



### **What is a migration?**

A migration is a service that will migrate your existing email setup from one system such as Hosted Exchange over to a service such as Office 365.

### **What is involved?**

The work involved in migrations is creating your existing email addresses, aliases, groups, and external contacts on Office 365 and updating FutureSpam/UltraVault (If applicable), our migration team will carry this work out as part of the service.

### **What is domain verification?**

Domain verification is when Microsoft requires you to verify, you're the domain owner, this is done by adding a TXT record to your DNS. This is a requirement before any Office 365 service can be set up.

### **How do I verify my domain?**

If your DNS is managed through SMS or you have given us logins to your domain/DNS provider when you booked your migration, then our migration team will complete the domain verification for you. If not, then we will email you the TXT record that you need to add.

### **Do I have to update my DNS records?**

Yes, your domains DNS records will need to be updated to use the Office 365 service. As previously mentioned above, if your DNS is managed through SMS or you have given us logins to your domain/DNS provider then our migration team will complete the DNS changes. If not, then we will email you the DNS records that you need to add.

### **What will I need to do?**

You will need to follow the steps that we email you. This is typically sent by 4 pm and will contain all the information on activating and updating your Office 365 password and configuring your devices to connect with your new Office 365 service. We will also provide details on how you can download office if have subscribed to a plan that has the downloadable office software.

### **Which versions of Outlook are supported on Office 365?**

Office 365 supports all mainstream supported Outlook versions as per Microsoft lifecycle, these include Outlook 2013, 2016 and 2019. If you are using Outlook 2010 or older then unfortunately these versions are no longer supported on Office 365.

If you have purchased Office Business Standard or higher then you will get the latest copy of Outlook included as part of the office suite that you can download on up to 5 machines. You can also purchase the office suite separately on a subscription basis.

### **Will I notice anything different on my account?**

Yes, If you look at the [SMS portal](#) and Office 365 portal you will notice a mailbox called MigWiz@ we use this mailbox to migrate your data so it is very important that you do not make any changes or delete this mailbox, our migration team will remove this once the migration is complete and you will not be charged for it.

If you are a new customer, then you will only see this mailbox in the Office Portal.

### **I've signed into my Office 365 mailbox and have no data, is there something wrong?**

No, this is normal as we must queue up your mailbox to be migrated, we also have to ensure all DNS changes have been fully updated to prevent any data loss, once the data transfer has been completed our migration team will email you to confirm.

### **What data is migrated?**

We will migrate the following items

- Email
- Folders
- Calendar
- Contacts
- Tasks

For IMAP accounts we can only migrate emails and folders, for POP accounts please check with our migration team first as you may need to do a local backup as email data is not always stored on the server and may be stored locally.

### **Is there any data that won't be migrated?**

Yes, we are unable to migrate the following

- Signatures
- Notes
- Mailbox Rules
- Categories/Colours
- Customised Formatting
- Local Contact Lists/Groups
- Local Archives (pst/ost/olm)
- Recent Recipient list (In the To field)

- Any folder containing 100K items or more
- Cloud storage such as Google Drive, OneDrive, or Dropbox

**I'm a new customer migrating to SMS how do I migrate my data?**

If you are a new customer, make sure you provide our sales team with your existing email server address, email addresses, usernames and passwords as we will need these to complete the data migration. If you forget just open a ticket with our migration team and provide these details and they will handle the rest for you.

**Will there be downtime?**

No, the only disruption you will experience will be when the DNS changes have been made, as these can take several hours to update, however, this is normally completed within the hour. Once you update your settings on your devices your mailbox will connect to your Office 365 mailbox.

**Will I have access to my old mailbox?**

Yes, you will have full access to your old mailbox whilst the migration is going through, once the data transfers are completed, we will disable your old mailbox and after 5 working days, they will automatically be deleted (SMS hosted exchange mailboxes only).

**Will I need to be available on the day?**

Yes, you will need to be contactable on the day of your migration, this is so we can contact you should we encounter any problems and send your new account details. If you have an IT person who will be assisting with the migration on the day, make sure they can access tickets in the [SMS portal](#).

**Do you offer remote assistance?**

We do offer remote assistance for a fee, if this is something you want to take advantage off please let us know soon as possible so we can check availability and get it booked in, there is a fee of £50+VAT per 30 minutes for using this service.

**Where can I get help?**

You can contact us via the [SMS Portal](#) or on the phone on 01925 818 252