



Office 365 FAQs

Migration

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Office 365 Migration

General

What is Office 365?

It's familiar Microsoft Office collaboration and productivity tools delivered through the cloud. Everyone can work together easily with anywhere access to email and calendars. It includes business-class security and is backed by Microsoft.

Emails and Messaging

Will my email address change?

No. There will be no changes to email addresses, either for sending or receiving.

Will Office 365 work for those of us at off-campus locations?

Yes. Office 365 is available to University users anywhere in the world.

What is the biggest message that can be sent or received using Office 365?

25 MB. Office 365 cannot send or receive any messages larger than that.

What if I need to share a file that is larger than 25 MB?

All University faculty, staff, and students have the option to use our cloud offerings to share files. You may read about them in more detail here: [Box](#), [Google Drive](#), and [Office 365 OneDrive](#). In addition, all University faculty, staff, and students have the option to use [SecureSend](#) if the file they want to share exceeds the limits of [Box](#), [Google Drive](#), or [OneDrive](#).

What about messages I already sent or received that were larger than 25 MB? Will I still have those when the University switches to Office 365?

Not directly. Those messages cannot be moved to Office 365. Before your account is moved to Office 365, you should decide how to handle your oversized messages. When your mailbox is moved, any messages that are bigger than 25 MB will be left behind.

Will my local PST files be affected?

If you currently use PST files (Outlook archive files) they will continue to work as before as they are stored on your local PC and not on our servers.

Beyond Email and Calendar

Will the University still purchase site licenses of Microsoft Office so that I can install it on my computer instead of using the cloud version?

The move of email accounts to Microsoft Exchange Online will not affect your ability to acquire and use Microsoft Office (Word, Excel, and PowerPoint) through our site license and home-use programs. While Office 365 is a suite of several components including Office Web Apps, Exchange Online, Skype for Business Online, and SharePoint Online, we are adopting only Exchange Online in the near future.

Why does my OneDrive take a while to come up?

The first time you access OneDrive on the web it will take a while as the storage location is provisioned for your use. Once provisioned, you should be able to access your OneDrive area with reasonable response time. Please note, response time is subject to local system and network resource availability.

How do I access Public Folders now that I'm on Office 365?

At the moment, Public Folders are only available using Outlook for PC (2013 and 2016). They are not accessible using Outlook for Mac or using Outlook Web App (<http://email.miami.edu>).

Is IMAP a supported Office 365 protocol?

Yes, please see our [settings for POP and IMAP access](#).