Microsoft 365

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Migration FAQs

1. What’s the difference between Personal/Family Microsoft 365 plans and Business plans?

Microsoft 365 Business Plans offer a **secure, managed, and integrated solution** for professionals and organizations, providing:

✔ **Professional Email Hosting** – Hosted on **Microsoft Exchange** with a **custom business domain** (e.g., yourname@qldbar.asn.au) instead of a personal Outlook.com or Gmail address.

✔ **Enterprise-Grade Security** – Includes **Multi-Factor Authentication (MFA), Microsoft Defender for Office 365**, encrypted emails, and advanced security controls to protect against cyber threats.

✔ **More Storage and Collaboration Tools** – Enjoy a **50GB mailbox, 1TB of OneDrive storage**, and seamless **integration with Teams, SharePoint, and enterprise applications**.

✔ **Better IT Support and Management** – Your account is **fully managed by Barweb**, ensuring **proactive security, seamless updates, and expert support** for any issues.

✔ **Enterprise App Support** – Business plans provide access to **advanced enterprise applications and integrations**, including:

- **Microsoft Teams Plugins** – Seamless integration with third-party meeting, CRM, and project management tools.
- **Enterprise-Grade SharePoint Solutions** – Custom document management, workflow automation, and secure team collaboration.

- **Microsoft Power Platform (Power Apps, Power Automate, Power BI)** – Automate workflows, build business applications, and create real-time analytics dashboards.
- **API and Third-Party App Integration** – Connect Microsoft 365 with legal, accounting, or case management systems for enhanced efficiency.

Key Differences: Business vs. Personal Microsoft 365 Plans

Feature	Microsoft 365 Personal/Family	Microsoft 365 Business
Professional Email	❌ Uses @outlook.com, no Exchange	✅ Hosted Exchange with a professional domain
Business Security Features	❌ Limited security, no central management	✅ MFA, Defender, compliance controls
OneDrive Storage	1TB per user	1TB per user + advanced data protection
Microsoft Teams	❌ Basic, no business integrations	✅ Full Teams experience + enterprise plugins

Fea	Mic 365 Per	Mio 365 Bus	ft Fa
Sha	**Not** included	✅ Secure document sharing & collaboration	**Poi**
Ent App Sup	❌ Not supported	✅ Power Platform, API integrations, CRM & legal apps	**Ent**
Adm & IT Sup	❌ Self-managed	✅ Fully managed by Barweb	

Conclusion:

If you need **secure, professional email, business collaboration tools, enterprise-grade security, and access to third-party business applications**, a **Microsoft 365 Business Plan is the best choice**.

With Barweb managing your Microsoft 365 Business plan, you'll have a **fully supported, secure, and optimized** IT environment to enhance your productivity and **integrate seamlessly with business applications**.

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2. I already have a Personal/Family Microsoft 365 subscription -

do I need to change anything?
Yes, we recommend switching to a Microsoft 365 Business plan to get the full benefits of a professional email system and better security. While a Personal/Family plan gives you access to Office apps, it does not include a business-grade email system, Microsoft Exchange, or full Teams integration. With a Business plan, you will have:
✔ A professional email account (instead of a personal Outlook.com or Gmail account).
✔ Single sign-on access – No need for multiple logins across different services.
✔ Better security and compliance – Protection against cyber threats and data loss.
✔ Seamless integration with your firm's Microsoft 365 environment – Making document sharing and collaboration easier.
If you already have a Personal/Family subscription, you may cancel it once your Business plan is active, as your new plan will cover all essential apps and services under one account.

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3. Will my email address stay the same? Will all my emails be kept?
✔ Yes, your email address will stay the same – there's no need to change your current email.
✔ Yes, all your emails, contacts, and calendar events will be migrated – so you won't lose any important information.

The migration process is designed to be smooth and minimise disruptions. Once your account is moved to Microsoft 365, you'll continue using Outlook, but with improved security, storage, and access to collaboration tools like Microsoft Teams.

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4. What's included in Barweb's Microsoft 365 plans, and why do the prices vary?
Barweb offers different Microsoft 365 plans tailored to your needs, all including:

✔ Professional email hosting with Microsoft Exchange (50GB mailbox)
✔ 1TB OneDrive cloud storage for secure file access
✔ Access to Microsoft Teams for virtual meetings and collaboration
✔ Security features like Multi-Factor Authentication (MFA) and phishing protection
✔ Remote support from Barweb – Assistance via phone, email, and remote session

□□ Why do prices vary?

The pricing depends on the level of features and apps included in your plan. For example:

• Business Basic – Includes cloud-based email, Teams, and OneDrive but does not include desktop Office apps.

• Business Standard – Includes everything in Business Basic plus full desktop versions of Word, Excel, Outlook, and PowerPoint.

• Business Premium – Adds advanced security features for enhanced data protection and cyber threat prevention.

If you're unsure which plan best suits your needs, we're happy to help you choose the right one!

Please note that the pricing on our website includes **Barweb's dedicated support and management** of your Microsoft 365 account. This ensures you receive expert assistance, proactive security management, and seamless maintenance.

For a detailed overview of the support services we provide, please visit:

What's Included in Barweb's Microsoft 365 Support?

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5. Can I still send and receive emails as usual during the migration?

✔ Yes! You will be able to send and receive emails as usual throughout the migration process.

The transition to Microsoft 365 is carefully planned to minimise disruptions, and we ensure a smooth cutover. If there are any temporary delays, we'll notify you in advance and provide support to ensure everything runs smoothly.

□□ What to expect during migration:

• Your emails and data will be securely transferred.
• You'll be guided through setting up your new Microsoft 365 account.
• Any issues will be quickly resolved with Barweb's remote support team.

Once the migration is complete, you'll enjoy a more secure, modern, and reliable email system with increased storage and better collaboration tools.

What’s Included in Barweb’s Microsoft 365 Support?

We provide **comprehensive support and management** for everything related to Microsoft 365, ensuring a secure, efficient, and hassle-free experience. Our services include, but are not limited to:

User Account and License Management

We manage all aspects of user accounts and licensing to ensure **secure access and cost efficiency**.

Key Services:

✔ Adding, modifying, and removing users as needed

✔ Assigning, upgrading, and optimizing Microsoft 365 licenses

✔ Managing guest user access and permissions

✔ Handling role-based access control (RBAC) for security

Email Setup, Migration, and Configuration

We ensure a seamless **email setup and migration** to Microsoft 365, reducing downtime and improving accessibility.

Key Services:

✔ Configuring business email with custom domains

✔ Migrating emails from Hosted Exchange, Google Workspace, or other platforms

✔ Setting up shared mailboxes, aliases, and distribution lists

✔ Configuring email rules, signatures, and auto-replies

✔ Ensuring synchronization across Outlook Web, Desktop, and Mobile

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Advanced Security and Compliance Management

We **enforce and monitor security policies** to protect your data from cyber threats and meet regulatory standards.

Key Services:

✔ Implementing **Multi-Factor Authentication (MFA)** for all users

✔ Managing **Microsoft Defender for Office 365** for phishing and malware protection

✔ Enforcing **Data Loss Prevention (DLP) policies** to secure sensitive data

✔ Setting up compliance configurations for GDPR, ISO 27001, and other standards

✔ Performing regular security audits and risk assessments

Regular Updates and System Maintenance

We ensure that all **Microsoft 365 applications and services remain updated, stable, and secure**.

Key Services:

✔ Managing Office 365 application updates (Word, Excel, Outlook, etc.)

✔ Monitoring and applying security patches

✔ Ensuring seamless integration with third-party applications

✔ Optimizing system performance and fixing compatibility issues

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Identity and Access Management (IAM)

We configure and enforce identity and access policies to **protect user accounts from unauthorized access**.

Key Services:

✔ Implementing **Single Sign-On (SSO)** for streamlined access

✔ Managing conditional access policies (device/location-based access control)

✔ Enforcing session timeout and access review policies

✔ Monitoring for unusual login attempts and unauthorized access

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Technical Support and Troubleshooting

We offer **fast and reliable troubleshooting** to resolve any Microsoft 365 issues and keep your systems running smoothly.

Key Services:

✔ Resolving login failures, application crashes, and performance issues

✔ Fixing OneDrive, SharePoint, and Microsoft Teams-related problems

✔ Providing remote support via phone, email, or screen-sharing

✔ Escalating critical issues to Microsoft if needed

Multi-Factor Authentication (MFA) and Password Support

We ensure that users **can securely log in to their accounts** without experiencing access issues.

Key Services:

✔ Enforcing MFA for added security

✔ Assisting users with MFA setup and authentication

✔ Resetting forgotten passwords and unlocking accounts

✔ Configuring authentication apps and biometric security

Backup, Disaster Recovery, and Data Protection

We provide **backup solutions** to safeguard your Microsoft 365 data from accidental loss, cyberattacks, or human errors.

Key Services:

✔ Automated backups for emails, OneDrive files, and SharePoint documents

✔ Recovering deleted emails, files, and calendar data

✔ Implementing disaster recovery strategies for business continuity

✔ Protection against ransomware and cyber threats

Email Support on Mobile Devices

We configure and troubleshoot **Microsoft 365 email** for seamless use on mobile devices.

Key Services:

✔ Setting up email access on iPhone, Android, and tablets

✔ Ensuring contacts, calendars, and emails sync across devices

✔ Fixing mobile email issues and push notification problems

✔ Implementing mobile security policies for safe email access

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Email Tracking, Delivery Issue Resolution, and Spam Control

We ensure that **your emails are delivered successfully** while keeping spam and phishing emails out.

Key Services:

✔ Investigating and resolving undelivered or delayed emails

✔ Fixing issues related to email blacklisting or spam filtering

✔ Managing email quarantines and allow/block lists

✔ Configuring spam filters to block phishing and malware threats

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Breach Detection, Response, and Cleanup

We **monitor, detect, and respond** to security breaches to prevent data leaks and unauthorized access.

Key Services:

✔ Detecting suspicious login activity and unauthorized access

✔ Locking down compromised accounts and resetting credentials

✔ Removing unauthorized forwarding rules and malicious email filters

✔ Conducting security audits after a breach and implementing preventive measures

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Microsoft Teams Management and Support

We set up, manage, and troubleshoot **Microsoft Teams** for meetings, collaboration, and file sharing.

Key Services:

✔ Setting up Teams channels, roles, and user permissions

✔ Managing guest access and external sharing settings

✔ Fixing audio, video, and connectivity issues in Teams meetings

✔ Integrating Teams with SharePoint, OneDrive, and third-party tools

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Third-Party and Enterprise App Support

We assist with the integration and management of **Teams plugins, enterprise applications, and Microsoft 365 add-ons**.

Key Services:

✔ Installing and configuring Teams add-ins and third-party plugins

✔ Managing enterprise applications (e.g., CRM, ERP, project management tools)

✔ Securing API permissions and enterprise app authentication

✔ Troubleshooting integration issues and optimizing performance

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Account Permission Management and Access Control

We control and monitor **who has access to what** in your Microsoft 365 environment.

Key Services:

✔ Managing admin roles, user permissions, and security groups

✔ Controlling file-sharing access across SharePoint and OneDrive

✔ Enforcing least-privilege access policies to protect sensitive data

✔ Performing regular security reviews and permission audits

Microsoft 365 Software Installation and Activation

We ensure **proper installation and activation** of Microsoft 365 applications across all devices.

Key Services:

✔ Installing and activating Office 365 applications (Word, Excel, Outlook, etc.)

✔ Troubleshooting software activation and licensing issues

✔ Managing device activations for workstations, laptops, and mobile devices

✔ Ensuring compliance with Microsoft licensing policies

Custom Workflows, Automation, and Power Platform Support

We help businesses **automate tasks and improve workflows** using Power Automate, Power BI, and Power Apps.

Key Services:

✔ Creating automated workflows to streamline business processes

✔ Developing Power BI reports for business insights and analytics

✔ Managing Power Apps for custom business applications

✔ Troubleshooting and optimizing Power Platform services

Why Choose Barweb’s Microsoft 365 Support?

✔ **Expert Assistance** – Get reliable, professional support for all Microsoft 365-related tasks.

✔ **Enhanced Security** – We proactively protect your accounts and data from cyber threats.

✔ **Seamless Collaboration** – We ensure smooth integration across Teams, SharePoint, and OneDrive.

✔ **Fast and Reliable Help** – Get support via phone, email, or remote session whenever you need it.

✔ **Proactive Management** – We monitor, maintain, and update your Microsoft 365 setup for peak performance.

Microsoft 365 Business Standard

The **Microsoft 365 Business Standard** plan is a comprehensive subscription designed to enhance productivity, collaboration, and security for businesses with up to 300 users. Below is an in-depth overview of its features:

1. Office Applications:

- **Desktop Versions:** Access fully installed and up-to-date versions of Word, Excel, PowerPoint, and Outlook on multiple devices, including PCs and Macs.
- **Web and Mobile Apps:** Utilize web-based and mobile versions of Office applications, ensuring productivity across various devices and platforms.

2. Email and Calendars:

- **Business-Class Email:** Each user receives a 50 GB mailbox with a custom email domain (e.g., yourname@yourcompany.com), facilitating professional communication.
- **Shared Calendars:** Coordinate meetings and events with shared calendars, enhancing team collaboration and scheduling efficiency.

3. File Storage and Sharing:

- **OneDrive for Business:** Each user is provided with 1 TB of secure cloud storage, enabling file storage, sharing, and synchronization across devices.
- **SharePoint:** Create and manage team sites to share documents and resources, fostering collaboration and information dissemination within the organization.

4. Communication and Collaboration:

- **Microsoft Teams:** A unified platform offering chat, video conferencing, and file sharing capabilities, supporting meetings with up to 300 attendees.
- **Microsoft Loop:** Collaborative workspaces that allow teams to co-create content, manage projects, and integrate various components seamlessly.

5. Additional Tools and Services:

- **Microsoft Forms:** Design surveys, quizzes, and polls to gather feedback and insights from employees or customers.
- **Microsoft Planner:** Organize tasks, assign responsibilities, and track progress within teams, enhancing project management.
- **Microsoft Bookings:** Simplify appointment scheduling with customers, offering a customizable booking page and calendar integration.
- **Microsoft Clipchamp:** Access user-friendly video editing tools to create professional videos for presentations, marketing, or training purposes.

6. Security and Compliance:

- **Data Protection:** Benefit from built-in security features that help protect business data across devices, including data loss prevention and encryption.
- **Administration:** Utilize simplified setup and management of user accounts, devices, and services through an intuitive admin center.

7. Support:

- **Barweb Support:** We provide comprehensive support and management for everything related to Microsoft 365, ensuring a secure, efficient, and hassle-free experience. Please refer to **Microsoft 365 Support Details.**
- **Microsoft Support:** Enjoy 24/7 access to Barweb support via phone and web, ensuring assistance is available whenever needed.

8. Licensing and Usage:

- **User Licensing:** Each license covers one user and allows installation on up to five PCs or Macs, five tablets, and five smartphones, providing flexibility and accessibility.
- **Regular Updates:** Stay current with the latest features and security updates, as Microsoft 365 applications are continually updated.

9. Integration Capabilities:

- **Third-Party App Integration:** Integrate with a wide range of third-party applications and services, enhancing workflows and productivity.
- **API Access:** Develop custom solutions and automate processes using Microsoft Graph API and other development tools.

10. Webinars and Meetings:

- **Webinar Hosting:** Conduct professional webinars with attendee registration, email confirmations, and reporting capabilities, supporting up to 300 attendees.

11. Device Management:

- **Basic Device Management:** Implement security policies and manage devices using simplified controls to protect company data.

For a detailed comparison of Microsoft 365 Business plans, you can visit Microsoft's official comparison page.

Please note that features and pricing are subject to change. It's advisable to consult the official Microsoft website or a Microsoft representative for the most current information.

Microsoft 365 Business Basic

The **Microsoft 365 Business Basic** plan is designed to provide essential productivity tools and services for businesses, facilitating collaboration and efficient operations. Below is a detailed overview of its features:

1. Office Applications:

- **Web and Mobile Versions:** Access web-based and mobile versions of Office applications, including Word, Excel, PowerPoint, and Outlook. These versions allow for real-time collaboration and editing without the need for desktop installations.

2. Email and Calendars:

- **Business-Class Email:** Each user receives a 50 GB mailbox, enabling professional communication with a custom email domain (e.g., yourname@yourcompany.com).
- **Shared Calendars:** Manage and coordinate meetings and events effectively with shared calendar functionality.

3. File Storage and Sharing:

- **OneDrive for Business:** Each user is provided with 1 TB of secure cloud storage, facilitating file storage, sharing, and synchronization across devices.
- **SharePoint:** Create team sites to share information, files, and resources, enhancing team collaboration and information dissemination within the organization.

4. Communication and Collaboration:

- **Microsoft Teams:** A unified platform offering chat, online meetings, calling, and collaboration capabilities, supporting meetings with up to 300 attendees.

5. Additional Tools and Services:

- **Microsoft Forms:** Design surveys, quizzes, and polls to gather feedback and insights from employees or customers.
- **Microsoft Planner:** Organize tasks, assign responsibilities, and track progress within teams, enhancing project management.
- **Microsoft Bookings:** Simplify appointment scheduling with customers, offering a customizable booking page and calendar integration.

6. Security and Compliance:

- **Data Protection:** Benefit from built-in security features that help protect business data across devices, including data loss prevention and encryption.
- **Administration:** Utilize simplified setup and management of user accounts, devices, and services through an intuitive admin center.

7. Support:

- **Barweb Support:** We provide comprehensive support and management for everything related to Microsoft 365, ensuring a secure, efficient, and hassle-free experience. Please refer to **Microsoft 365 Support Details.**
- **Microsoft Support:** Enjoy 24/7 access to Barweb support via phone and web, ensuring assistance is available whenever needed.

8. Licensing and Usage:

- **User Licensing:** Each license covers one user and allows access to services on up to five phones and five tablets, providing flexibility and accessibility.
- **Regular Updates:** Stay current with the latest features and security updates, as Microsoft 365 applications are continually updated.

9. Integration Capabilities:

- **Third-Party App Integration:** Integrate with a wide range of third-party applications and services, enhancing workflows and productivity.
- **API Access:** Develop custom solutions and automate processes using Microsoft Graph API and other development tools.

10. Device Management:

- **Basic Device Management:** Implement security policies and manage devices using simplified controls to protect company data.

For a detailed comparison of Microsoft 365 Business plans, you can visit Microsoft's official comparison page.

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Microsoft 365 Business Premium

The **Microsoft 365 Business Premium** plan is a comprehensive solution designed for small and medium-sized businesses, offering a robust suite of productivity tools, advanced security features, and device management capabilities. Below is a detailed overview of its features:

1. Office Applications:

- **Desktop, Web, and Mobile Versions:** Access fully installed and up-to-date versions of Word, Excel, PowerPoint, and Outlook across multiple devices, including PCs, Macs, tablets, and smartphones.

2. Email and Calendars:

- **Business-Class Email:** Each user receives a 50 GB mailbox with a custom email domain address (e.g., yourname@yourcompany.com), facilitating professional communication.

3. File Storage and Sharing:

- **OneDrive for Business:** Each user is provided with 1 TB of secure cloud storage, enabling file storage, sharing, and synchronization across devices.
- **SharePoint:** Create and manage team sites to share documents and resources, fostering collaboration and information dissemination within the organization.

4. Communication and Collaboration:

- **Microsoft Teams:** A unified platform offering chat, video conferencing, and file sharing capabilities, supporting meetings with up to 300 attendees.

5. Additional Tools and Services:

- **Microsoft Loop:** Collaborative workspaces that allow teams to co-create content, manage projects, and integrate various components seamlessly.
- **Microsoft Bookings:** Simplify appointment scheduling with customers, offering a customizable booking page and calendar integration.
- **Microsoft Planner:** Organize tasks, assign responsibilities, and track progress within teams, enhancing project management.
- **Microsoft Forms:** Design surveys, quizzes, and polls to gather feedback and insights from employees or customers.
- **Microsoft Clipchamp:** Access user-friendly video editing tools to create professional videos for presentations, marketing, or training purposes.

6. Security and Compliance:

- **Advanced Threat Protection:** Safeguard against sophisticated threats hidden in email attachments and links, and get cutting-edge defenses against zero-day threats, ransomware, and other advanced malware attempts.
- **Device Management:** Use Microsoft Intune to manage devices across your organization, ensuring compliance and security.
- **Information Protection:** Use tools to help ensure that only authorized people can access sensitive information, both inside and outside your organization.

7. Identity and Access Management:

- **Azure Active Directory Premium P1:** Enhance security with advanced identity protection and conditional access policies, ensuring that only authorized users can access critical resources.

8. Licensing and Usage:

- **User Licensing:** Each license covers one user and allows installation on up to five PCs or Macs, five tablets, and five smartphones, providing flexibility and accessibility.
- **Regular Updates:** Stay current with the latest features and security updates, as Microsoft 365 applications are continually updated.

9. Integration Capabilities:

- **Third-Party App Integration:** Integrate with a wide range of third-party applications and services, enhancing workflows and productivity.
- **API Access:** Develop custom solutions and automate processes using Microsoft Graph API and other development tools.

10. Support:

- **Barweb Support:** We provide comprehensive support and management for everything related to Microsoft 365, ensuring a secure, efficient, and hassle-free experience. Please refer to **Microsoft 365 Support Details.**
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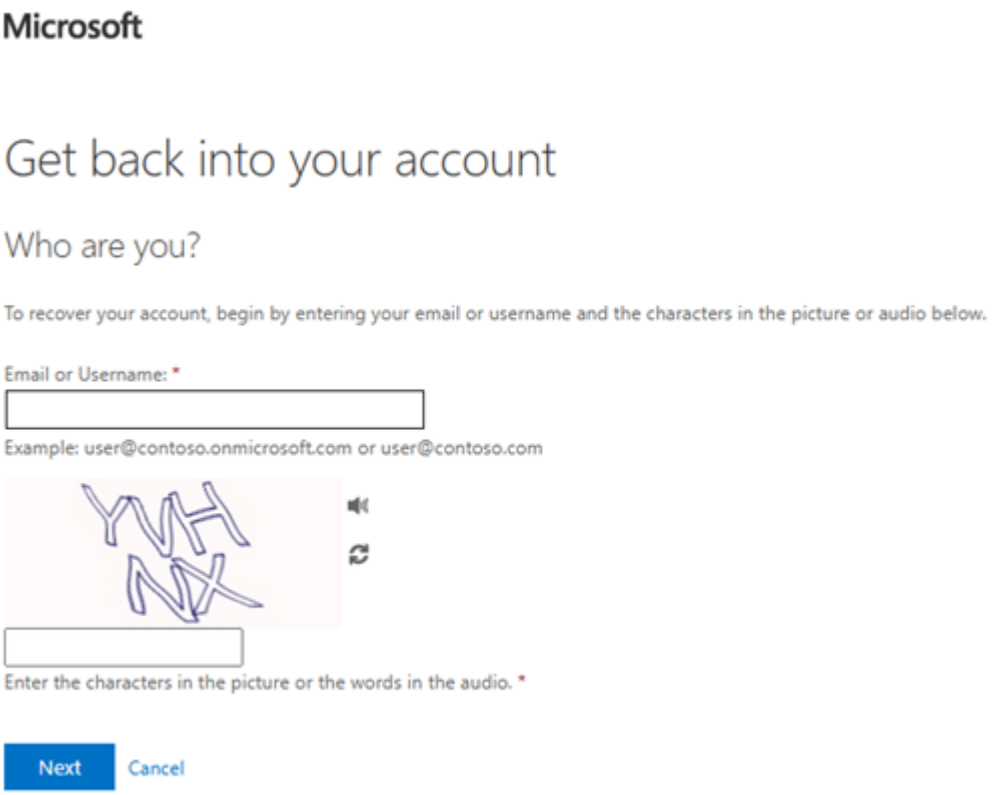
Please note that features and pricing are subject to change. It's advisable to consult the official Microsoft website or a Microsoft representative for the most current information.

Self-Service Password Reset Guide

Step-by-Step: Reset Your Password

1. Go to the Password Reset Portal

https://passwordreset.microsoftonline.com



2. Enter Your Work Email

Type in your full Microsoft 365 email address, like:

jdoe@yourcompany.com

Enter the characters from the image (CAPTCHA), then click **Next**

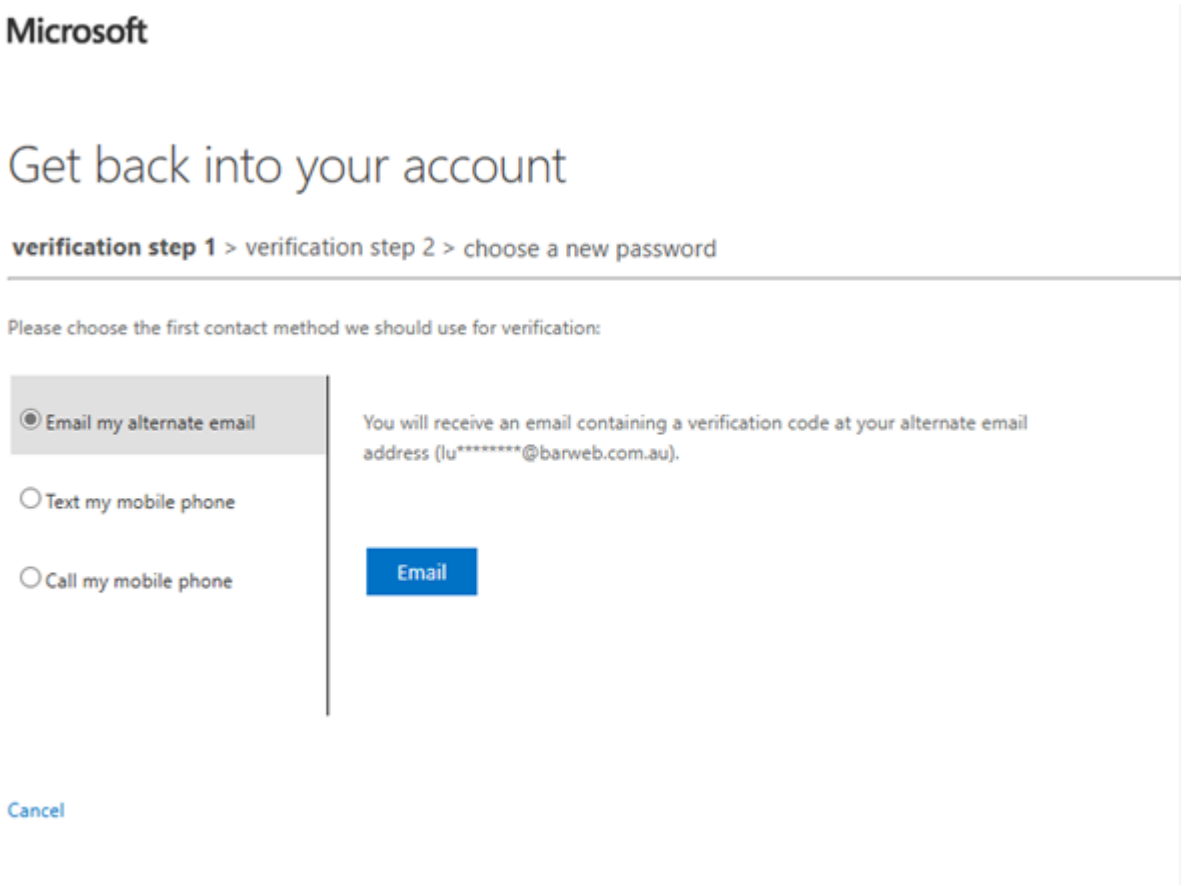
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3. Choose a Verification Method

You'll see the recovery options you set up earlier:

- Text message
- Phone call
- Authenticator app
- Alternate email

If you don’t see any options, you haven’t registered yet. Contact IT for help.



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4. Enter the Verification Code

Microsoft will send you a code via the method you chose.

- Enter the 6-digit code
- Click **Next**

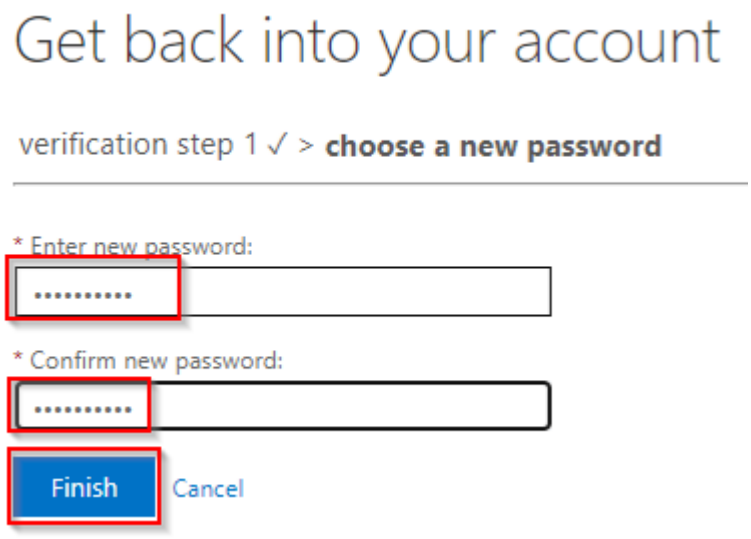
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5. Create a New Password

You'll be asked to enter and confirm a **new password**.

Make sure your new password:

- Is at least 8 characters long
- Includes letters and numbers
- Is different from your old passwords



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6. You're Done!

You'll see a confirmation screen that says your password has been reset.

You can now log in at: https://office.com

or open Outlook, Teams, OneDrive, etc., with your new password.

Why Are We Moving to 365

□□ Why We’re Moving to Microsoft 365 — What It Means for You

You may have noticed changes in your email setup—this is because we’re upgrading from Exchange to **Microsoft 365**. Here's what’s changing, and more importantly, **how it benefits you**.

□□ New Outlook No Longer Supports Exchange

Microsoft has released a **new version of Outlook**, included with Windows 11 and coming to other platforms soon. One major change:

□□ It no longer supports Exchange email accounts.

What this means for you:

- You won’t be able to add or use your old Exchange account in the new Outlook.
- As Microsoft continues updating its software, support for older email systems will gradually fade.

To make sure your email stays reliable and interruption-free, we’re moving to **Microsoft 365**.

What You Get With Microsoft 365

This change isn’t just behind-the-scenes—it brings real improvements to how you work every day.

Use Your Email Anywhere

- Works seamlessly on **your phone, tablet, and computer**
- No more VPNs or special setups—**just log in and go**

A More Reliable Inbox

- Faster email delivery with **fewer delays or errors**
- Fully compatible with the latest **Outlook desktop and mobile apps**

Safer and Cleaner

- Enhanced **spam filtering**
- Built-in **protection from unsafe links and attachments**

Everything Syncs Automatically

- Email, calendar, and contacts **stay in sync** across all your devices

- Make changes in one place—they show up **everywhere**

Designed for Simplicity

- A **clean, modern layout**
- Easier **search** and smarter organization
- Built-in tools like **Teams, Word, and Excel** (when needed)

Bottom Line

Microsoft is phasing out support for Exchange—especially in the **new Outlook**.

This move to Microsoft 365 ensures your email remains:

- Reliable
- Secure
- Accessible from anywhere

You're not losing anything—you’re gaining a better experience that just works