



MICROSOFT 365
M I G R A T I O N



Student's Change Guide



These are the guidelines from the project team. In this guide, you will find all the key information to know about the Microsoft 365 migration.

Scope statement:

Microsoft 365 is replacing GSuite. By the end of Summer 2024, all active students (excluding graduating seniors and alumni), faculty, and staff will have access to the entire Microsoft productivity suite, including Outlook for email and OneDrive for file storage!





Change Guide for Students

Welcome to Microsoft 365 - when and where you need it.

Work anywhere, anytime, on any device. Microsoft 365 is ready when you are

WHAT TO KNOW & WHY

Students will now be using **Outlook for email** and **OneDrive for file storage!**

- 1 TB of file storage, a significant increase!
- Advanced security measures to protect accounts and safeguard sensitive information
- A comprehensive suite of productivity tools, including Microsoft Teams, SharePoint, OneNote and more, to streamline workflow and enhance collaboration
- Seamless integration with other Microsoft applications, ensuring a smooth and efficient user experience



WHEN

Summer Session students will be migrated starting on **May 1st** and through **May 21st!** For all other students, Migrations will begin on **June 1st** and continue through **August 30th**

WHERE

Students can sign into Microsoft 365 via **Access HU**, the University's home for important systems and services!



Email ID will remain the same: **bison.howard.edu**



Download **Access HU** Mobile or **Microsoft 365** mobile app

WHAT TO DO

- 1) Take a look at the **Student To Do List** to ensure you are ready and complete the necessary steps ahead of time
- 2) Review the **Post-Migration checklist** once you have been migrated
- 3) Check the **Microsoft 365 resource page** on the **ETS website**: FAQs, job aids, and "how-to videos" are available for you!
- 4) Check out all the **resources** provided in this guide
- 5) Review the **support model** available in case you need assistance





MICROSOFT 365 MIGRATION



Gmail is moving to Outlook!

Enjoy better organization and management of emails, streamlined communication with your professors and peers, and more! Enhanced auto-complete email address and look-up feature; @Mentions; Reminders for forgotten attachments in emails; Automatically adds flight, hotel, or rental car reservations to the calendar if reservations are received through email



Google Drive will now be OneDrive and SharePoint!

Look forward to increased storage (1TB), secure protection of files and information, unlimited file access at all times, and more!



Drive



Changes Summary



Teams

Teams will make it easy to connect with your peers through messaging, meeting, file sharing, and other real-time collaboration methods!



Stream

Take advantage of Stream's powerful video management tools, including automatic closed captioning, in-video facial recognition, personalized channels and page customization, and more!



OneNote

OneNote will transform your notes by providing easy navigation and organization, multimedia support, integration with other Microsoft apps and plugins, and more!



Word, PowerPoint, and Excel

Have essays, presentations, and datasets that you need to complete for your classes? Use Word, PowerPoint, and Excel for those and your other academic activities!

Job aids are available to support you!

Check the job aids per application to increase your knowledge and take advantage of the suite of productivity tools.

Go to the resource list on page 7!





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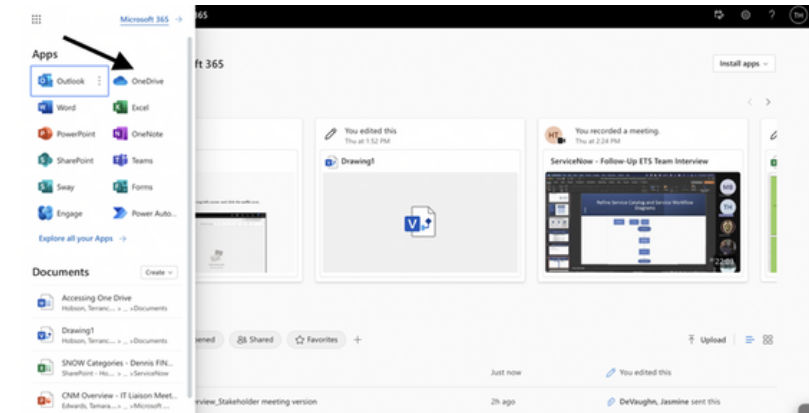
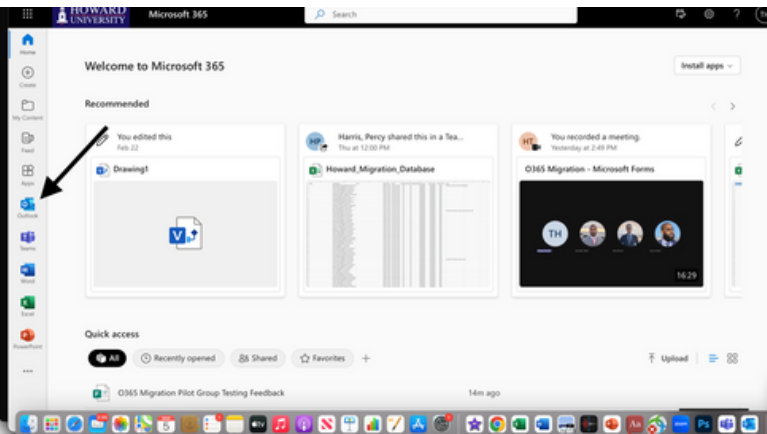
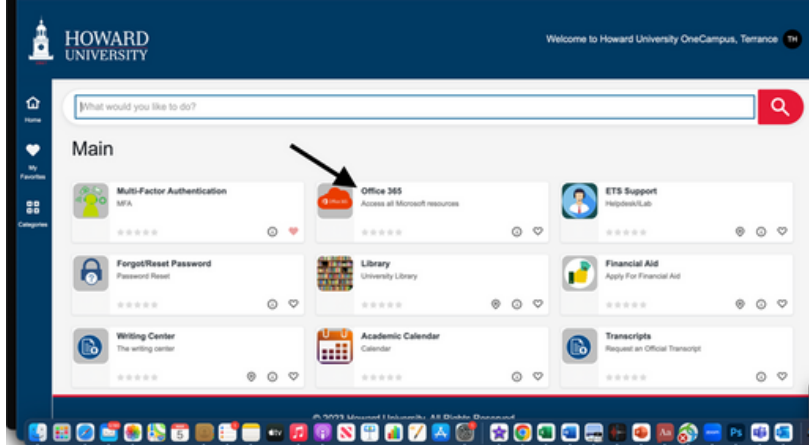
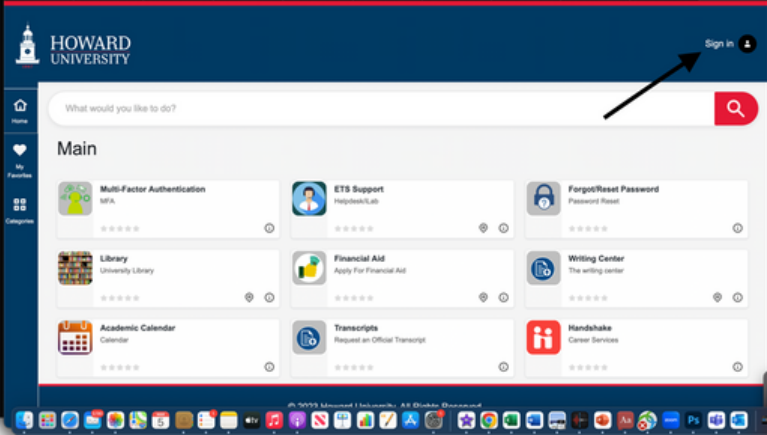


Access / Log in / Mobile app:

Students can sign into Microsoft 365 via Access HU!



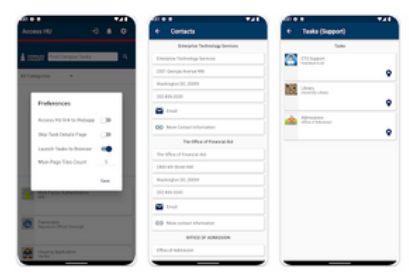
Email ID will remain the same: **bison.howard.edu**



Download the free Microsoft 365 mobile app

Use Word, Excel, PowerPoint, and other tools for free in one mobile app. Enjoy exclusive features with the new Microsoft 365 mobile app for iPhone, Android, and other tablet devices.

[Download the Android app](#) [Download the iOS app](#)



Download AccessHU Mobile

As a one-stop platform, AccessHU brings together all university resources, providing you with quick and convenient access to essential services and tools on your device.

[Download the Android app](#) [Download the iOS app](#)





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Student To do List

Take a look at the Student To Do List to ensure you are ready and complete the necessary steps ahead of time

Deadline to complete: May 22nd!

- | | | |
|--------------------------|--|--|
| <input type="checkbox"/> | 1. Review and Update your Personal email | Stay up to date with all migration notifications by adding a secondary email in BisonHub. Make sure that it is not the same as your bison.howard.edu. |
| <input type="checkbox"/> | 2. Review Shared Links and Important Documents | Have important documents that you need to work on right now? Are you collaborating with your peers on any shared documents? Make sure to save a copy of these documents for yourself! |
| <input type="checkbox"/> | 3. Let's get Organized! | Revisit your GDrive and ensure that all of your important documents are SAVED! Clean Up your file structure; Delete any duplicates you may find. (Friendly Reminder: One Drive Storage capacity is 1 TB!) |
| <input type="checkbox"/> | 4. Download AccessHU Mobile | Don't miss important communications! Remember that you can receive migration notifications through the summer months. |
| <input type="checkbox"/> | 5. Review & Update Notification Preferences | Review your notification preferences to stay up to date with all migration notifications. Apple Users, make sure that your settings are set up to receive notifications the way you would like to on your all devices! |

Quick Tips:

- **Native Mail App:** Did you previously use the native Mail app on your phone or other devices? Make sure you download the Outlook mobile app from the App Store and use that instead!
- **Formatting issues may occur during file conversion:** Make sure to review important documents to save a copy of these documents for yourself!

For more information and to stay up-to-date on all things Microsoft 365, visit the ETS website:
technology.howard.edu



DOWNLOAD





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Student Post-Migration Checklist

Once your account has been fully migrated, take a look at the post-migration checklist to ensure that it has been completed successfully!

Student's Post-Migration Check List

-
- 1. AccessHU** a. Are you able to log in to Outlook via Access HU?
-
- 2. Mobile/ Desktop Apps Access** a. Please download the Outlook mobile app from your mobile device. Are you able to sign in?
b. Update your Outlook mobile app account profile
c. Confirm any other desktop app or device access (i.e: tablet)
-
- 3. Outlook** a. Are all of your (previous Gmail) emails visible in Outlook?
b. Please attempt to send a test email to yourself. Are you able to see this email in your "sent" folder?
c. Are all of your previous Gmail contacts visible in Outlook?
d. Are all of your previous Gmail appointments and meetings visible in your Outlook calendar?
-
- 4. OneDrive** a. Please navigate to your OneDrive. Are you able to see all of your previous G-Drive documents stored in your OneDrive (look for the "GDriveMigration" folder)?
b. Please try to open a document that is saved in your OneDrive. Were you able to open it?
c. Are you able to save a new document to your OneDrive?
-
- 5. Notification Preferences** a. Review your notification preferences to configure them according to your preferences for your daily academic activities. Apple Users: make sure that your settings are set up to receive notifications the way you would like to on your all devices!

Quick Tips:

- **Native Mail App:** Did you previously use the native Mail app on your phone or other devices? Make sure you download the Outlook mobile app from the App Store and use that instead!
- **Issues or need support?** Download the Self-help Guide to check common issues and how to solve them. For further assistance, contact helpdesk.



Tip: review the M365 Instructional Guide for step by step information for checklist items 1 to 4





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Student's GO TO



RESOURCE LIST

Migration ToolKit

Download the migration toolkit to ensure a smooth and efficient transition and user experience.

Guides: Change Guide; Self-help Guide; M365 Instructional Guide

Job aids: Sign-in; Add Profile in Outlook (Android and iPhone)

One-Pager: M365 Apps and benefits; Support model

Post-cards: Key dates; Student's to do list, and post-migration checklist



Job Aids

Check the job aids per application to increase your knowledge and take advantage of the suite of productivity tools:

Deep Dives: Outlook; OneDrive; Stream

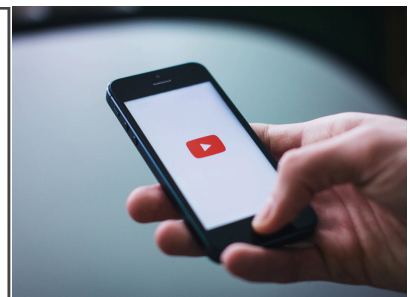
Tips and tricks: Word; Excel; PowerPoint; OneNote; SharePoint Forms; Whiteboard; Teams; To-do; Loop



"How to Videos"

Check the "How to Videos" if you need further assistance in common topics as:

1. [How to install Outlook app for MAC](#)
2. [How to install Outlook app for Iphone](#)
3. [How to navigate to G-Drive folder within One Drive](#)
4. [How to share a document within One Drive](#)



ETS Website - Microsoft 365 Student Resource Page

All the above resources are housed on the ETS website for your convenience. Scan the QR-code and access anytime to easily download what you need!

Check the menu tab for Announcements, Change Network, FAQs, and more!





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Support Model Guidelines

Self-help materials and the Helpdesk will be the two layers of the support for students



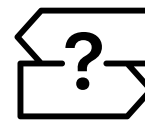
Type of Assistance

Navigation, configuration and basic general guidance



What to do?

Students should utilize the self-help documents as the first step of support prior to contacting Professional Services



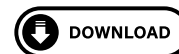
Where to go?



ETS Website O365 resource page
Check the How to videos, FAQ, Job Aids and more!)



Self-help Guide



Troubleshooting or technical assistance

If Students can't self-resolve their issues, a helpdesk ticket should be submitted to report any Outlook and/or One Drive issues.

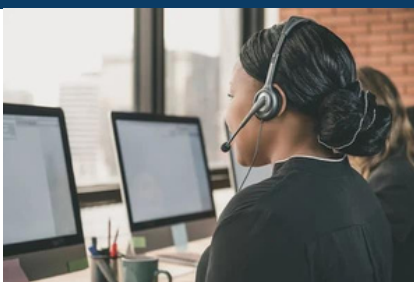


Helpdesk

Helpdesk Contact Information

IN PERSON

ETS WALK UP LOCATED ON THE FIRST FLOOR OF THE ILAB TECHNOLOGY CENTER.



CALL FOR ASSISTANCE AT

202-806-2020

Enterprise Technology Services



The iLab

Operational hours

Sunday	1:30pm - 10:pm
Monday	8:30am - 10:pm
Tuesday	8:30am - 10:pm
Wednesday	8:30am - 10:pm
Thursday	8:30am - 10:pm
Friday	8:30am - 5:pm
Saturday	9:00am - 6:00pm

Sunday	CLOSED
Monday	9:00 AM – 5:00 PM
Tuesday	9:00 AM – 5:00 PM
Wednesday	9:00 AM – 5:00 PM
Thursday	9:00 AM – 5:00 PM
Friday	9:00 AM – 5:00 PM
Saturday	CLOSED



EMAIL ISSUES TO

huhelpdesk@howard.edu