

Frequently asked questions (FAQs) for students

When will students see their data again in their AU Microsoft Office 365 accounts?

All AU students should now have their data. They will find it in their OneDrive under a folder called migration.

What happens now that the migration is complete?

All AU student files and data are back in your AU Microsoft Office 365 accounts, including OneDrive, SharePoint, and Teams. You will need to [update some settings in your AU Outlook account](#).

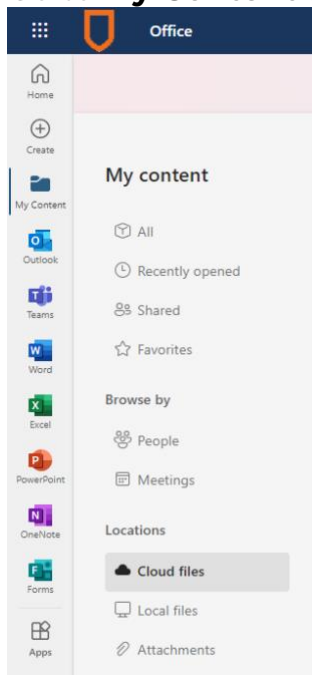
Where will I find my pre-Nov. 11 OneDrive/SharePoint/Teams files?

When you log into your account at office.microsoft.com, you will see your OneDrive, SharePoint, Teams, Outlook, and other tools and data from your account. It will be under a folder called migration.

In your AU OneDrive:

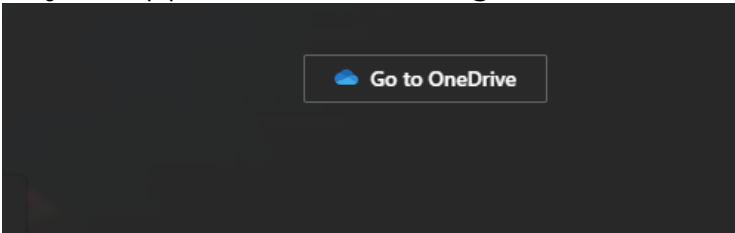
After [logging into your @learn.athabascau.ca email address](#) by visiting [office.microsoft.com](#).

Go to **My Content** and then **Cloud files** under **Locations**.





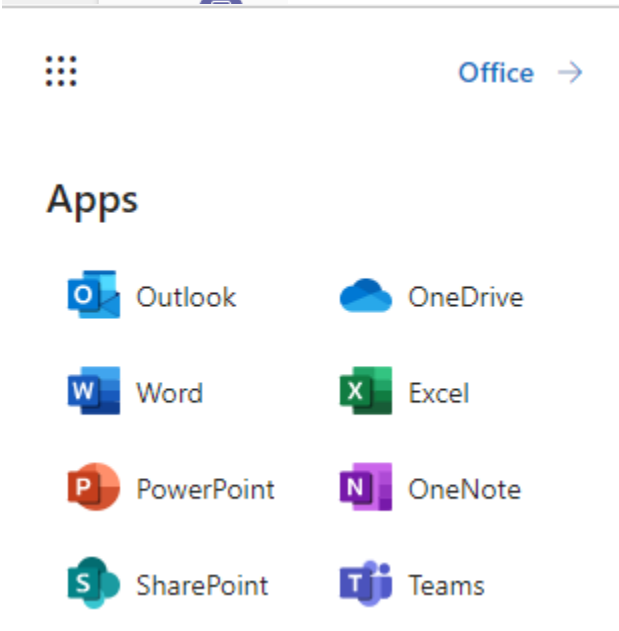
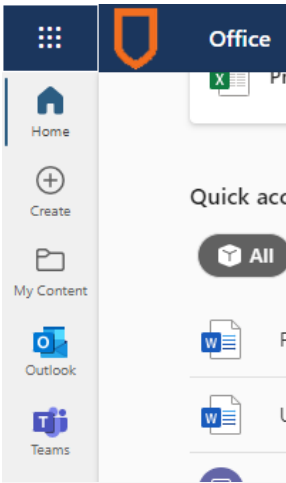
You will see a button saying **Go to OneDrive** in the upper corner or you will be able to see all your apps and folders along the lefthand side.

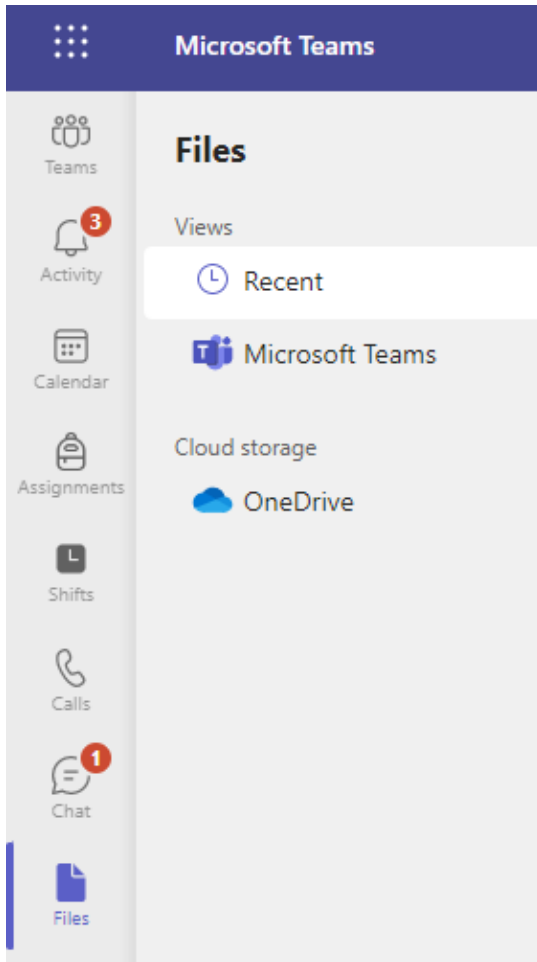


You should then see a folder called migration, where all your files and data will be.

In your AU Teams:

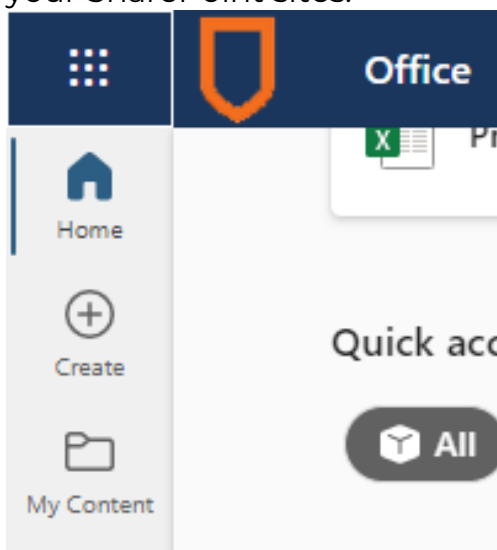
Click on the 9 dots on the top left (image below) and then select **Teams**. You will see your Teams' groups, meetings, chat, calendar, and Files. Click on files to see your files. Click on the 3 dots at the right of each file to download the file.

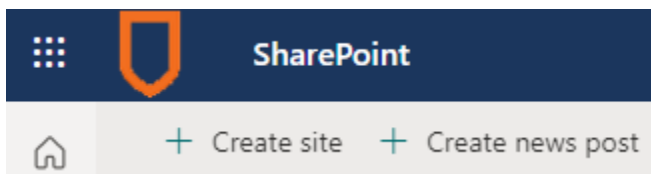
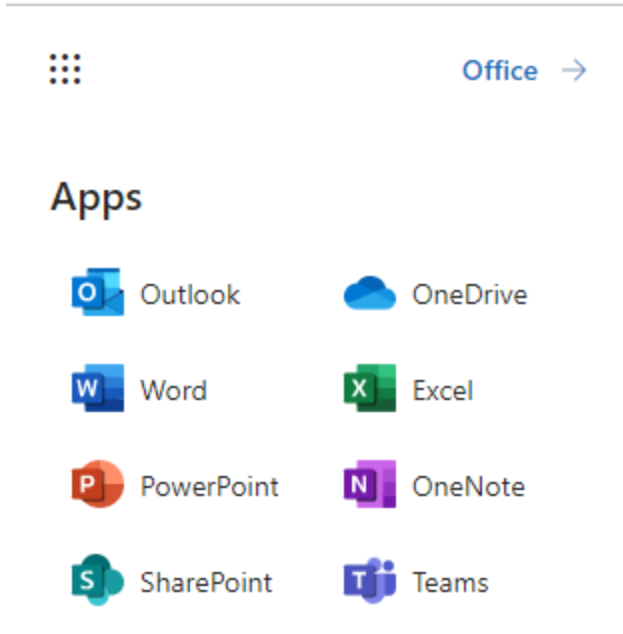




In your AU SharePoint:

Click on the 9 dots on the top left (image below) and then select **SharePoint**. You will see your SharePoint sites.





When will students be able to use their OneDrive, SharePoint, and Teams' applications for saving data again?

It is available now.

Where will my emails be after the outage and during the migration?

They will be in your @learn.athabasca.ca inbox.

Where are my one-to-one and ad-hoc group chats or instant messages, which are the conversations you had outside of a scheduled Teams meeting?

They will be migrated into your OneDrive within a folder called OneDrive_Migrated folder and AU used an automated tool to manage that data migration securely to protect student information from unauthorized access and against potential loss or misuse of information.

Before the outage, my @athabasca.edu account was forwarded to another one of my personal email accounts. Do I need to do anything to ensure that it is still forwarded?

No, automatic email forwarding should still be working. If your Outlook settings are such that you have kept all the auto-forwarded emails in your AU inbox as well as forwarded to your other account, you will receive all your emails in your newly migrated AU Outlook.

If you set it up in your Outlook settings to delete the messages from your AU Outlook inbox, then you will not receive the emails in the new mailbox. It will not re-forward emails.



Will the migration move my AU Outlook emails from my junk and trash folders?

No, if you have anything in your junk or trash that you want saved, you should move it into your inbox or forward it to your personal email account.

Why did I getting a new email address (@learn.athabasca.ca)?

To log into the new area or domain that AU is moving all AU students' Microsoft data into, your email address ending will be updated from @athabasca.edu to @learn.athabasca.ca.

This migration will increase opportunities for AU students and team members to connect, as well as gets us another step closer to [launching the ILE](#), which will greatly enhance students' learning experience and digital security.

Will my old email address (@athabasca.edu) still work?

While you will NOT be able to log into your AU Microsoft accounts with the old email (@athabasca.edu), you WILL still receive emails and from that account in your new @athabasca.edu account.

Will I need a new password with my @learn.athabasca.ca account?

No, the password you used for your @athabasca.edu account should work for your new @learn.athabasca.ca account, but you will be prompted to update your password after logging in. AU's digital security team put some tips together to help you [create a strong password](#).

If you are having trouble with your password, please [visit this page and follow the steps under the head "activation steps"](#) to reset your AU Microsoft Office 365 password through myAU.

What happens. If I don't use my new @learn.athabasca.ca email address to log into my AU Microsoft account?

If you don't use the new email @learn.athabasca.ca, you will not be able to access your AU Outlook account after Nov. 14, 2022. As the ILE project continues and more courses are added into Brightspace, you need your @learn.athabasca.ca email address for Brightspace.

Why was this outage and data migration needed?

This migration will increase opportunities for AU students and team members to connect, as well as gets us another step closer to [launching the ILE](#), which will greatly enhance students' learning experience and digital security.

What is AU doing to support me during this outage and subsequent migration?

Even with all the preparation, we know that sometimes things can happen, and we will work with affected learners on a case-by-case basis to address any disruption to their learner caused by the outage.



How to contact AU:

- Toll-free (Canada / U.S.): 1-800-788-9041
- International: 1-780-675-6100
- [Email: enrolnow@athabasca.ca](mailto:enrolnow@athabasca.ca)

Please ensure you include your full name and ID number.

Is this data migration a secure process?

To accomplish this data migration, AU will use an automated tool to manage this process securely to protect student information from unauthorized access and against potential loss or misuse of information.

Will this outage and migration affect my logins that use my @athabasca.edu email address?

No. You can continue logging into accounts where your @athabasca.edu account is the login name or primary email.