

Microsoft 365 Apps Upgrade

What to expect – for the [Department] Department

Hi [Department] Department,

Information Technology Services will be upgrading your Office applications to **Microsoft 365 Apps**. This brings the latest features, improved security, continuous updates, and better access to your online documents. Here's what to expect – and what (if anything) you need to do.

The one-minute summary

- Word, Excel, and PowerPoint look and work almost the same – just with automatic updates and better online-file integration.
- Outlook is the main change: you will now have two versions – Classic Outlook (the Outlook you use today) and New Outlook (a redesigned, web-style version).
- You choose. Do nothing and you keep using Classic Outlook. A “New Outlook” toggle in the top-right corner lets you try the new one – and switch back at any time.

When is this happening?

- **Update date:** [Date]
- **Update time:** 11:00 PM (after hours)
- **Follow-up:** IT Services will visit your department the next morning to confirm everything is working.

What's changing in Word, Excel, and PowerPoint?

Very little day to day. The main differences:

- Minor interface refinements.
- Live co-authoring – you and colleagues can edit the same document at the same time.
- Continuous feature and security updates.
- **OneDrive & SharePoint integration.** Files now save to OneDrive or SharePoint by default (AutoSave). This is expected and helps protect your work if your computer has problems. You can still save locally with “Save As” when you need to.

Outlook: two versions, your choice

After the upgrade you will have **both** Classic Outlook and New Outlook. Look for the “**New Outlook**” **toggle** in the top-right corner of the Outlook window – that switch moves you between the two, and you can go back and forth at any time.

Option A – Keep using Classic Outlook (no action needed)

Classic Outlook is essentially the Outlook you use today. Your folders, rules, signatures, add-ins, archives, and shared mailboxes keep working as they do now.

- **To stay on it:** just keep using Outlook and leave the “New Outlook” toggle OFF.
- **If you ever land in New Outlook by accident:** flip the “New Outlook” toggle back off and you'll return to Classic.

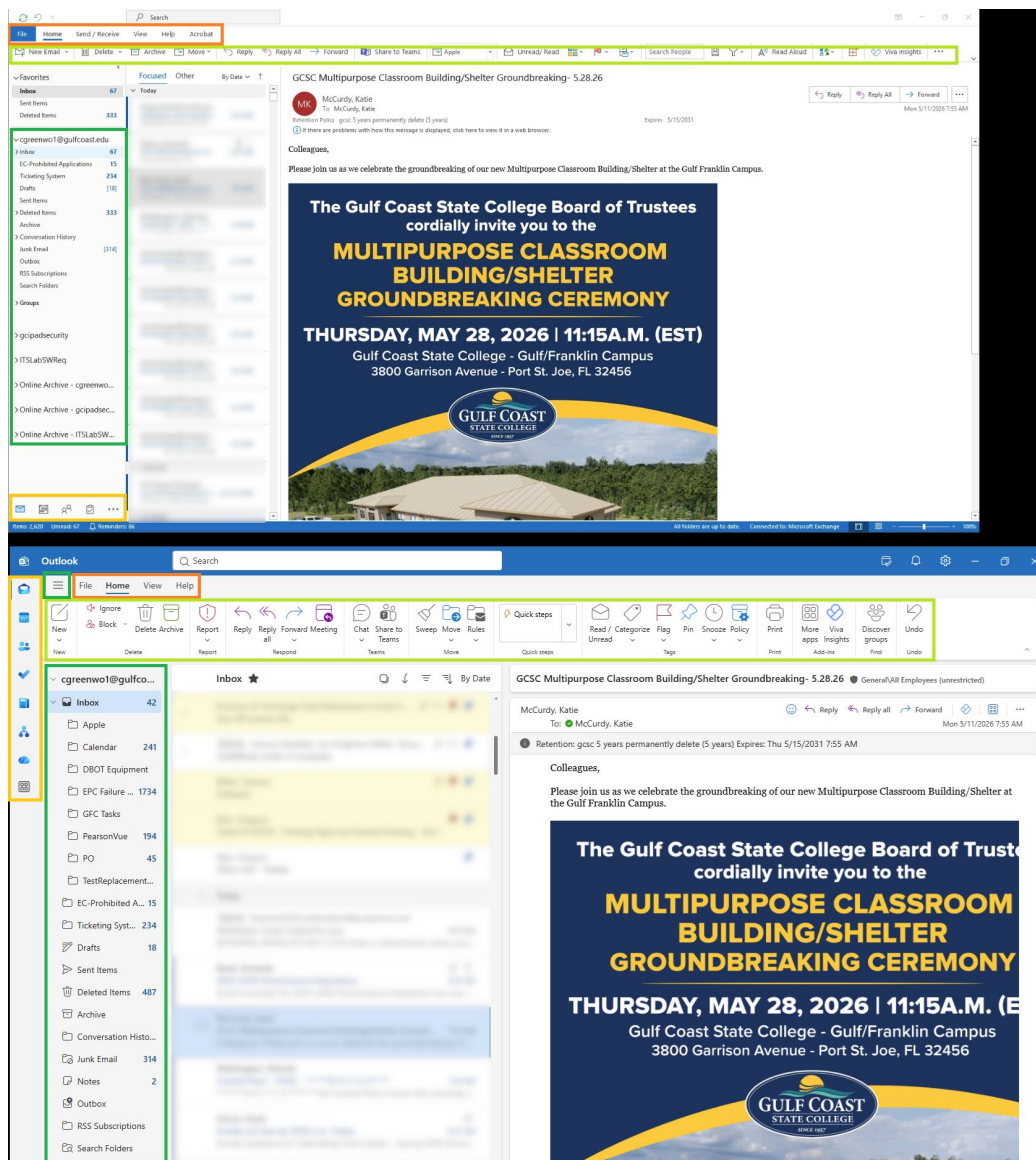
Option B – Try New Outlook (optional)

New Outlook is a faster, simplified redesign that matches Outlook on the web. To try it, turn the “New Outlook” toggle ON; to leave, turn it off. Before you rely on it as your only email app, please check the items below, as New Outlook handles some things differently:

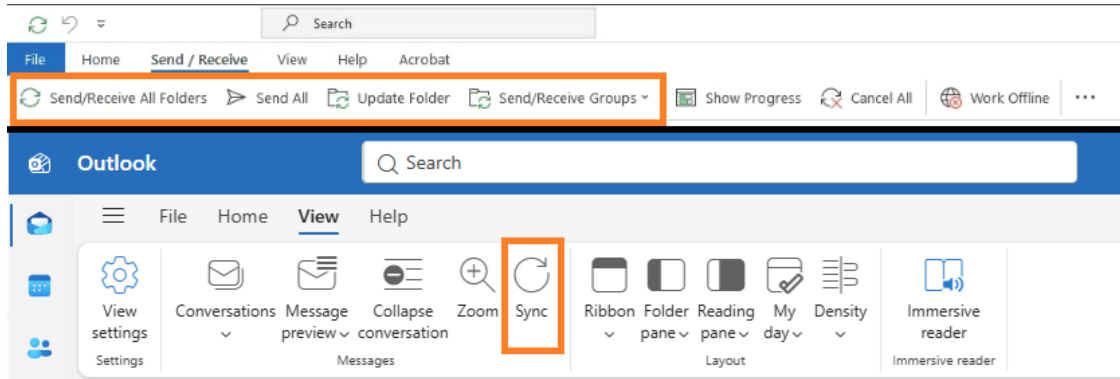
- **Email rules:** some rules from your current Outlook may not carry over or may stop working.
- **Notes & other non-mail folders:** these are hidden in the current New Outlook. If you use Notes folders, please contact us before switching.
- **Add-ins:** older desktop (COM) add-ins are not supported – only modern web add-ins.
- **PST archive files:** support is limited compared to Classic.
- **Shared / departmental mailboxes & delegate access:** confirm yours open correctly and that you can send on their behalf.
- **Offline access:** more limited than in Classic Outlook.

For a full feature comparison, see [\[link to Microsoft’s “New vs. classic Outlook” comparison or internal KB article\]](#).

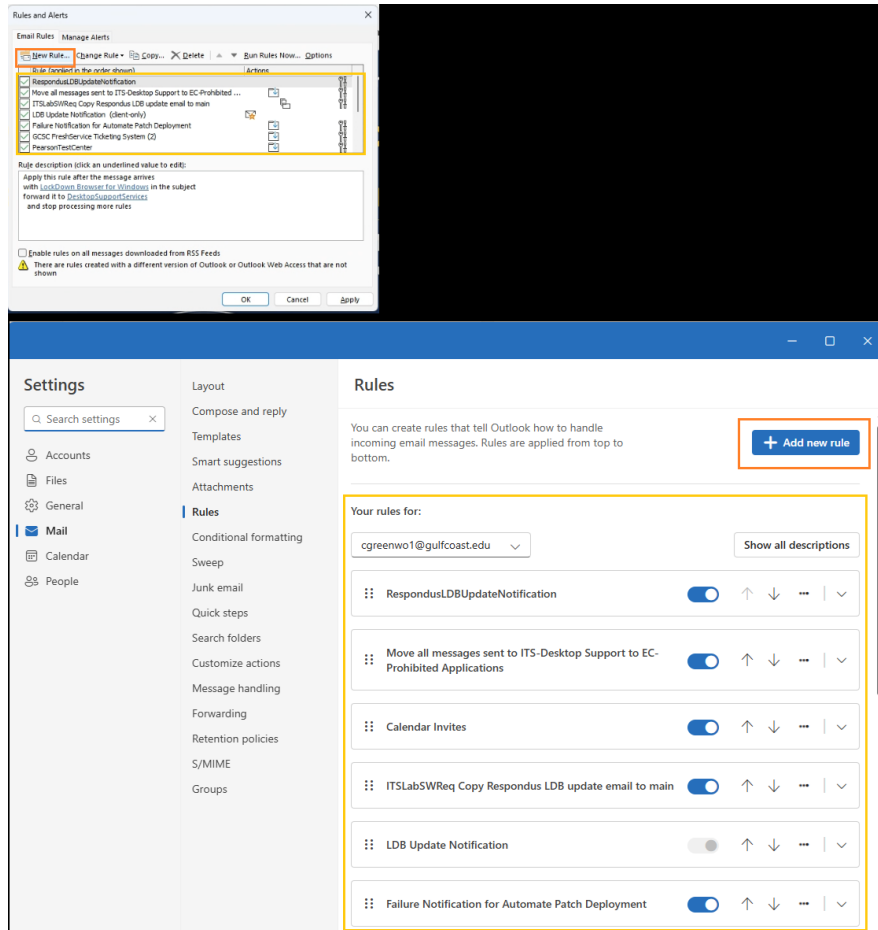
What New Outlook looks like



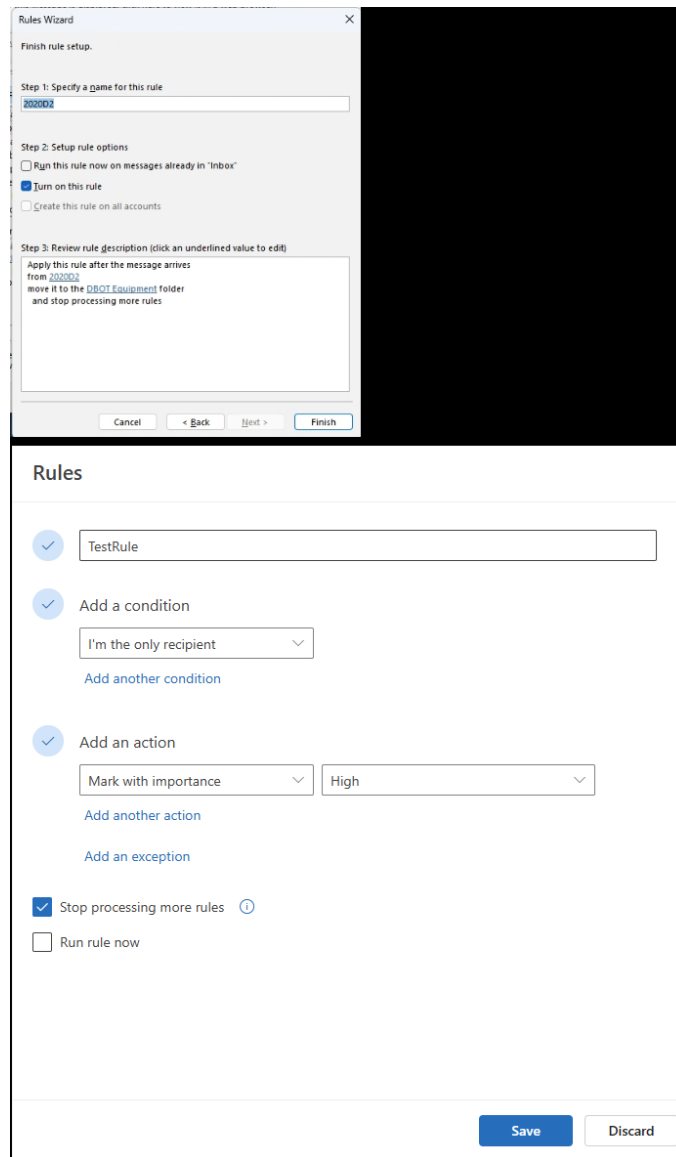
Inbox layout: your current Outlook (top) vs. New Outlook (bottom). Highlighted areas show what has moved.



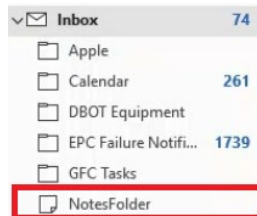
“Send and Receive” is now “Sync” in New Outlook.



The rules interface has changed; some existing rules may no longer work.



Creating new rules looks different in New Outlook.



Folders with an icon like this (Notes / non-mail folders) are hidden in New Outlook – contact us if you use them.

What IT Services will do

- Install Microsoft 365 Apps, replacing your current Office version.
- Ensure your new apps are licensed and activated.
- Visit your department the morning after the update to make sure everything is working for you.

What you should do after the upgrade

1. **Sign in.** Open Word, Excel, or PowerPoint and sign in with your GCSC account if prompted. The splash screen should say “Microsoft 365.”
2. **Can’t find your apps?** The update removes pinned taskbar icons, but the apps are still installed. Search “Outlook,” “Word,” “Excel,” or “PowerPoint” using the Windows search box at the bottom-left of your screen, then re-pin them if you like.
3. **Keep working as usual.** Your existing documents open normally and save to OneDrive or SharePoint by default.
4. **Choose your Outlook.** Stay on Classic Outlook (no action) or try New Outlook with the toggle in the top-right corner.

Questions or problems?

Please reach out to IT Services at **extension 3303** or submit a ticket in the ticketing system.

— Information Technology Services, Gulf Coast State College