



Frequently Asked Questions

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What are the steps for this Office 365 Migration?

1. OKTA registration
2. Office application upgrade
3. Office activation
4. Email migration
5. Mobile Device enrollment (if you have BART issued Device or BYOD)

What is OKTA?

- A. OKTA is our single sign on provider. OKTA service enables the use one password to sign into all websites and services used in the District. Currently it provides password signon to Office 365, SproutVideo, and IT self-Service. Visit <http://Bart.okta.com>

More Information about New Office Applications



How can I learn more about the new Office applications?

A. Check out the [Quick Guides and Online Training resources](#) that the OCIO has compiled for your reference.

What Applications will be installed?

A. The following applications will be upgraded on your computer:

- Excel
- OneNote
- Outlook
- PowerPoint
- Skype for Business
- Word

Q. What will happen to Visio, Access and Project?

A. Those programs will not be affected during upgrade.

Are there any new programs being deployed?

A. Yes! OCIO is pleased to introduce two new Office applications that will help you keep organized and communicate more quickly and efficiently with your colleagues.

- ✓ **OneNote** is a note taking application that will come in handy when attending meetings or just taking notes on your computer. To learn more about OneNote, check out the OneNote Quick Guide and the training videos produced by Microsoft.
- ✓ **Skype for Business** is an instant messaging tool that will allow District employees to instant message each other. Note that Skype for Business is different than the Skype application you may use at home.

Can I use Instant Messaging (Skype for Business) with people outside of BART?

A. No, at this point Skype for Business will only work within the District network with staff and employees.

How do I best prepare for the e-mail cutover?

A. **To prepare for the Outlook conversion please review the following:**

Identify delegates that you share your calendar with. If you have saved local contacts in Lotus Notes these should be synced with iNotes. Contacts Sync your contacts with iNotes, read all the instructions in the communication emails. Attend training sessions

What Happens Morning after Email Upgrade?

Q. What happens the morning after my Office applications are upgraded?

- Outlook and MS 2016 applications will be enabled
- Your email address will not change, Lotus Notes e-mail folders will be migrated
- Syncing email to your mobile device will not change, **but will require re-enrollment.**
- Lotus Notes e-mail will become read only, and Outlook will need to be used to send messages and set up and change calendar schedules
- All Lotus Notes Applications (EDD, Mini EDD, Work Plan, Phonebook, etc.) remain on the Lotus Notes platform at this time.
- Your email password will be the same as Your Network Login password.
- iNotes is no longer the Webmail Client after migration. The new webmail is Outlook Web Access (OWA). Visit <http://bart.okta.com>
- If you have a Blackberry Bold device, email with Outlook is not supported. The OCIO will work with you to replace your device.
- To Launch Microsoft Outlook 2016, go to Start menu > All Programs and select the Outlook icon/shortcut.
- Follow Instructions in the attached “How to Configure Your E-Mail to finish the Outlook setup.”
- To link your mobile device to e-mail after Outlook migration, please see the mobile attachments
 - “How to Re-enroll Airwatch-O365-UsersOnly”, and
 - “How to Setup your Blackberry 10 device to Outlook 365”.

Outlook Questions

Search Users by First Name

When you are writing a new email to a person, search the user by first name. beware of some users may have different first name in email. You may search by last name by typing the last name and click



on icon on top to fill in the name in the “To” field.

Personal Address Book

Q. Will my personal address book be imported into the new email system?

A. Yes. Make sure you do a sync of your local contacts in your Lotus Notes before your email migration happens.

What happens if I've been upgraded to Outlook but my Colleagues are still on Lotus Notes

Q. What if my email cutover occurs before colleagues with whom I frequently work?

A. You will be able to continue email each other using the district @bart.gov email address.

Email Calendar and Contacts Related Questions

Can I see Calendar for those that have not yet migrated?

Q. Will I be able to see calendar information for people who have not yet been cutover?

A. Yes. During the migration period, you will be able to see everyone's calendar availability, regardless of whether they have already been cutover to the new system.

Will Lotus Notes Still Be Available?

Q. Will I still be using my Lotus client for anything?

A. Yes, the Lotus client will still provide access to applications like EDD.

What is the difference between Exchange and Outlook?

Q. What is the difference between Exchange and Outlook?

A. Exchange is the backend mail server product to which we are migrating our email system. Outlook refers to the mail client that employees use to access their email.

Accessing e-mail Outside of BART

Q. How do I access email from outside the company?

A. You can sign into the Outlook Web App at: <http://bart.okta.com>

Repeated Meetings:

Q. Issue About Repeated Meetings between Lotus Notes & Outlook

a) In Microsoft Outlook, you receive a meeting request from a Lotus Notes user or from another third-party email client. The message contains an attachment that has the following file name: "not supported calendar message.ics"

Additionally, when you double-click to open the attachment, you receive the following error: The file "not supported calendar message .ics" is not a valid Internet Calendar file.

This recurrence pattern is not supported by Outlook:

- Monthly by Date: Every month on the nth day and the nth day. Outlook only supports one nth day of the month.
- Monthly by Day: Every month on the nth day of the week and the nth day of the week. Outlook only supports one nth day of the week in any month.
- Custom recurrence: Outlook does not support custom recurrence patterns that are available in some third-party email clients, such as Lotus Notes.

b) When an Outlook user invites a Notes user to a series of recurring meetings and the Notes invitee accepts and then counter proposes a new time for the entire series, or for "this instance and all previous/future instances", the counterproposal may appear in some version of Outlook with an empty message body and superfluous .gif attachment

c) A recurring meeting sent from Domino to Exchange that contains more than 1000 dates or exceptions will be returned to the sender as a non-deliverable message.

d) Converter between Microsoft & Domino cannot correctly process some changes to a recurring meeting after a user has been added to the invitee list

e) Converter between Microsoft & Domino cannot properly process a change in location for an entire series of a recurring meeting, scheduled in Outlook 2013 and accepted in Notes, if a single instance was previously rescheduled.

To work around these issues, have the meeting organizer create a meeting that uses a recurring pattern that Outlook supports. Custom repeated meetings done in Lotus Notes are not compatible in Outlook

Applications or Mailboxes not yet Migrated

Q. Lotus Notes Apps or mailboxes not migrated to Outlook yet

If your mailbox is already in Outlook and you still have other email accounts that you maintain in Lotus Notes, i.e. Phonebook, Benefits@bart.gov, BARTable@bart.gov, etc., use your Lotus Notes client or iNotes to continue managing those mailboxes until they are migrated.

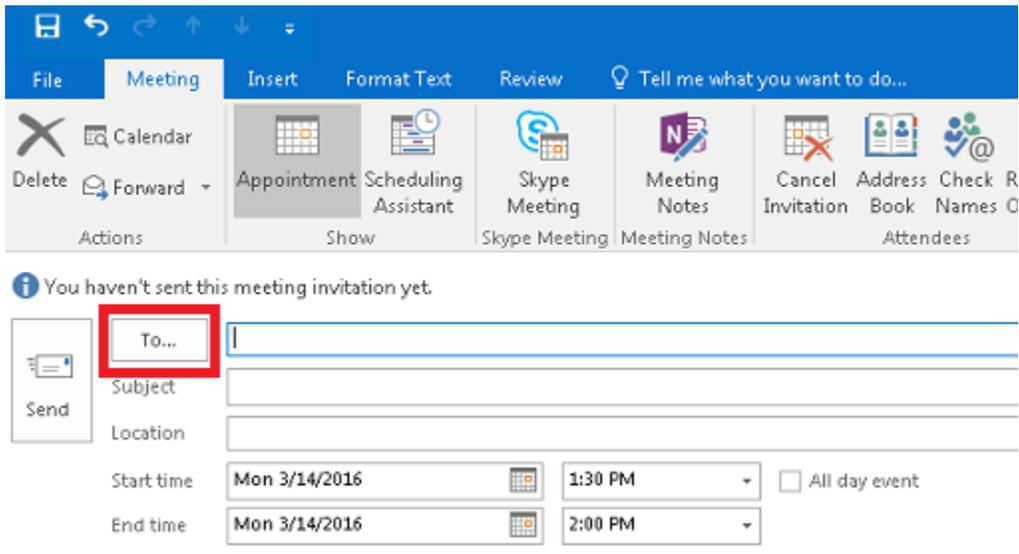
Reserving Resource/Room/Equipment

Q. How do I reserve a room/resource/equipment in Outlook

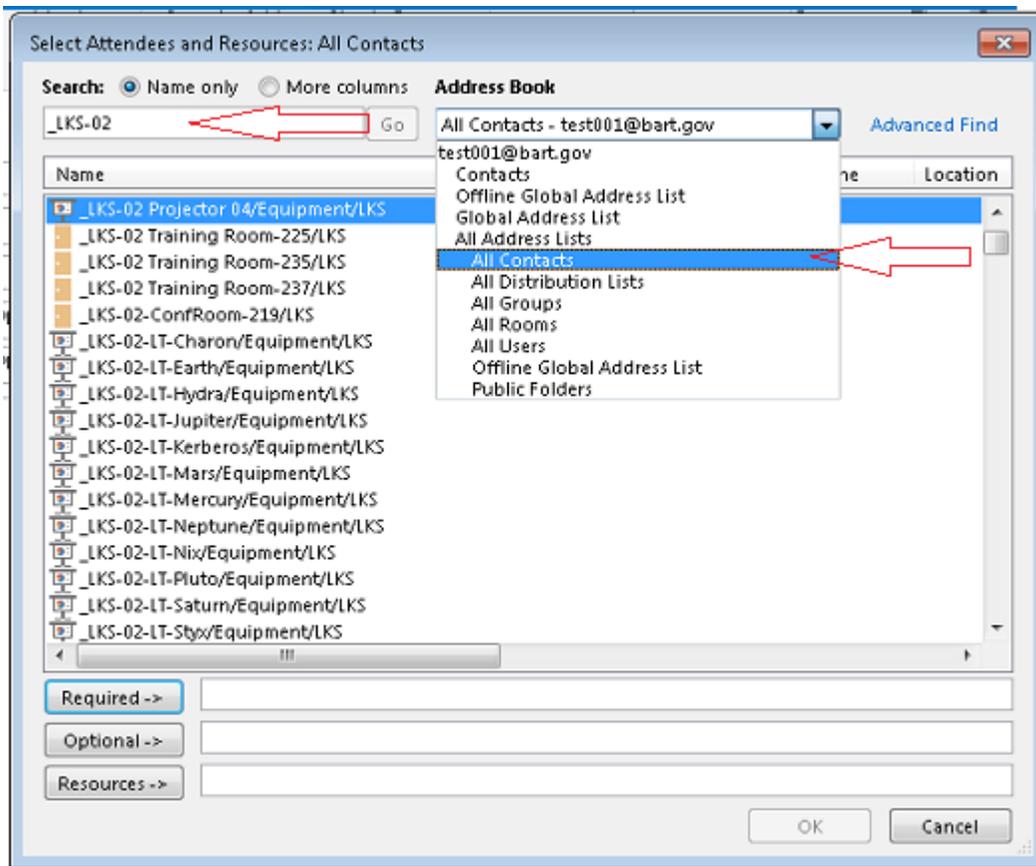
Unlike Lotus Notes, Outlook does not have a dedicated button to choose resources.

Below is the procedure to book a resource/room/equipment

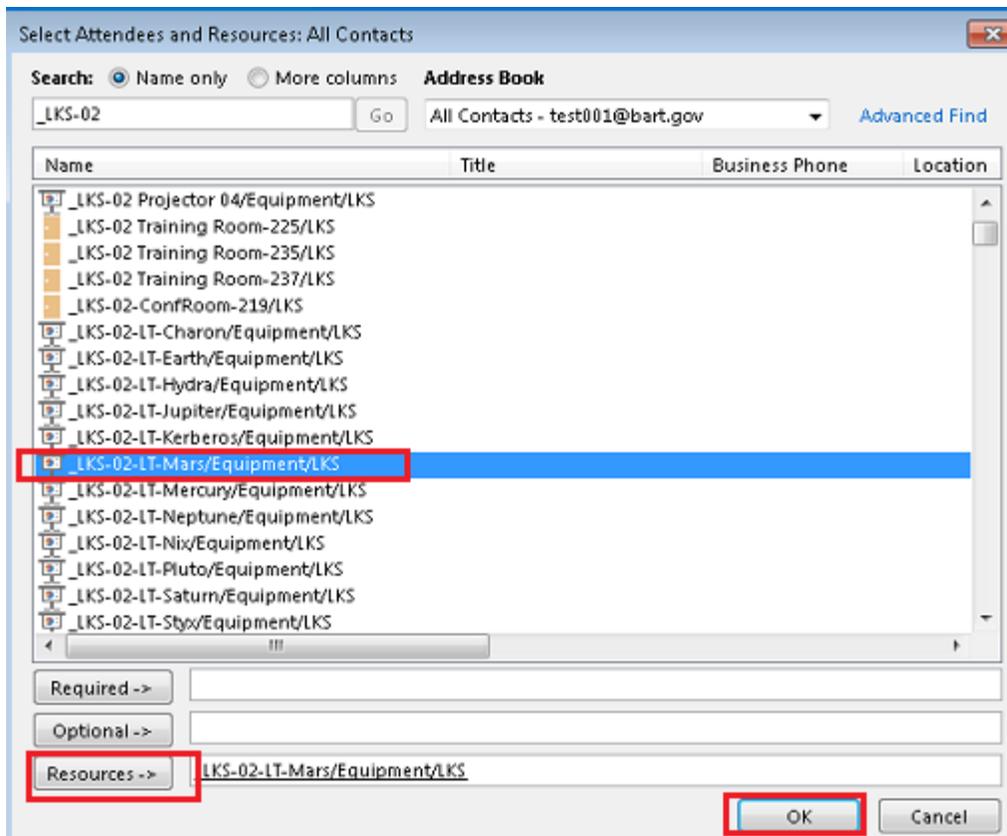
Click on the “To” button in the new meeting invite.



Select “All Contacts” under the address book drop down menu, and type the resource/equipment name to search.



Select the desired equipment and click on resources button and then click "Ok" to add the resource and return to the meeting invite.

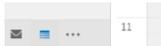


Scheduling Assistant

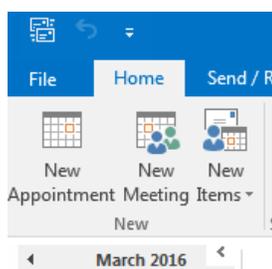
Q. What is Scheduling Assistant? How does it work in searching for resource availability?

By using the Scheduling Assistant, you immediately get to view the calendar of an attendee and determine their availability—free or busy—for the date and time of the event.

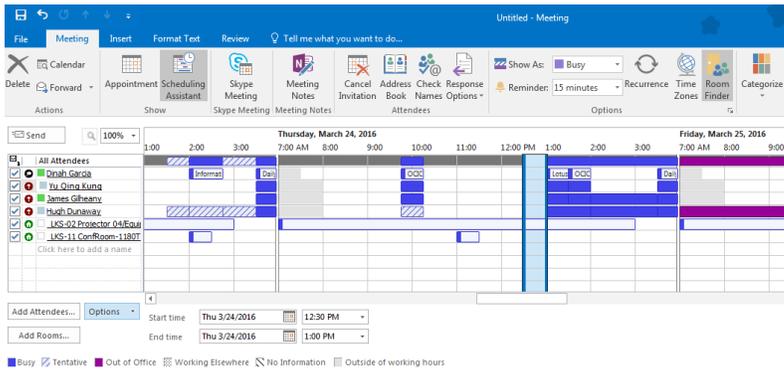
1. In Outlook, switch to Calendar view



2. Choose New Meeting



- Choose Scheduling Assistant, and then, if needed, add attendees and add a room or equipment.

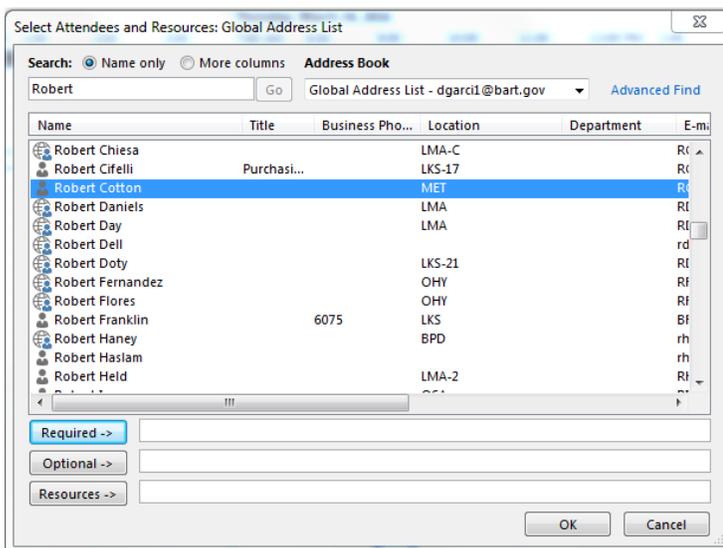


- In the details pane of the Scheduling Assistant, you can change the date and time an event occurs, but you can't change the title of the event. The Details page for the event offers options that aren't available with the Scheduling Assistant. Those options include, for example, setting a meeting reminder, adding an email reminder to send, and providing a description or other details about the event.

Add attendees

Attendees can be added for an event before or after you choose the Scheduling Assistant. If you added attendees on the Details page for the event, when you open the Scheduling Assistant you'll see the calendars of those attendees in a grid to the right of the details pane. The steps given in this section are exclusively for adding an attendee after you open the Scheduling Assistant.

- In the Attendees box in the details pane, type the name of a person you want to invite to the event.



2. Choose a name in the list of suggestions that appears below the Attendees box, or choose Search Directory.

NOTE: Each person you add will automatically be added as Required. And each person's calendar appears (in the order in which they were chosen) to the right of your calendar in the calendar pane, creating a grid. As you add people you'll see a count of the total number of people invited and how many conflicts there are.

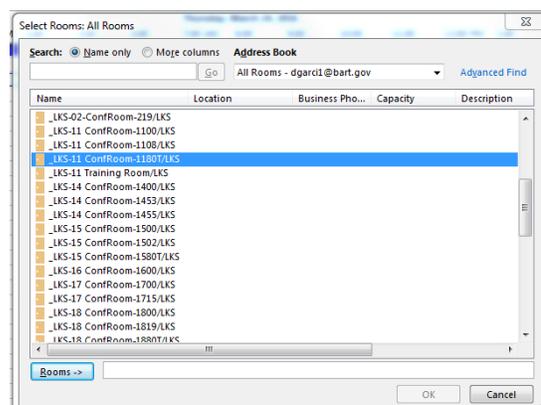
3. To change the status of an attendee, right-click the name of the attendee, or if you're using a touch device, touch and hold the name, and do one of the following:
 - a. Choose Remove to delete the attendee. Or, choose Remove **X** next to the attendee's name.
 - b. Choose Attendance optional.

Add a room to your location

If you didn't add a room to the event location before opening the Scheduling Assistant, you can add one here. There is an Add room button at the bottom of the Scheduling Assistant details pane that lets you see conference rooms from your organization's address list. The Scheduling Assistant automatically shows only rooms that are available at the time you've currently set, but you can see other rooms if you want to.

If your organization has more than a few rooms, the admin for your organization may have organized the rooms into room lists. Room lists are collections of rooms that typically include similar characteristics, such as rooms that are in the same building.

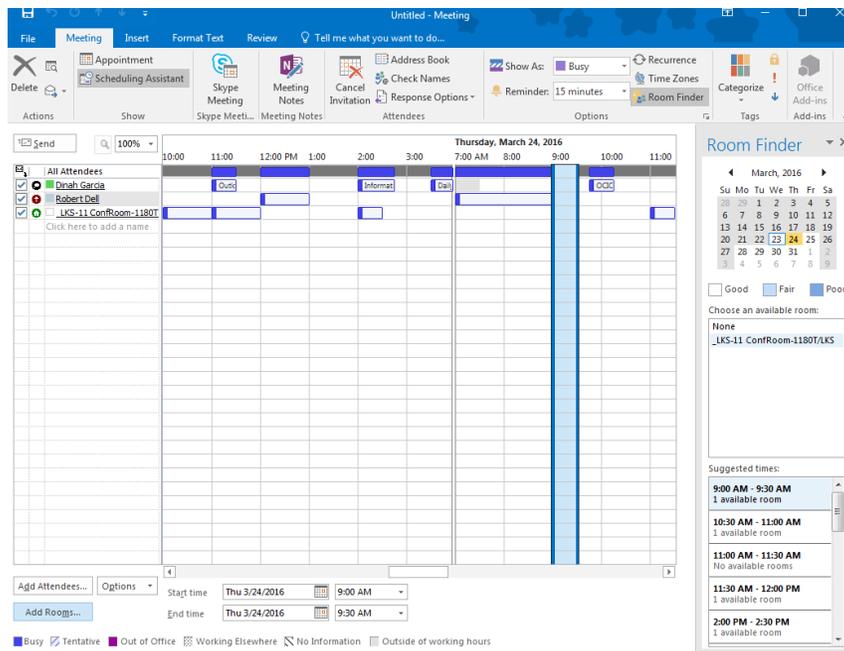
1. Choose Add Room.
2. Choose a room, or choose a room list, and then select one of the available rooms in that list.



- After you've selected a room, it's added to the calendar grid. You can change the conference room by choosing Change room. To remove the conference room, right-click it or, if you're using a touch device, touch and hold it, and then choose Remove.

View calendars

As you add attendees and a location, their calendar information will appear in the calendar grid.



You can select day or week view at the top of the calendar. If you select week view, the calendar grid will show a merged view of the attendees' calendars.

Finish

When you've finished working in the Scheduling Assistant, do one of the following:

- Choose OK ✓ to save your changes.
- Choose Discard ✕ to cancel.

You'll be returned to the new event Details page, where you can finish adding more details about your meeting if necessary. When you're done, do one of the following:

- Choose Send 📧 to send the invitation to the event.
- Choose Discard ✕ to cancel all your changes.

Outlook View Settings

Q. How do I customize my views, fonts and formats in Outlook?

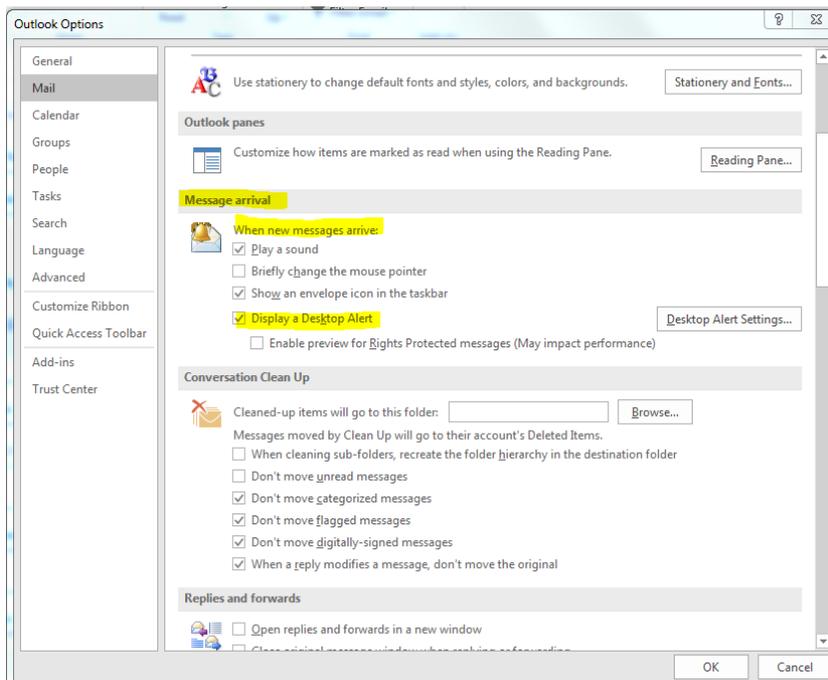
Depending on whether you are on Mail or Calendar view, View Settings is available for your own customization. Please attend a training session for more details.

The image shows the Outlook interface with the 'View' tab selected in the ribbon. The 'View Settings' button is highlighted with a yellow box. Two dialog boxes are open over the interface:

- Advanced View Settings: Single**: This dialog box allows for customizing the view. It includes options for:
 - Columns...:** Importance, Reminder, Icon, Flag Status, Attachment, Fr...
 - Group By...:** None
 - Sort...:** Received (descending)
 - Filter...:** Off
 - Other Settings...:** Fonts and other Table View settings
 - Conditional Formatting...:** User defined fonts on each message
 - Format Columns...:** Specify the display formats for each fieldButtons for 'Reset Current View', 'OK', and 'Cancel' are at the bottom.
- Conditional Formatting**: This dialog box shows a list of rules for the current view. The 'Unread messages' rule is selected, and its properties are shown below:
 - Name:** Unread messages
 - Font...:** 11 pt. Segoe UI (highlighted in yellow)
 - Condition...:** (button)Buttons for 'Add', 'Delete', 'Move Up', 'Move Down', 'OK', and 'Cancel' are also present.

How Do I enable new email notification in Outlook?

1. Click “File” from the menu
2. Select “Options”
3. Choose the “Mail” option in the left pane.
4. Scroll down to the “Message arrival” section. Check the “Display a Desktop Alert” box if you want a notification box to appear when you receive an email. Uncheck it if you don’t want a notification box to appear.



Mobile Devices

How do I get my Mobile Device start receiving email again after the cutover?

FOR iOS Devices

- **You must re-enroll your device on AirWatch** to resume synchronization of email after the migration. Instructions are outlined in the “How To Re-Activate Email on iOS Device in AirWatch” documentation.

- A Microsoft Outlook Quarantine message will be delivered on your inbox after re-enrolling your mobile device
 - It may take up to 4 business hours for us to verify that your device is in compliance.
No Airwatch, No BART Email Service
- ***Important that you activate your Mobile devices during regular business hours***

BlackBerry Devices

Blackberry BOLD devices are not supported with Outlook 2016.

Blackberry Z10s, Q10s and Z30s are at their end of life soon. Please coordinate with your manager to get an iOS device or get enrolled with BYOD program.