

Sample Office 365 project emails – what to expect!

Initial Contact email -

Hi [Contact],

Exciting News!

[Point of Contact] has decided to upgrade our company email to Microsoft Office 365 - a new and powerful service from Microsoft which includes Exchange 2013.

[Partner Company Name] will be assisting with our company's migration. Our goal is to ensure the smoothest migration experience possible. As part of our process, we are using a software app called SkyKick to make the migration safe and easy for you.

Immediate action is required in order for you and your company to migrate on [Migration Date and Time].

Please take a minute to ensure you're prepared for the switchover.

An orange rectangular button with the word "Start" in white text.

Takes a minute. It's safe and easy.

Thanks in advance for your prompt attention. If you have any questions, please contact [Primary Contact].

Thank you,

[Partner Company Name]

What to Expect for Your Upcoming Migration

1. **Click Start Now**
 - Provide basic information.
 - Download the Outlook Assistant. (PC Users only)

- Your Email and Outlook will NOT change at all until your migration date.
 - Business as usual.
2. **Now Until the Switchover**
 - Please do not change your current password or your migration may be delayed.
 - There's likely no action required. If there is, we'll notify you.
 3. **Email Switchover - [Migration Date and Time]**
 - Your email, calendar, contacts, and other email features will be safely copied over to Office 365.
 - If you've downloaded the Outlook Assistant, leave your computer on and your Outlook will be automatically set up for you.
 4. **Enjoy** - Your email will be powered by Office 365 with Exchange.
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What is Office 365?

Office 365 offers numerous benefits such as:

- 50 GB Inbox means you'll likely never need to delete a single email
- Send files with attachments of up to 25 megabytes
- Calendar sharing for easy setup of meetings
- Online meetings integrated directly into Outlook
- World-class anti-virus and anti-spam

Thank You,

[Partner Company Name]

Day of cutover to Office 365 email –

**** Migration Scheduled Today ****

Dear [Contact],

A friendly reminder that today your email will be switched to Office 365: [Migration Date and Time].

At that time, you will receive a final email letting you know that your new Office 365 email account is ready.

Important Instructions

- If you installed the Outlook Assistant, please leave your computer powered on at your migration time. You're good to go.
 - Have multiple email accounts in Outlook? (E.g. Hotmail, Gmail, etc.) Add them to your new Outlook profile after the migration by following [these instructions](#).
- If you have NOT downloaded the Outlook Assistant, you can download it [here](#).
- If you were unable to download the Outlook Assistant, you can configure your Outlook manually. Refer to the "Manual Instructions" below.
- Do not change your current email password until 72 hours after the migration.
- Do not set up email forwarding from your old mailbox, as duplicates may be created.

Thank You,

[Partner Company Name]

Office 365 Email Setup Instructions

After the switch on [Migration Date and Time], your email address will stay the same. However, it will now be powered by Office 365.

There will be 3 ways to access and set up your new Office 365 email. You will use your email address and password to access your email on the web, on your PC, or on your mobile device:

Your UserName: [Contact Username]

Password: (This is either your old password, or the password you provided recently for your migration.)

Web Email	Outlook 2007 & 2010 Download Outlook Assistant	Mobile
Login Here http://Mail.Office365.com	Manual Instructions 2007/2010/2013 or 2011 for Mac	1. Add Email Account 2. Email Address 3. Password 4. Server Name: Outlook.Office365.com

		5. Domain: Leave Domain Blank Help
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Thank You,

[Partner Company Name]

10 minutes prior to cutover to Office 365 email –

Hi [Contact],

In a few minutes, your company's email will be switched over to Office 365. At that time the Outlook Assistant will set up your Outlook so you can send and receive email in your new account.

What Do I Need to Do Now?

1. **Finish up email now:** If you're using Outlook, please finish up your work. We'll ensure the email you're working on will be copied over too.
2. **Use Your Office 365 Account:** In a few minutes, the Outlook Assistant will automatically setup Outlook to work with your new Office 365 email account. Leave your computer running, and you'll be good to go.
 - If you don't have the Outlook Assistant, you can [download it now](#), or follow the manual setup instructions below to access your email.
 - *Please note:* You may notice your email, calendar, and contacts continuing to migrate into your account over the next few hours. Don't worry this is normal. We'll make sure all your data arrives safely.
 - Have multiple email accounts in Outlook? (E.g. Hotmail, Gmail, etc.) Add them to your new Outlook profile after the migration by following [these instructions](#).
3. **Webmail / Mobile Access:** You can always access your email on the web, and on your mobile device. Please follow the instructions below.
4. **Done!** You'll receive an email to let you know when everything's complete.

Thank You,

[Partner Company Name]

Email Access/Setup Instructions

Your new email is now powered by Office 365. Here are three ways to access and set up your new Office 365 email account with your email address and password information below.

Your UserName: [Contact Destination Email Address]

Password: (This is either your old password, or the password you provided recently for your migration.)

Web Email	Outlook 2007 & 2010 Download Outlook Assistant	Mobile
Login Here http://Mail.Office365.com	Manual Instructions 2007/2010/2013 or 2011 for Mac	<ol style="list-style-type: none">1. Add Email Account2. Email Address3. Password4. Server Name: Outlook.Office365.com5. Domain: Leave Domain Blank Help

Thank You,

[Partner Company Name]