

Message from the IT Team

Dear all, as you are aware there was migration work over the last 2 weeks. Please check the Staff Section of the Midland Trust Website for more information and guides for any issues.

Website

IT Update

As you will know, as part of the transition process to United Learning, we have been working to separate all of the MAT Microsoft data (emails, OneDrive, Teams, SharePoint and so on) from the College Microsoft data. Inevitably this has meant a break in service for most of you. We are acutely aware that not everyone is taking a break at the moment so thanks for bearing with us.

The process is going well and we are nearly there. Most of the work has been behind the scenes and you shouldn't notice many differences. However, there are some things to be aware of:

- Nothing has been lost or deleted. If something isn't where you expect to find it, then let IT know and we will investigate.
- Passwords have been transferred so you should be able to log in with your existing password.
- It has not been possible to transfer 'Chats' within Teams.
- If you read your emails and calendar on your personal phone or tablet you will need to remove your work account on your device and re-add it. Your device will then to connect to the new location rather than the old one. You will not lose any emails doing this and if you have any problems then let us know and we can walk you through the process.
- If you read your email on a MAT phone or tablet you will need to contact IT who will re-add the account for you. If you have any problems with this, you can always login via a web browser to <https://office.com> and access your email there while your device is re-configured.
- In the email address book and at the top of your emails, people from the college will now be shown as 'External'. This is logical as the college is now a separate Microsoft organisation from the MAT. It means, however, that there are places where you will now need to type in an 'external' contact's full email address rather than just their name. For example, you will need to enter the full email address if you contact an 'external' person in Teams.
- Shared mailboxes have been migrated. Please check that you have the access to the mailboxes that you could previously access. If something is missing, then let IT know.
- If you have a physical Token for the multifactor this should now be working for you. We do still recommend where possible to use the Microsoft Authenticator app alongside this as a backup way of accessing your account.
- Please be aware if you had delegate permissions or shared your email / calendar with other members of staff you will need to repeat this as this is not a setting, we are able to transfer.

Teams and Student migration will be continuing the week of 14th, please bear with us as there is about 4000 Teams to be transferred so it will take time. We have tried to prioritise key staff Teams we have identified but as per above if there is anything that is really urgent, please do let IT know. Email, personal OneDrive and the I Drive SharePoint should have now all be transferred. We have tested everything that we can during this process. It is likely though that once everyone starts using the new organisation in earnest, and because everyone uses these things in different ways, more changes will come to light. Again, let IT know if you come across something and we will compile an FAQ to help others.

Please do email IT if you have any queries and they will get back to you as soon as possible.

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FAQs

Q - I have opened my email and only see emails from the 3rd August

A – Please contact IT as whilst we have tried to capture everyone in the transfer an account might have been missed. It takes between 24 and 48 hours to transfer a mailbox and personal OneDrive

Q – I cannot see my Teams

A – Teams are being transferred, however as per above there is 4000 Teams to be transferred and this takes time. If there is a particular Team that is needed urgently, please contact us.

Q – I cannot see my SharePoint

A – We have been notified of some SharePoint Sites that were not on the list. Once again please contact IT who can check and if needed request a transfer.

Q – Outlook does not work on my device

A – Please use the webmail facility by going to <https://outlook.com> and logging in with your email address and password. Then proceed to visit the IT Services office who can investigate and help rest your Outlook.

Q – Email does not work on my mobile device

A – If it is a work device there is a guide on how to reset the device to reconnect your email. If you have any concerns on this process, please do visit IT Services who will assist. If it is a personal device, please remove the account from your mobile device and then proceed to re-add it as you would a new account.

Guides available in the staff area on the website:

General – Basic Access

Local Programs (Outlook) and MS Teams

Setting Up MFA

IT Team

