Establishing a New Outlook 365 Profile - FAQ

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About Profiles

Do I need to create a new profile?

All Corporate email users with email addresses ending in @K12.com need to create a new Outlook profile. If you have a school email (name@[school].org) <u>you do not need</u> to create a new profile for your school address, but you DO need to create a new profile for your @K12.com email address.

Does a "new profile" mean I will now have a new K12 email address?

No, your address will remain the same as before the email disruption.

What will I see in my new cloud-based email and in Outlook?

When you create your new email profile, you will not immediately see emails, Outlook folders, contacts, or calendar meetings from before

11/16/20. Items from before 11/16/20 will populate your new Outlook profile as it becomes available. This could take up to three weeks to complete for all users.

What happens when my old content is merged into my new email profile?

If you recreate meetings and rules using your new email profile, you will see both the old and new recreated items when your old content is migrated. You will need to decide which items to keep, and manually remove duplicates.

Will I need to create a new email signature?

Yes. Instructions to create email signatures can be found at this link. Branding for email signatures related to our new company name, Stride, will be available at a later date. For information on the new brand, see our 11/17/20 announcement.

I have exported contact files and email folders. Should I import these files or just wait until the system does it?

We recommend that users don't import any exported data until after all the old data has been loaded back into the new profile. If a user chooses to import data before all data is restored, they will encounter duplicate items.

About Shared Mailboxes, Distribution Lists, Contact Lists, and .pst files

When will shared mailboxes and distribution lists be available?

Technology teams are working to restore all corporate email accounts. Due to the scope of this data initiative, some shared mailboxes and distribution groups will not be available immediately. It may take up to three weeks before all data is restored and available.

What happens with saved contact lists?

Each individual user's data will be migrated to their new profile, including contact lists. Due to the scope of this data migration, this could take up to three weeks to complete for all profiles.

Will users be able to find and email/schedule with all K12 users from a global address list?

Yes. The corporate global address list within Outlook will be restored, with the exception of group addresses (e.g. AP@k12.com), which will be prioritized for restoration after individual emails are re-established.

How can I access my archived .pst files?

If you have archived .pst files, they will be stored on your laptop. Follow the instructions in this K12 SharePoint link to import archived .pst files into your Outlook.

About Mobile Phones and Tablets

Should I use the Outlook app to access my email on my mobile device?

The Outlook App is the preferred app for accessing corporate email.

Additional Support

If I need help, how do I get it?

A Zoom Room staffed by IT support staff will be available 11/24/2020-11/25/2020, 9am – 8pm ET; Friday 11/27/2020 11am-5pm ET; and 11/30/2020-12/04/2020, 9am-8pm ET. A live overview of how to set up your new Outlook profile will be provided at the top of each hour, and the remainder of the hour used to troubleshoot user setup issues: https://k12.zoom.us/j/94684177507

For additional support, please refer to the Outlook 365 FAQ document provided along with this guidance, or contact the IT Help Desk for assistance:

- School Users – K12rit.com
- Corporate Users – K12cit.com
- Phone: 855-512-4357 (8am – 8pm ET, Monday – Friday)