



MICROSOFT 365
MIGRATION



Student's Self-help Guide



This is your first step of support. In this guide, you will find the common issues related to the migration project and guidelines on how to resolve them





MICROSOFT 365
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Self-help Guide

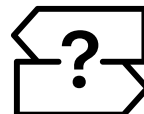
Dear Howard Student, check the list of common issues below and how to resolve them. **Tip: You can download the materials with hyperlinks in the How to Solve Column.** If you need help with anything outside this material's scope, don't hesitate to contact the helpdesk as directed on the last page of this guide.



Common Issues



Description



How to solve?

Missing notifications from the M365 migration process

Notifications are sent to the student's personal email and Outlook email, but if you have your Bison email listed as both personal and student, you won't receive any notification

Update your personal email in your profile by adding a **secondary email in BisonHub**

Suddenly, your Gmail inbox is not getting more emails

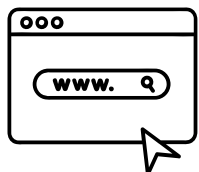
You have missed the "migration complete" notification and don't know where to go to access your new mailbox

Review the **Change Guide** and **post-migration checklist** to make sure you are up to date. Sign into Microsoft 365 via **Access HU** or the M365 app

Previously using the Outlook app for your Gmail and are unaware of how to add an additional Outlook account

If you were previously logged in to the Outlook app using your Gmail account, you will have to add an additional account in your profile inside the Outlook app to access your Outlook emails

Add an additional profile in the Outlook account - review the instructional guides on how to.
Download: Android / iPhone



ETS Website M365 resource page

Check the How to videos, FAQ, Job Aids and more!





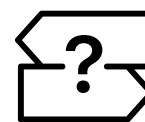
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Common Issues



Description



How to solve?

Emails from Gmail mobile or desktop apps are being sent to the Gmail deleted items folder

Your mobile and desktop apps are still connected to your Gmail account. This is expected behavior for a migrated mailbox

Create a new mail profile in the app explicitly configured for Microsoft 365 via manual account creation. Review the instructional guides on how to.

Download: [Android](#) / [iPhone](#)

Able to receive the correct emails in Outlook on the Web (OWA), but not able to get the same emails in the laptop or mobile/tablet device

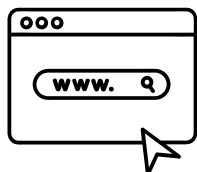
Your mobile/tablet and desktop apps are still connected to your Gmail account

Verify that the mail account in your app or device is configured for Microsoft 365 and not Gmail

Not able to view and access shared documents that you are not the owner

Gdrive documents that were shared and not owned by the student are not visible in One Drive. Users need to download an offline version of the shared documents until the owner of the documents is also migrated over to Outlook and One Drive. Once the owner is migrated, the same shared link(s) will work.

1. Wait for the owner of the shared document to be migrated to M365. The shared documents will appear in the "shared" menu.
2. Download copies of the required shared documents before being migrated to retain access.
3. Have the document owner share the document via OneDrive.



ETS Website 0365 resource page

Check the How to videos, FAQ, Job Aids and more!





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Common Issues



Description



How to solve?

Formatting issues from files conversion

Formatting issues may occur during file conversion. Double-check the document or spreadsheet after conversion to ensure everything appears as intended

Double-check the document or spreadsheet after conversion to ensure everything appears as intended. Adjust as needed.

Abroad students from specific countries will not have access to any Microsoft application

Users logging into Microsoft applications from Russia, China, the Netherlands, Nigeria, United Kingdom, and Australia will be restricted.

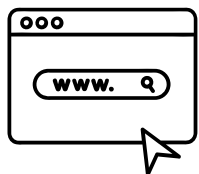
Submit a ticket to request access before your travel or once you are back, please contact Helpdesk as directed on the last page of this guide

Inactive student email accounts

Inactive student email accounts will automatically be disabled after 120 days per Email management policy. An email account will automatically archive and be maintained in accordance with record retention guidelines after 366 days of inactivity.

Once disabled, you need to contact the Helpdesk as directed on the last page of this guide to regain access to their account.

[Download: Policy Series 700-101](#)



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Support Model Guidelines

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



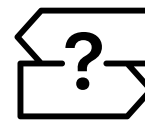
Type of Assistance

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

Trouble shooting 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



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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

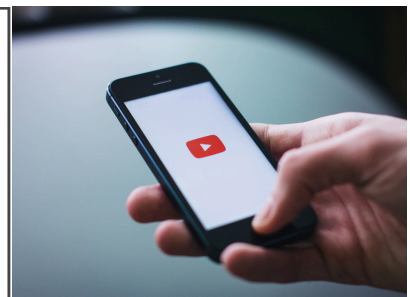
Tips and tricks: Word; Excel; PowerPoint; OneNote; SharePoint Forms; Whiteboard; Teams; To-do; Loop



"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!

