desktop Outlook Client?**

Yes, you can still use your desktop Outlook Client (versions 2016 and 2019). The Outlook web application (OWA) is the supported method for accessing email, calendar and contacts. Information on using Outlook for Desktop (Windows) can be found in the **How To Guides** section.

- **If someone is sent an encrypted message to their current mailbox, can they access this mail post migration (when they are migrated to @TUDublin.ie)?**

Please note that, for security reasons, encrypted mails cannot be opened if forwarded to another mailbox. You should contact the sender and ask them to resend the mail directly to your new TU Dublin address.

- **Who can I contact to get additional support?**

If you have any questions or difficulties, please contact your Support Desk in the usual way.

If you have any questions about the project, please email us at Email.Project@TUDublin.ie
