

Email Online Migration - FAQ

Question: Why are we implementing Email Online?

Answer: Email Online email is just one part of the transition to the cloud-based Microsoft Office 365 information technology services. Email Online provides better security for government email, improved uptime for email services, and an increase in mailbox sizes for users.

Question: Are there changes that I need to be aware of as the result of Email Online being implemented?

Answer: Yes. Users will be required to change their account information on their mobile devices, and register for Multifactor Authentication and Verification for all their mobile devices. They will also need to download the appropriate Outlook app for Android or iOS devices, if they haven't done so already.

A new identity, the Office 365 User Identity, is required to login to Exchange Online and other Office 365 services. The Office 365 User Identity is your existing Government of Saskatchewan username, followed by @gov.sk.ca (eg. jsmith@gov.sk.ca). **Note that this is NOT your email address** (eg. john.smith@gov.sk.ca).

There is also a different, but simple process for accessing Outlook on the web. You will find more detail about these changes, along with instructions on how to make them on the [Taskroom](#) web portal.

Question: How does Email Online improve security?

Answer: The move to cloud-based Microsoft 365 services means that our email and other data will be stored and handled by the latest technology tools. The frequency of viruses received by users will be reduced significantly, with most viruses being deleted before they ever reach your email box. These tools are equipped with the latest anti-virus and spam software, that are constantly upgraded. They provide increased protection from ever-increasing and ever-changing viruses and other malicious attacks on our network.

Question: How does increasing the size of email boxes benefit me?

Answer: Increased mailbox size means users will no longer need to rely on separate file sharing applications to share large files such as image files with their colleagues and clients. Our former email systems could not deliver multi-megabit files, forcing users to send them to clients using a file-sharing application. You will now be able to send files as large as 31MB directly using your Outlook email application.

Question: How do I change my account information and set up Multifactor Authentication and Verification on my mobile devices?

Answer: Full instructions on how to change your mobile device account information, download the appropriate Outlook app for your system, and set-up Multifactor Authentication and Verification for your devices is available through the Exchange Online pages of the **Taskroom** web site. If you have any issues changing or setting up any of the requirements, please contact the ITD Service Desk at 306-787-5000 or email itoservicedesk@gov.sk.ca.

Question: Will the performance of my email system be affected?

Answer: If you experience any performance related issues with Exchange Online, contact the ITD Service Desk at 306 787-5000.

Question: How do I access my Outlook email system on the web?

Answer: This information is also available on the **Taskroom** web site. Be sure to use your Government of Saskatchewan user name followed by @gov.sk.ca (eg. jsmith@gov.sk.ca) to access the system. **Note that this is NOT your email address** (eg. john.smith@gov.sk.ca).

Question: Are shared mailboxes supported by Email Online?

Answer: Shared mailboxes are supported with Exchange Online, but are no longer supported on mobile devices.

Form Revision History

Date	Change Author	Notes of Changes
2018-05-24	Art Newton	Updated and Rebranded