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CUSTOMER INFORMATION SUMMARY

# Office 365 Fast Lane

June 2017

## Customer Information Summary

### What is Office 365?

Office 365 is Microsoft's cloud based Email and Office platform, hosted on Microsoft's Australian cloud servers.

### What are we doing?

In order to provide a seamless transition to Office 365, we have partnered with SkyKick to migrate your existing email, contacts and data into Microsoft Office 365.

### What happens now?

You will soon receive an initial email from SkyKick. Included in this email is a brief outline of your upcoming switchover to Office 365. Please take a moment to read through this email, and at your earliest convenience, click the Start button. Please provide your current email username and password in the SkyKick secure password collection form. This allows us to safely and securely copy across your current email.

Please take a minute to ensure you're prepared for the switchover.

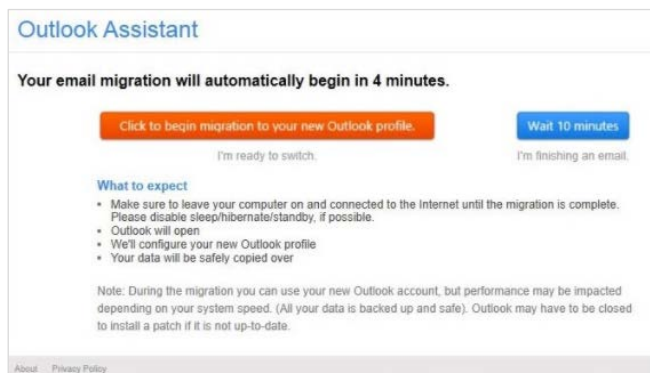
**Start**

Takes a minute. It's safe and easy.

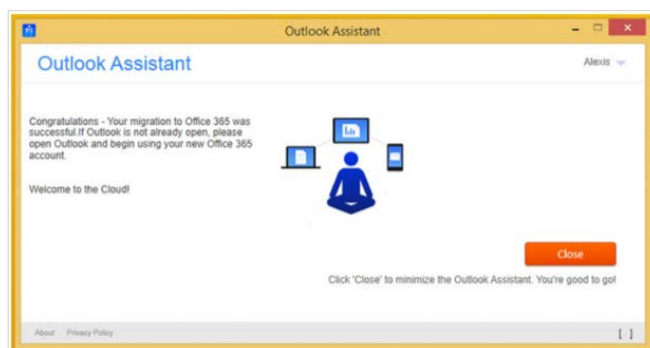
At this time, we also recommend downloading and installing the SkyKick Outlook Assistant. This application will automatically configure your Outlook to connect to Office 365 at your scheduled cutover time. Until this scheduled time, no changes to your email or Outlook will occur.

### As cutover approaches

You will receive a reminder email from SkyKick regarding your migration date and time. Please ensure that, at this time, your PC is powered on and that, by this time, you have saved any draft emails. SkyKick Outlook Assistant will automatically popup a few minutes before your migration to remind you. If you're still working, you can delay the cutover of your Outlook by choosing the blue 'Wait' button.



At cutover time, SkyKick Outlook Assistant will automatically update your Outlook configuration to connect to Office 365's servers. This will involve Outlook exiting, then starting again once the profile change is complete. Outlook Assistant will pop-up again once the cutover is successful.



If you require urgent access to your email during this cutover stage, you can access Outlook on the Web, from <https://outlook.office.com>

### Once the migration has completed

You will receive a final email from SkyKick letting you know that your Office 365 account is now active and ready for use. Please note that you may notice your contacts, calendar and email may continue propagating after the cutover. This is normal, and ensures that all your data is synchronised.

Following the migration, you may need to reconfigure any mobile devices that connect to your email. Please see the table at the bottom of the final email for more information.



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### What else do I need to know?

To ensure your migration is as seamless as possible, please follow these simple steps:

- Do not change your email password once it's been supplied to the SkyKick secure collection form, until at least 72-hours after your migration completion.
- Ensure your computer is powered on at your scheduled migration time. This ensures your new Office 365 mailbox is ready to go in Outlook when you are.
- Avoid setting up an email forwarder during the migration process. This may result in duplicate emails.

If you're away for the duration of the migration, please locate the initial SkyKick email as soon as possible on your return. Click the start button and follow the prompts to provide your credentials and download SkyKick Outlook Assistant. Your mailbox will immediately begin migrating, and your Outlook will be restarted to connect to Office 365 automatically.



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