

GSW Student Email Transition FAQ

Purpose:

The purpose of this guide is to provide answers to frequently asked questions by both students and faculty.

Contents

Student Mail Migration FAQ	2
We are migrating email?.....	2
Why is it changing?	2
Will my email address change?.....	2
What happens to my Gmail account and associated email?	2
How do I access the new email system?.....	2
Is there an APP we will be able to use on mobile devices for email?.....	2
How do I complete Multi-Factor Authentication (MFA)?	2
Will all my emails from Gmail account be transferred to the new O365 mailbox?	3
Will the password change process change?	3
How do I use Self-Service Password Reset (SSPR)?	3
Will I need to create a new password?.....	3
Will students retain access to Google Docs?	3
Will this impact my personal Gmail account?.....	3
How do I get Office 365?.....	3
Will I be able to get my mail through Gmail inbox?	3
How do I receive email on my phone after the migration?.....	4
Will the email changes affect accounts made on other websites the current emails? For example, an Amazon account using student@radar.gsw.edu. Will I have troubles signing into those sites after the change?	4
What will happen to my Radar email's associated Google Drive/Google Suite files?.....	4
How much of the Microsoft Suite will I have access to through the new email, if any?.....	4
What things can I do to make sure the transfer goes as smoothly as possible?	4
For students who've graduated and haven't had their emails deactivated yet, how will the transfer work?	4
What tips would you offer for those students who may have never used Microsoft Products?.....	4

Student Mail Migration FAQ

We are migrating email?

We are, indeed! We are moving from the Google Suite to Microsoft 365!

Why is it changing?

Excellent question and one I see most often.

We are migrating from Google Suite for students to O365 to bring Faculty and Students under the same umbrella of technology and take full advantage of the Microsoft offering we have available to us. With this migration we will not only be able to utilize Teams in a seamless environment but will also be able to use SharePoint and OneDrive to fully leverage the power of Microsoft 365 in online and classroom learnings.

Will my email address change?

No, your email address and account name will remain the same. Your email will remain account@radar.gsw.edu.

What happens to my Gmail account and associated email?

Nothing. The account will still be there and your emails will not disappear. The Department of Information and Instructional Technology (IIT) will not migrate these emails for students, but has developed comprehensive documentation covering the migration process. This will be made available to students.

How do I access the new email system?

You have a couple options for this; Navigate on your browser of choice to <https://outlook.com/gsw.edu> or on your mobile device install the Outlook app.

Is there an APP we will be able to use on mobile devices for email?

In both the Apple and Google app stores, Microsoft offers the Outlook app. It is the primary app we recommend for our Faculty and Staff, again with no trouble reported for them.

How do I complete Multi-Factor Authentication (MFA)?

MFA can be completed in a number of ways. After initial login you will be prompted to complete registration for either the Microsoft Authenticator App, (the preferred method) or to configure alternate contact methods (text or phone). This is used for both Self-service Password resets (SSPR) as well as MFA.

[Will all my emails from Gmail account be transferred to the new O365 mailbox?](#)

No, the Department of Information and Instructional Technology (IIT) will not migrate these emails for students. A comprehensive set of documentation has been developed covering this process, however, and will be made available to students.

[Will the password change process change?](#)

Yes, you will gain access to the Microsoft Self-service Password Reset (SSPR) process. While SpecOps is still available as a reset option, SSPR will be the preferred method of reset moving forward. This will provide a contact-less reset method for all faculty and students.

[How do I use Self-Service Password Reset \(SSPR\)?](#)

Navigate to <https://outlook.com/gsw.edu>. Click on “Can’t access your account?” Enter your account information and complete the Captcha. Select I forgot my password, and click Next. Select your authentication method. Enter your new password.

[Will I need to create a new password?](#)

No, your account password will not be impacted in any way by this transition.

[Will students retain access to Google Docs?](#)

Yes, access will be maintained as it currently is for the remainder of the Fall semester for Google Docs. Please plan accordingly to migrate to SharePoint.

[Will this impact my personal Gmail account?](#)

No. This is only altering the routing for GSW Students @radar.gsw.edu email accounts. This does not impact any @gmail.com email accounts.

[How do I get Office 365?](#)

On the system you wish to install Office, navigate to <https://office.com> on your browser of choice. Sign in with your GSW Student email account student@radar.gsw.edu. Click on Install Office in the upper right corner and follow the prompts.

[Will I be able to get my mail through Gmail inbox?](#)

No. After the migration date no new mail will be delivered to the Gmail inbox. All new mail will be directed to the Microsoft 365 inbox only. Access to the Gmail account will not be removed, however, and migration of existing email will be the responsibility of each student, should they choose to do so.

How do I receive email on my phone after the migration?

The suggested method is to install the Outlook app from either the Apple or Google app store and link your student email account to it. Instructions are readily available on the web for this process.

Will the email changes affect accounts made on other websites the current emails? For example, an Amazon account using student@radar.gsw.edu. Will I have troubles signing into those sites after the change?

Absolutely not, no. This change will not impact external accounts. This change will only impact inbound mail flow for your student@radar.gsw.edu account and will not impact accounts created using this as an account name elsewhere on the web. The password used for login to your student email will not change, nor will this change impact your password for external sites.

What will happen to my Radar email's associated Google Drive/Google Suite files?

Nothing. At present there is no plan to immediately remove access to these assets. The direction from IIT is for students to migrate the data they require from Google Drive to OneDrive.

How much of the Microsoft Suite will I have access to through the new email, if any?

Great Question! All of it. The entire Microsoft 365 Enterprise suite will be available to install with the latest updates.

What things can I do to make sure the transfer goes as smoothly as possible?

Be patient, follow the directions carefully, and take your time. As with any migration process, there is always the possibility of missteps. We in IIT have taken great pains to ensure the forthcoming documentation is as clear and concise as we can make it.

For students who've graduated and haven't had their emails deactivated yet, how will the transfer work?

This will function the same as an active student. They should keep in mind, however, their access to either system ends one year after their graduation.

What tips would you offer for those students who may have never used Microsoft Products?

Dive in! The water is fine! While you may be used to the Google Docs environment you will likely find a very similar experience within the relevant Microsoft application. Be it Outlook, Word, Excel, PowerPoint, or others. Google Docs built their framework off what Microsoft established as the industry standard for each of these application.