

Montgomery County  
Office 365 (O365) - Outlook Migration  
Frequently Asked Questions (FAQ's)

**1) Will my email address change?**

- a. No

**2) How do I determine which version of Office I have?**

- a. On the Office 365 transition web site there is a link to instructions to determine which version of Office software you are using.

NOTE: Most of the tutorials and training are focused on the transition of Office 2003

**3) Will I still use my desktop version of Outlook?**

- a. If Outlook 2007 or greater – YES
- b. If Outlook 2003 – NO you will use the web based Outlook Web Access (OWA) cloud based application except to access your PST archive.

**4) Will my PSTs be migrated for me?**

- a. If Outlook 2003 no PSTs associated with the mailbox will be migrated. Staff can access archived PST data by using their old desktop 2003 software.
- b. If Outlook 2007+ only the mail store is migrated. All PSTs attached to the mailbox will be undisturbed. Users can move their PSTs to Office 365 themselves

**5) How will I get my software & access to O365 Outlook Web Access (OWA)?**

- a. If the staff person is using the XP operating system
  - i. Firefox will be loaded on the staff persons machine
- b. If the staff person is using the Windows 7 operating system
  - i. The current version of Internet Explorer will be used
- c. An OWA shortcut icon will be installed on the staff persons machine

**6) Will my IE favorites be moved to Fire Fox?**

- a. No. Fire Fox is for access to OWA.

**7) How do I upgrade from Office 2003 to Office 2013?**

- a. Contact your department IT representative. These upgrades are paid for by the departments

**8) Where did the Public Folders go?**

- a. If you were upgraded from Office 2003 they are no longer available.
- b. Office 2007+ can see the existing Public Folders in read only mode
- c. Office 365 does not support Public Folders in the same manner as earlier versions of Office products did. For those for which there is a continued need the data they contain will need to be reconciled based upon type. Contact your department IT representative

**9) Does VPN work with O365 OWA?**

- a. Users of OWA do not need VPN to access it. There are situations where the department staff uses VPN for access to business information while they are out of the office. For the most part those staff should not have a problem.
- b. If you are using the 'net connect' feature the VPN will block access to the internet and thus to OWA. If you use that capability or have difficulty using VPN and accessing OWA please contact your department IT representative

**10) Will my Outlook contacts be migrated with my mailbox?**

- a. Yes

**11) What happens to the office 2003 desktop software once the staff person has migrated?**

- a. There are three parts to the answer.
  - i. [Once staff using Outlook 2003 has been migrated to Office 365](#) they will use the Cloud based OWA exclusively for email. The desktop version will not operate or interact in any way with the Office 365 or local exchange services. Only archive emails (PST) will be accessible via Outlook 2003.
  - ii. In Phase 2 the office applications such as Word, Excel and Power Point are migrated the staff will have the same situation as item 'a' as they will be using cloud based version of those products.
  - iii. In Phase 3 the MS Access implementations will be reconciled to not require desktop software to run

After these activities have been completed there will be a process run to delete all elements of the office 2003 software on each staff person's machine.

**End of FAQ's**