

AppHelp Office 365 Migration FAQs



FREQUENTLY ASKED QUESTIONS

1. Will I be able to communicate via email with clients and my team during the migration?

Yes, you will be able to send and receive emails throughout the migration process. The migration will occur as you work.

2. What exactly will be migrated?

It will depend on the email server. The most common items that will be migrated include; emails, public folders, tasks and calendars.

3. What should I expect from my migration to Office 365?

- > Expect to receive a premigration form to fill out with information regarding your source environment. This form will help our migration experts plan your migration to the cloud. If you come across any questions or concerns while filling out the form, no worries! A migration expert will be available to assist you by phone or chat.
- > Next, we'll help you choose the ideal time for the procedure and begin the migration.
- > You and your colleagues will receive alerts and updates via email for steps that must be completed throughout the migration (it's important that all members of your business follow the instructions or the migration may be delayed).
- > Every migration to Office 365 is followed by a tutorial with your company's point of contact to show them how to create users and assign licenses through the Marketplace, plus a chance to ask questions and request reference materials!

4. Can I access my email during the migration?

Yes, you can access your emails during the migration. However, you should not modify the folders in your account or change your password.

5. How long will the migration take?

The duration depends on several factors including the number of accounts, the amount of data and the network connection.

ABOUT APPHELP

AppHelp 'helps' businesses be more successful with their adoption and use of the latest in technology and cloud services. We ensure customers have the support they need to find, buy and use technology and software, giving businesses an easy and affordable way to address SaaS and IT needs, without having to own IT staff.