



# GENERAL ORDER

## Office 365 Upgrade/Email Migration

Date: July 1, 2022

Number: 22.040

Effective Date: July 1, 2022

Expiration Date: N/A

Approved By: Darren L. Stevens, Fire Rescue Chief

On July 5<sup>th</sup>, 2022 at 1700 hours, our department will be upgraded to Microsoft Office 365 and will be migrating emails. This will continued to 0600 hours July 6<sup>th</sup>, 2022. Please see the following from IT in regards to the steps you will need to take for this event.

IT is requesting that you close all applications running and **SIGN OUT** of all county computers at 1700 hours. **DO NOT TURN YOUR COMPUTER OFF**(this *includes* no Shutdown). Please **REMAIN SIGNED OUT** until 0600 hours on July 6<sup>th</sup>, 2022.

For any Surface or Laptops, you will need to bring them into the office and make sure they are on the county network. Make sure your laptop/Surface is plugged into Power, on the County Network, and signed out. **DO NOT TURN YOUR LAPTOP/SURFACE OFF**(this *includes* no Shutdown). Please **REMAIN SIGNED OUT** until 0600 hours on July 6<sup>th</sup>, 2022.

Below are some FAQs that will assist you with the migration of email and the upgrade to Office 365.

When logging in to office 365 Apps you will use - [username@fauquiercounty.gov](mailto:username@fauquiercounty.gov)  
*Your username is the account you use to login to your computer*

### Exchange Online FAQs

- **Do I need to change my phone settings to see mail in the new mailbox?** We recommend downloading the Microsoft Outlook app from your app store. The setup can be pretty simple for most people, just enter [username@fauquiercounty.gov](mailto:username@fauquiercounty.gov) to get started. You can also follow [Microsoft's instructions](#) for additional questions / clarity.
- **How do I get to Outlook Web Access (OWA)?** The best way is to use [outlook.office365.com](https://outlook.office365.com). The good news is, if you use <https://gotomymail.fauquiercounty.gov>, the site will remind you that your mailbox is online and provides a link to get to your mailbox.

### Office 365 Upgrade FAQs

- **When I log into my computer, will the new office 365 be loaded.?** Yes.
- **Do I have to use multi factor authentication on Office products?** Currently, no. More direction will be given on this at a later date.
- **What do I do if I have Microsoft Visio?** Contact IT and let us know if you have Visio. There are special instructions for you.
- **What do I do if I had the Intradyn Plugin for Outlook?** You can find the plugin in Software Center. Download the plug in and enter the following:
  - Enter the Server Address: [Intradyn.fauquiercounty.gov](https://intradyn.fauquiercounty.gov)

- Enter your User Name: The same as you log into your computer.
  - Enter your Password: Your login password
  - Check: the box to the right of Use HTTPS
- 
- **Will I have my pinned files in Office 365?** Not your current ones. Microsoft 365 pulls from your recent and pinned files using the online office.com as the central hub, not just your local machine. You can re-pin files after the upgrade has completed, and then they will be available on any device that has Office 365 installed.
  - **When I log into my computer I do not see my Outlook ICON, How do I find it?** Click on the Windows Key on your keyboard (the key to the right of Ctrl) and Type Outlook, right click on the outlook app and select pin to taskbar or start.

Questions regarding this general order should be directed to Fire Rescue/Public Safety Technical Systems Program Manager Laura Silsbee.