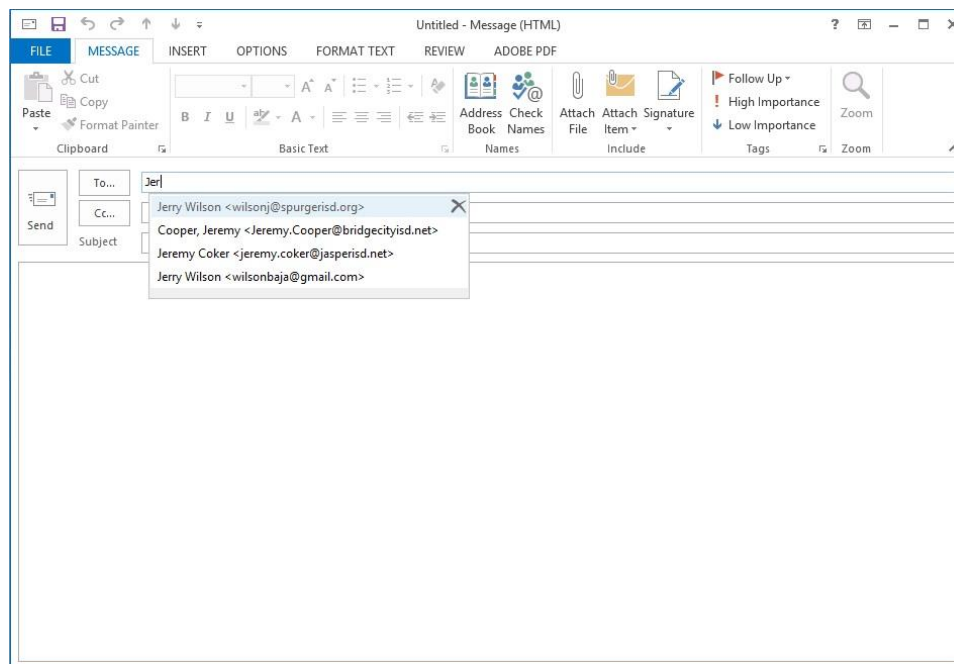


## Microsoft Office 365 Frequently Asked Questions

Little Cypress Mauriceville CISD provides Microsoft Office 365 Email and Resources to students in grades 6-12, faculty, and staff. Microsoft Office 365 provides cloud-based services for email, communication and collaboration, file sharing, and team sites. Online access is also provided for Microsoft Word, Excel, PowerPoint, and OneNote. You can access your files anytime, anywhere you have Internet connectivity. ***This document is designed to provide answers to commonly asked questions related to email and other cloud services.***

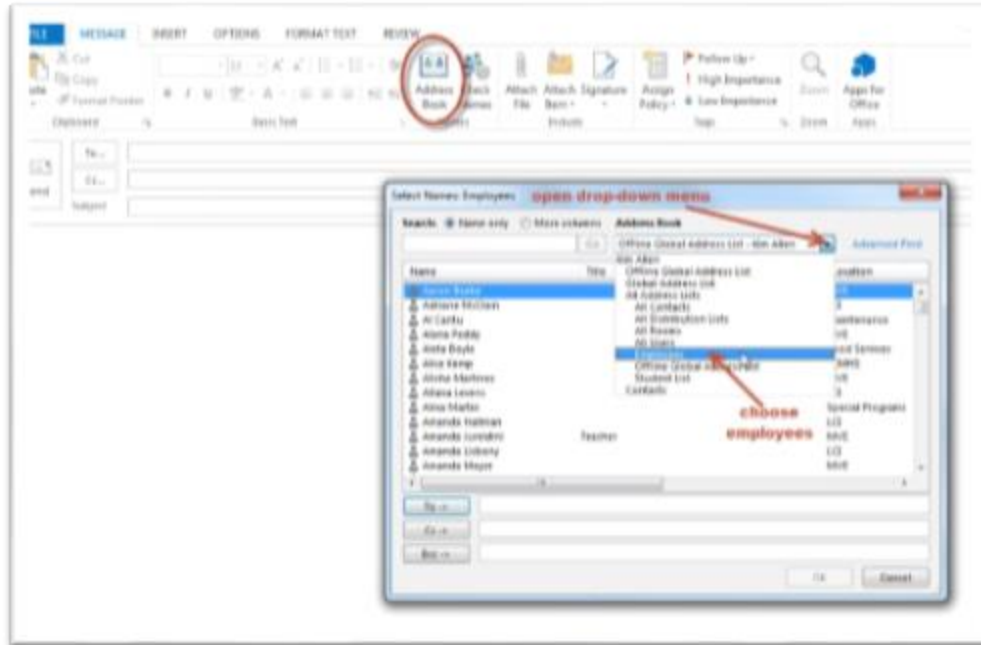
- 1. How is our District's transition to Office 365 going to affect me?** The transition is moving our email services from Region 5 ESC servers to Microsoft Cloud Services. This means mail that was stored on servers at Region 5 are now stored in the cloud.
- 2. What happens during implementation of the Office 365 Platform?** During implementation each employee mailbox is moved to Microsoft Cloud Services and all mail is synced from the Region 5 servers to the new hosted site. During the process, we ask that you only use the email within the Office 365 platform. You can find this on the District Web Site --> Inside LCM --> Microsoft Office 365. All employee email has been synced at this time, so you should be able to use both the Office 365 web portal as well as the Outlook client on your computer.
- 3. What services are available in Microsoft 365 provided by our District?**
  - Online versions of Microsoft Word, PowerPoint, Excel, and One Note for computers, tablets, and mobile phones.
  - You can create, view, or edit documents without having to purchase Office applications.
  - Lync (staff) for instant messaging, video conferencing, desktop sharing and meetings.
  - Outlook - send and receive email and schedule appointments and meetings in the calendar
  - OneDrive for Business - store your files online.
  - SharePoint Online - create team sites where you can collaborate with others in your classroom, school, or organization.
  - These services (excluding Lync) are available to students for use in the classroom environment for educational purposes.
- 4. Where can I find out more about getting started with Office 365?** You can find additional information about the Office 365 portal here: Getting Started: [Getting Started in Office Web App for 365](#). You can also access [Office 365 training in Atomic Learning](#) (use district computer login and password) which is provided by the District.
- 5. Will I be able to keep my contacts in Office 365 email?** You should have your contacts after the migration. If you need to create new contacts you can find more information here: [Create New Contacts in Office 365](#)
- 6. How do I create new contacts in Outlook Web Apps in 365?** The People tab is where your personal contacts are stored and where you can view any address books that have been set up for your organization. Additional information can be found here: [Create New Contacts in Office 365](#)

7. **Some of my Contact Groups are not working. What do I do?** You may need to recreate some of your previous groups. To create personal contact groups, see the Bear Clue Sheet found here: link on the lmcisd website or go to this link for [instructions on creating groups](#)
8. **How can I send email to others outside of our District?** Some contacts that previously resided on the Region 5 email servers may need to be deleted and recreated. Please contact your campus technician or the Technology Help Desk at extension 2000 if you are having problems sending or receiving email from another district. If you need to recreate new contacts, instructions can be found here: [Create New Contacts in Office 365](#)
9. **Someone at another school is sending me email, but I am not receiving them. How can I resolve this? See the response from Region 5 here:** "Other schools in our Region are beginning to migrate off of our hosted email to other services such as Office 365. When this happens, it will cause some issues in sending email to them. What happens is, Outlook tries to send to their old mailbox which no longer exists. **Here is the solution:** When you start an email to someone at another school (for example, Spurger) their name will drop down below the "To:" line. (see picture below) Click the "X" that shows up at the end of the drop down to remove the account for the Quick Contact cache. At this point you have to retype their full email address in."



10. **I registered for a seminar or workshop at Region 5 and didn't receive my email. What can I do?** Region 5 has discovered an issue with their registration system after the migration of our email. At this time, we can still register for workshops and print certificates, but will not receive email notifications to our lmcisd.org email address. Region 5 plans to upgrade their registration system at the end of 2014. Once they migrate this should not be an issue anymore. We do not have a solution at this time.

11. **I'm getting lots of SPAM, what can I do about this?** There are two options for spam/junk email. One option is to click on the spam message, and select send to Junk Folder. The more spam you send to the Junk Folder, the better Outlook will get at blocking the spam. The other option is to forward all spam/junk mail to: [spam@lcmcisd.org](mailto:spam@lcmcisd.org). Once the technology department receives the spam notification, we can set rules to eliminate the emails in question.
12. **Can I use Office 365 on my mobile device?** Office 365 can be used on Android, iPhones, iPads, and Windows phones as well as a variety of tablets, laptops, etc. If you have an Android or Windows 8 (or higher) Phone you have full access to the Office Mobile app with the ability to view, edit and create files. For more information on Office Mobile click [here](#).
13. **Can I still use Webmail from the link on the District Home Page?** Yes, you can still use the webmail link on the District Home Page. However, you will be directed to the new mail servers at Microsoft.
14. **How much storage do I have in Outlook within Office 365?** You are allowed **50GB of email** storage.
15. **Will my email address change for faculty and staff?** No, your current lcmcisd.org email address will remain the same.
16. **Will my email address change if I am a student?** Email addresses for students grades 6-12 will change from the Gaggle email address used last year ([studentusername@lcm.gaggle.net](mailto:studentusername@lcm.gaggle.net)) to the Office 365 email format ([studentusername@lcmcisd.org](mailto:studentusername@lcmcisd.org)) for the 2014-2015 school year.
17. **As an employee, can I still use the Outlook client on my desktop?** Faculty and staff will be able to use the Outlook client on the desktop until computers are refreshed. District computers are refreshed in cycles. Faculty and staff may not be refreshed at the same time. After computers are refreshed, only the web interface will be supported.
18. **Can I still share my calendar?** Yes, calendar sharing is supported in Microsoft Office 365.
19. **Will I be allowed to change my password?** Yes, both email and the other cloud based services in Office 365 are now tied to the District authentication system. This means that when you change the password on your computer login, it will change in Office 365 as well. You will not be required to maintain an additional email address password.
20. **How do I create or make changes to a Distribution List?** Distribution Lists are created by Office 365 Administrators in the Technology Department. These groups have additional security and access may be limited based on permissions from Campus or District Administrators. New system distribution lists or changes to the lists must be submitted in a service request and require approval. These changes are made by Office 365 Administrators in the Technology Department.
21. **The Address book in Outlook looks different and I am now able to see students. How can I filter so that I can only see employees?** You can select Employees from the Drop-Down menu on the Address Book.



22. **What is OneDrive?** With **OneDrive** you get **1 TB** of free cloud storage to store your files, photos, etc. and you can sync them with all your devices. Editing and collaborating on Office documents is now easier than ever. You can access the latest versions of the files in OneDrive from any device anywhere you have Internet Access. You can share documents or photos through email, post to a social network or your website or you can blog directly from OneDrive. LCMCISD Technology Department can also install the OneDrive app on your desktop that creates a folder that syncs with your cloud folder and lets you access files on your computer remotely.
23. **How do I Access OneDrive?** Sign in from the District Website by selecting Inside LCM, and then select Microsoft Office 365. Log in using your email address and the password you use to log in to your computer. Once you are signed in, click **OneDrive** in the Navigation Pane at the top of the window.
24. **What is a SharePoint/Team Site?** SharePoint online provides a location where employees can collaborate with team members, share District resources and information, and view and edit files stored within a site.
25. **Are faculty and staff able to use a Departmental/Class SharePoint site?** Yes, however a service request is required and approval is needed from the campus or departmental administrator.
26. **How do I access our department or campus website?** You can access sites by logging in to your Office 365 account and click Sites in the Navigation Pane at the top of the window.
27. **Can everyone see my departmental site?** Access to a site is based on permissions requested by the campus or department administrator. The administrator should include the names of the faculty or staff members who need access to the site in the service request.
28. **Can a SharePoint /Team Site be customized?** It is possible for some customization of a site. Note: Site customizations must be approved by the campus or departmental administrator.

29. **Is there a maximum file size I can upload on a team site?** The maximum file size per upload is 100MB. Team sites are initially provided with 5GB of storage available.
30. **Where can I find training resources for online versions of Microsoft Apps in Office 365?** You can find basic information and training for these apps:
- [Basic tasks in Word Online](#)
  - [Video: What's new in Word Online](#)
  - [Basic tasks in Excel Online](#)
  - [Basic tasks in PowerPoint Online](#)
  - [Basic tasks in OneNote Online](#)
  - [Basic tasks in Lync](#)
  - [Office 365 training in Atomic Learning](#) (use district computer login and password)
  - There are resources for using Office 365 on the [Microsoft Partners in Learning Network](#). You can create an account using your lcmcisd.org email and password to research and find other Office 365 resources.
  - Sample Lesson Plan - [Learning Across Borders](#) – (using web conference) (requires login to Microsoft Partners in Learning Network to view lesson)
  - Search for lesson plans in the Microsoft Partners in Learning website based on age, subject, focus, etc. <http://www.pil-network.com/search/bing>

If you need additional information related to Office 365 or Email migration, please contact the Technology Help Desk at extension 2000.