Self-transition Guide for Office Live Small Business Customers

Introduction

Microsoft is excited to bring our Office Live Small Business customers Microsoft Office 365, the next generation of online productivity tools. This document is intended to help our Office Live Small Business customers through the steps of moving manually moving their data to Office 365.

Important Information Before Transitioning

Please read the following important information before you begin the transfer steps:

Important Information

- ✓ This document is designed for customers choosing to self-transition from Office Live Small Business (OLSB) to Office 365 for professionals and small businesses.

- ✓ Follow the steps in this guide in order to minimize the chance of losing data.

- ✓ OLSB account data not saved or transferred will be inaccessible after May 1, 2012 or after your account is canceled. This includes email, contacts, calendar, business application data, site analytics, contact manager and your public facing website.

- ✓ Some limitations apply during the Office 365 free-6 month trial period, including: you can only add 25 users.

- ✓ If you are transferring a custom domain, there may be a period of between 24-72 hours when you will not be able to receive email.

- ✓ Your fourth-level domain (yourdomain.web.officelive.com) cannot be transferred.

- ✓ Review Appendix B: Office 365 System Requirements

Help Resources

The instructions below provide the basic step-by-step procedures for moving your OLSB account to Office 365 for small businesses and professionals. If you want more information or have questions, we encourage you to consult the help resources available for OLSB and Office 365.

Office Live Small Business Community	Your primary resource for transition-related help. Contains forums (monitored by members of the Office Live Small Business Support team) where you can ask and

	receive answers to your questions and read the latest Office Live Small Business information.
Office 365 Help	Help and how-to information for Office 365.
Office 365 Quick Start Guide	Get started with mail, contacts, calendar, instant messaging, and document sharing.
Introduction for Office 365 Administrators	Get started with service administration and user management tasks.
Office 365 Community	Contains forums (monitored by members of the Office 365 Support team) where you can ask and receive answers to your questions, report service issues, bugs, make suggestions, and read the Office 365 blog and wiki.
Office 365 Marketplace	Search, find and hire a partner that can help with the transition to Office 365.

What you will need

- ✓ As a part of the exclusive offer for OLSB customers – you are provided a copy of Office Professional Plus which provides you the latest Office 2010 desktop applications during the 6 month trial period. If you choose not to accept the promotional offer, each person on your account will need a copy of Microsoft Office Outlook 2007 or Outlook 2010 if they want to move their email, contacts and calendars. (Alternatively, you can archive your email, contact, and calendar data in the free Windows Live Mail software.)

- ✓ Most of the transition steps can be performed by anyone with Administrator privileges, but certain steps can only be performed by the OLSB account owner.

- ✓ Anyone who uses the OLSB account and wants to move their personal email, contacts, calendar and documents will need to perform some tasks.

- ✓ The transition steps may take between 2-6 hours per user. The actual amount of time required will vary depending on the number of users and the amount of data being transitioned. The process will involve manually re-building your public-facing website.

- ✓ We recommend that you build a mini-project plan to ensure that all of the tasks are completed by the April 30, 2012 deadline date.

If you don't want to use Office 365, you have other options

OLSB appealed to a lot of different people, especially because of the free website. Office 365 is targeted at meeting the needs of small business owners and professionals. Many OLSB customers won't see Office 365 as a good fit, especially since Office 365 isn't free.

If you:

- **Are a small business owner or professional**, then you may want to evaluate Office 365, especially since OLSB customers get a 6-month free trial.
- **No longer use your website**, you can let it be deleted on April 30, 2012. Check the section below for advice on saving your data (like documents and photos), so that you don't lose something important.
- **Use a custom domain** (like contoso.com or fourthcoffee.com) for your email and website, then you need to move that domain off of OLSB and onto a new provider. You can choose Office 365 or any other provider you want.
- **Want a free way to share information with people**, then there are other services that might work better for you than Office 365.

If you want to...	Possible services to consider
Share photos and videos with family and friends	• Windows Live SkyDrive lets you share photos and control who can see them • Photo Gallery lets you store, share, and edit photos and videos • You can also search the Web for "photo sharing sites" to evaluate the options and decide what is right for you.
Publish text information, like descriptions of travel, hobbies, opinions, and what is happening in your life	• Consider creating a blog. • Windows Live Writer is a free tool that makes it easy to write and publish your blog, no matter where your blog is hosted. • You can also search the Web for "free blog" to evaluate the options and decide what is right for you.
Share files with people you know	• Windows Live SkyDrive lets you share documents and control who can see them
Collaborate and share Office documents online	• Office Web Apps let you access, edit, and share Word, Excel, PowerPoint, and OneNote documents on the web

Don't lose your email, website, documents, and photos!
No matter which option you choose, please save your data. You won't be able to get it back after OLSB is shut down.

Your email

- **If your email address ends with @live.com, @hotmail.com, or @msn.com**, it will not be deleted. You will still be able to use Windows Live to access, send, and receive email.
- **If you have an email address based on a custom domain** (such as joe@fourthcoffee.com or susan@contoso.com), then you must move your domain from OLSB to Melbourne IT or another domain registrar. If you don't move your domain, you will lose access to all of your email at that address.
- **Your website**

- **If your website uses a custom domain** (such as www.fourthcoffee.com or www.contoso.com), then you must move your domain from OLSB to Melbourne IT or another domain registrar. If you don't move your domain, no one will be able to access your website.
- **You can save your website pages to your computer.** There are a variety of third party tools that can help save the content on your OLSB website, such as Inspyder's Web2disk, Website downloader, or HTTrack. These are third party services that are unaffiliated with Microsoft. You will need to investigate whether their services will meet your particular needs. Microsoft is not responsible for these third party services.
- **You can save your website statistics to your computer**. At the top of the page in OLSB, click **More** > **Reports** > **Download reports**, and then follow the instructions.
- **If you don't need your website anymore**, you don't have to do anything. It will be deleted on April 30, 2012.
- **If you purchased a domain through OLSB and don't need it anymore,** you can let it lapse. When Melbourne IT asks if you want to renew your domain, you can say no.

Your documents and photos
- **If you want to save your photos**, go to **Design Site** > **Image Gallery**, right-click each image, and select **Save Picture As** to save it to your computer.
- **If you want to save your documents,** go to **Design Site** > **Document Gallery**, open each document, and then save it to your computer.
- There are a variety of third party tools that can help save the photos and documents on your OLSB website, such as Inspyder's Web2disk, Website downloader, or HTTrack. These are third party services that are unaffiliated with Microsoft. You will need to investigate whether their services will meet your particular needs. Microsoft is not responsible for these third party services
- **If you don't need your documents and photos anymore**, you don't have to do anything. They will be deleted on April 30, 2012.

Your domain
- **If your website uses a custom domain** (such as www.fourthcoffee.com or www.contoso.com), then you must move your domain from OLSB to Melbourne IT or another domain registrar. If you don't move your domain, no one will be able to access your website.
- **If you have an email address based on a custom domain** (such as joe@fourthcoffee.com or susan@contoso.com), then you must move your domain from OLSB to Melbourne IT or another domain registrar. If you don't move your domain, you will lose access to all of your email at that address.

Overview of the transition steps

To help ensure that you transfer your Office Live Small Business account without losing data, it's important that you **complete the following steps in order**:

1. Create your Office 365 account

2. Move all email, contacts, and calendars

3. Move your website to Office 365 and save your business applications

4. Move your custom domain (if you have one) and create users in Office 365

Step 1: Create your Office 365 account

To retrieve your one-time use promotional code to create your Office 365 account, sign in to your OLSB account with the owner account Windows Live ID and click on the promotional code link. This link will open a new browser window on Office 365 to a unique sign up form that includes Office 365 for professionals and small business and Office Professional Plus. Follow the instructions to complete sign up for the 6-month free trial promotional offer. Only the account owner needs to sign up. For now, the owner will also be the account administrator, and will add the rest of the organization's people and data.

If you choose to close the promotional offer page, you can get access to the promotional offer until April 30, 2012 by signing in to OLSB.

I signed in to OLSB, but I don't see the link

You might have signed in with a different account. The migration notice and free trial link only show up for the owner's account.

- **If you aren't the owner**, find the owner and ask them to sign in.
- **If you are the owner**, check if you used a different Windows Live ID than you did when you set up your account. If you can't remember your original Windows Live ID, contact Support.

Consider hiring someone to move your data for you

It will take time and work to move your email and website to Office 365. The process includes a lot of steps and many technical terms that you might not be familiar with.

Many people prefer hire an approved Microsoft partner to transition their accounts to Office 365 instead of doing it themselves. You can evaluate potential partners on the Office 365 Marketplace. If you do hire someone, you can work with them to move your email and website, instead of following the instructions in this document.

These instructions apply only to organizations that create accounts for Office 365 for professionals and small business. If you have more than 25 people or require technical phone support, you may want to consider Office 365 for enterprises.

Step 2: Move all email, contacts, and calendars

As part of the exclusive free trial for OLSB customers, you get Office Professional Plus, which includes Outlook 2010. One reason this is included is because Outlook is the easiest way to get your mail, contacts, and calendar items from OLSB into Office 365.

Notes:

- Although most of the steps in this guide are only done by one person for the whole company, **each person at your company will need to save and move their email, contacts, and calendar items.**

- If you don't want to use Outlook, you can also use Windows Live Mail to save your mail and other items to your computer. Then you can copy the items to your Office 365 account.

Warning: Every person in your organization must follow this step and move their email, contacts, and calendars, or this data will be lost in Step 4: Move your custom domain, below.

1. Open Outlook.

2. If the Microsoft Outlook Startup wizard displays automatically, follow the instructions to set up an e-mail account.
   If the Microsoft Outlook Startup wizard doesn't display, on the Outlook toolbar, click the **File** tab. Then, just above the **Account Settings** button, click **Add Account**.

3. On the **Auto Account Setup** page of the wizard, when you click Next, Outlook will perform an online search to find your e-mail server settings. You'll be asked to enter your user name and password during this search. Make sure that you enter your full e-mail address (for example, tony@contoso.com) as your user name. If Outlook is able to set up your account, you'll see the following text: Your e-mail account is successfully configured. Click **Finish**. **Tip:** If Outlook isn't able to set up your account, see Set Up E-Mail in Outlook 2010 at http://help.outlook.com/en-us/140/dd253202.aspx.

4. In Outlook, in the **Mail** section of the left navigation pane, locate your Office 365 mailbox.

5. In Outlook, in the **Mail** section of the left navigation pane open your Office Live Small Business mailbox that you just added. Open one of the folders, for example the Inbox folder.

6. Select all of the email messages in that folder, copy them, and then paste them into the corresponding folder in your Office 365 mailbox. (If you don't have a corresponding folder in your Office 365 mailbox, you may have to create one.) Now this email has been added to Office 365. Repeat this for every folder in your Office Live Small Business email account.

7. Repeat these steps for the Contacts folder and the Calendars folder. If you can't select all items in a folder, you can copy them individually.

For other questions, see FAQs: E-Mail Programs at http://help.outlook.com/en-us/140/cc875919.aspx.

If Outlook isn't able to set up your account, see Set Up E-Mail in Outlook 2010 at http://help.outlook.com/en-us/140/dd253202.aspx.

Continue to use Windows Live (Hotmail) for your email

If your email address ends with @live.com, @hotmail.com, or @msn.com, it will not be deleted. You will still be able to use Windows Live (Hotmail) to access, send, and receive email.

If you have an email address based on a custom domain (such as joe@fourthcoffee.com or susan@contoso.com), but you don't need your domain for a website, you can use Windows Live Admin Center to manage email accounts at your domain.

To do this:

1. Save your email to your computer and have each person in your company save theirs.

   a) Install Windows Live Mail from Windows Live Essentials. It's free.

   b) Follow the directions in Windows Live Mail to add your existing email account.

   c) Windows Live Mail will save copies of all your mail, contacts to your computer.

   d) Later, after you've moved your domain, you can continue to use Windows Live Mail, or use www.windowslive.com (Hotmail) like you are used to.

More info about:

- Windows Live Mail

- Importing and exporting email, contacts, and calendars

2. Contact OLSB Support. Say:

   I've already backed up my email and documents. Now I need my domain to be released from Office Live Small business.
   - My domain is:
   - My primary email address at that domain is:
   - An alternate email address that you can use to contact me is:

3. A Support agent will notify you when your domain has been removed from OLSB. This usually takes 24 business hours. If it takes longer, please contact OLSB Support to ask for status on the request.

4. Go to Windows Live Admin Center.

5. Click **Sign up now—it's free**.

6. Enter your domain name, select **Set up Windows Live Hotmail for my domain**, and then click **Continue**.

7. Sign in with a Windows Live ID or create a new one. An email message will be sent to this address so that you can verify that it is yours.

8. Follow the directions to finish setting up your account.

9. After you have set up your account, go to the **Domain settings** page. Follow the directions to prove that you own the domain. (You can't use Windows Live Admin Center to manage a domain unless you own it.)

10. When the domain has been verified, the status on the **Domain settings** page will change from "Pending" to "Approved".

11. At this point, you can manage your email accounts in Windows Live Admin Center, and can use www.windowslive.com (Hotmail) to read your email. More information:

- To create more accounts, see: [Manage your e-mail accounts and users](#)

- For other questions, see: [About Windows Live Admin Center](#)

12. Copy the email that you saved to your computer into your new Hotmail account. For more information, see [Export from Windows Live Mail](#).

Step 3: Move your website to Office 365 or another website hoster

To transfer your OLSB website to Office 365, you need to manually move your content. For text, this is just a matter of copying from one site and pasting into the other, but for some images or for your site's header, additional steps are required.

These instructions offer a brief overview of how to transfer your website, but for more detailed explanations of how to use the Office 365 web-design tool, see the help topics contained in Design a public-facing website at http://office.microsoft.com/en-us/sharepoint-online-small-business-help/CL102040066.aspx.

On April 30, 2012, all of your documents and data on OLSB will be deleted. If you don't want to lose this data, save it before the deadline.

Your website
- **You can save your website pages to your computer.** There are a variety of third party tools that can help save the content on your OLSB website, such as Inspyder's Web2disk, Website downloader, or HTTrack. These are third party services that are unaffiliated with Microsoft. You will need to investigate whether their services will meet your particular needs. Microsoft is not responsible for these third party services.
- **You can save your website statistics to your computer**. At the top of the page in OLSB, click **More** > **Reports** > **Download reports**, and then follow the instructions.

Your documents and photos
- **If you want to save your photos**, go to **Design Site** > **Image Gallery**, right-click each image, and select **Save Picture As** to save it to your computer.
- **If you want to save your documents,** go to **Design Site** > **Document Gallery**, open each document, and then save it to your computer.
- **If you don't need your documents and photos anymore**, you don't have to do anything.

Your business applications (like lists, calendars, and surveys)

1. On the Office Live Small Business Home page, at the top, click **More**, and then click **Business Applications**.
2. On the actions bar, click **Actions**, click **Export to Spreadsheet**, and then click **Open**. A spreadsheet opens.
3. Under **File**, click **Save As**. Under **Save as type**, select **CSV (MS-DOS)**.

Your contacts in Contact Manager

1. On the Office Live Small Business Home page, at the top, click **More**, and then click **Contact Manager**.
2. On the left navigation bar, click **Business Contacts**, **Companies**, **Opportunities**, or **Products**.
3. On the actions bar, click **Actions**, and then click **Export to Spreadsheet**, or click **Open with Access**, and then select **Export a copy of the data**. You may be prompted to sign in with your Windows Live ID.
4. The list opens in a workbook or table. Save it to your computer.

Note: Office 365 doesn't have all of the same website features that OLSB did. These features are not available: Blog, Event Calendar, Form Designer, List Publisher, Subscribe to Newsletter, and website reports.

Open the old web-design tool and the new web-design tool side-by-side

The easiest way to transfer your website content is to open the OLSB web-design tool and the Office 365 web-design tool side-by-side so that you can see them both at the same time.

Open the OLSB web-design tool:

1. On the OLSB Home page, at the top, click **Web Site**. Page Manager appears.

2. In the list of Web pages, find the name of the page that you want to copy content from and click **Edit**. The page opens in the web-design tool.

Open the Office 365 web-design tool:

1. On the top-navigation in the Office 365 Home page, click **Team Site**.

2. On the navigation bar, click **Website**.

3. In the list of web pages, click the name of the page that corresponds to the page you are copying content from. For example, if you're copying the Home page from your OLSB website, click **Home**. Now you're seeing the Web page in edit mode.

4. If you don't see the kind of page that you need in the list of web pages, on the **Pages** tab, click **New Page**, select the type of page that you need, provide the necessary properties, and then click **Finish**. The page is now open in edit mode.

Now that you have opened the two web-design tools, resize the two browser windows so that you can see them both at the same time, one on the left and one on the right. You're ready to begin moving your website.

Move content from your old site to your new site

Follow the instructions above in **Open the old web-design tool and the new web-design tool side-by-side**. To move text or images from your old page to your new page, simply copy and paste it.

If an image fails to paste properly, you may have to add it using the **Insert** function:

1. In the Office 365 web-design tool, click the **Insert** tab.

2. Click **Image**.

3. Select the location from which you want to add the image, click the image, and then click **Insert image**.

Move your website header

Follow the instructions above in **Open the old web-design tool and the new web-design tool side-by-side**.

After you have opened the two web-design tools, click anywhere in the header of your two web pages, and the **Customize your header** dialog opens.

To transfer text, just copy and paste. To transfer logo images, you must first save them to your computer and then upload them to your new site. To learn more about making changes to your header, see Customize a header for a public-facing website at http://office.microsoft.com/serverhelp/helppreview14.aspx?AssetId=HA101836349&lcid=1033&products=SPOLite &pid=CL102040077&CTT=4.

Add a module

Unfortunately, you can't copy modules—or "Gadgets," as they're now called—from your old site to your new site. You need to create a new version of that gadget on your new site. To do so, place your cursor at the location where you want to insert the gadget. On the **Insert** tab, in the **Gadgets** section, click the gadget that you want to insert, and then follow the instructions.

Note: The following gadgets are unfortunately not available in Office 365 at this time: Blog, Event Calendar, Form Designer, List Publisher, and Subscribe to Newsletter. Website analytics are also not available at this time.

Step 4: Move your custom domain

Moving your custom domain name involves several steps. First, you remove your custom domain name from OLSB. Next, add your domain to Office 365 or another website hosting provider and verify that you own the domain. Finally, update the records at your domain registrar to direct network traffic for your domain to Office 365 or the other website hosting provider. Watch a video that shows how to remove a domain and add it to Office 365: http://youtu.be/GBWTwOQ2F5o.

Remove your domain name from your OLSB account

In order to free up your domain name for use with Office 365 (or another provider,) you must remove it from OLSB.

- **If you bought your custom domain through OLSB**, we provide you with a way to move your domain.

  Caution: Before you move your domain, we recommend updating your administrator email address to an address not associated with your Office Live Small Business account. This will ensure that your Domain Registration Key (DRK) is sent to an active email address. (For example, you can use a free Hotmail account).

  To update your administrator email address:

  1. On the OLSB Home page, at the top, click **More**, and then click **Domain Manager**.
  2. On the Domain Manager page, next to the domain name that you want to view, click **Properties**.
  3. On the Domain Properties page, you can make changes to your email address. Click **Edit** properties in the Registration Contact Information section and update your email address.

  To move your domain:

  1. On the OLSB Home page, at the top, click **More**, and then click **Domain Manager**.
  2. In the domains table, find your purchased domain and in the options column click **Move domain.**
  3. On the subsequent page, enter an email address to receive your domain registration key. If you don't enter a valid email address, you won't get the instructions you need in the next step.
  4. You'll receive an email with full instruction with how to access your domain at Melbourne IT.

     Once you've clicked through the link in the email and completed the steps to access your domain at Melbourne IT follow the steps below to activate DNS. These steps are necesarry to enable you to perform the steps for adding your domain to Office 365 discussed in the next section.

  5. Sign in to your Melbourne IT account. If you have problems, use the phone number in the message to contact Melbourne IT. You will receive a bill from Melbourne IT every year that they host your domain.

  Activate DNS with Melbourne IT

  1. Create a new account on Melbourne IT or Sign in if you already have one
  2. In the **Manage Domain Names** section, Click **Manage Domain Names**.
  3. Click the domain name you moved to Melbourne IT.
  4. In the **DNS** section, next to **DNS Status,** click **Activate DNS**.
  5. Select the checkbox to indicate that you agree to Melbourne IT's terms and conditions and click **Enable DNS**.
  6. Click **Manage Domain Names**.
  7. Click your domain name again.

8. In the **DNS** section, click **Manage DNS.**

9. Click on **Redelegate Now.**

10. You are now ready to perform the steps for adding your domain and users to Office 365.

Note that at this point your email will no longer be going to Hotmail, so you should complete the steps for adding your domain to Office 365 quickly.

Once you've completed these steps, Office Live will continue to host your site pages and you can still access your OLSB email.   You will now have access to your domain at Melbourne IT and will be able to complete the steps necessary to add and verify your domain in Office 365.

- **If you bought your custom domain through another domain name registrar**, you do not need to remove your domain from your account.   You have access to this domain at your domain hoster and will be able to complete the steps necessary to add and verify your domain in Office 365.

Add your custom domain to Office 365 (<u>for United States customers only</u>)

Note: If you are not located in the United States, follow the steps in the section "Add your custom domain to Office 365 (for customers outside of the United States)"

To add your domain to Office 365, you step through the **Add a domain** wizard. The wizard verifies that you own the domain, and then prompts you to update your records at your domain registrar to direct network traffic for your domain to Office 365.

1. In Office 365, on the **Admin Overview** page, in the left pane, under **Management**, click **Domains**, and then click **Add a domain**.

2. On the first page of the wizard, type your domain.

3. On the second page, when asked "Do people in your company already have domain.com email addresses?" answer yes or no.

4. Also on the second page, **when asked "Do you have a domain.com website?" answer No**. You must answer no even though you have a website on OLSB.

5. Follow the steps in the wizard to do these four important tasks:

    - Confirm that you own your domain (also called domain verification)

    - Update email addresses for people at your organization

    - Add user accounts to Office 365

- Complete the process so that email sent to your domain will be delivered to your accounts at Office 365

Note: Typically it takes about 15 minutes for your changes to take effect. But it can take up to 72 hours for the DNS record that you created to propagate through the DNS system. If you need to view these record settings again, on the Domains page, click the domain, and then, on the Domain properties page, click the DNS manager tab. To check the status of configuring your domain in Office 365, on the **Domains** page, click the domain, and then, on the **Domain properties** page, click **Troubleshoot domain**.

Add your custom domain to Office 365 (for customers outside of the United States)

Note: If you are located in the United States, follow the steps in the section "Add your custom domain to Office 365 (United States customers only)"

OLSB made it easy to get a domain, but OLSB isn't actually a domain registrar. Behind the scenes, your domain registrar was really Melbourne IT.

1. On the OLSB Home page, at the top, click **More**, and then click **Domain Manager**.
2. In the domains table, find your purchased domain and in the options column click **Move domain**.
3. On the next page, enter a current email address to receive your domain registration key. If you don't enter a valid email address, you won't get the instructions you need in the next step.
4. You'll receive an email with full instructions on how to access your domain at Melbourne IT.
5. Open the email message from Melbourne IT.
6. Click the link and follow the instructions to create your account with Melbourne IT.
   - If you have problems, use the phone number in the message to contact Melbourne IT.
   - You will receive a bill from Melbourne IT every year that they host your domain.
   - Unfortunately, Melbourne IT doesn't support all kinds of domains. If your domain ends in .fr, .jp, or .de, please call Melbourne IT for your authorization code. With this you can transfer your domain to another domain registrar. The directions in this document focus on Melbourne IT, but you can add domains from any registrar to Office 365. Whenever this document refers to Melbourne IT, such as in step 7, you will need to follow directions from your domain registrar.

Activate DNS with Melbourne IT

1. Create a new account on Melbourne IT or Sign in if you already have one
2. In the **Manage Domain Names** section, Click **Manage Domain Names**.
3. Click the domain name you moved to Melbourne IT.
4. In the **DNS** section, next to **DNS Status,** click **Activate DNS**.
5. Select the checkbox to indicate that you agree to Melbourne IT's terms and conditions and click **Enable DNS**.

6. Click **Manage Domain Names**.

7. Click your domain name again.

8. In the **DNS** section, click **Manage DNS.**

9. Click on **Redelegate Now.**

10. You are now ready to perform the steps for adding your domain and users to Office 365.

Add your domain to Office 365 and update name server records

When you change your domain's name server records in this step, you change the destination of domain services, such as email, to point to Office 365. Make sure that you have already completed the steps to create user accounts and re-create your website before you continue.

1. Sign in to Office 365 (http://portal.microsoftonline.com) using the account you created.

2. In Office 365, at the top of the page, click **Admin**.

3. On the **Admin Overview** page, in the left pane, under **Management**, click **Domains**, and then click **Add a domain**.

4. On the **Add a domain** page, under **Specify domain**, type the domain name that you just moved to Melbourne IT, and then click **Next**.

5. Follow the steps in the wizard to verify with Office 365 that the domain name you have added belongs to you.

6. After your domain is verified, you will see a page called **Change Name Server Records**.

7. Select Melbourne IT in the dropdown.

8. Follow the steps provided on the page to update your name server records.

Change the SharePoint site address to use your domain

Note: Your website will be unavailable on the Internet until you follow these steps to change the address in Office 365.

1. On the **Admin Overview** page and click **Domains**.

2. Above the list of domains, next to **Your SharePoint website address is**, click **Change address**. Follow the directions to use your domain for your website.

For a complete overview of this process, we highly recommend that you read Add your domain to Office 365 at http://onlinehelp.microsoft.com/en-us/office365-smallbusinesses/ff637561.aspx#bkmk_provider.

For other domain registrars other than Melbourne IT

We provide specific instructions for changing the name server records on popular domain registrar websites. For more information, see Change name server records at a domain registrar at http://onlinehelp.microsoft.com/en-us/office365-smallbusinesses/gg549203.aspx.

In general, to change your domain's name server records, follow these steps.

1. Sign in to your domain name registrar's website.

2. On the domain registrar's website, locate the section where you can change name server settings. This section is typically labeled in one of the following ways:

   - Manage Domain

   - Nameserver Settings

   - DNS Server Settings

3. On the page where you can change name server settings, edit the primary and secondary name servers to be **ns1.bdm.microsoftonline.com** and **ns2.bdm.microsoftonline.com**, respectively, and then save the new settings.

Note: Typically it takes about 15 minutes for your changes to take effect. But it can take up to 72 hours for the DNS record that you created to propagate through the DNS system. If you need to view these record settings again, on the **Domains** page, click the domain, and then, on the **Domain properties** page, click the **DNS manager** tab.

To check the status of configuring your domain in Office 365, on the **Domains** page, click the domain, and then, on the **Domain properties** page, click **Troubleshoot domain**.

If you bought your domain through OLSB and want to move it to a different domain registrar

OLSB made it easy to get a domain, but OLSB isn't actually a domain registrar. Behind the scenes, your domain registrar was really Melbourne IT.

You can switch to a different domain registrar:

On the OLSB **Home** page, at the top, click **More**, and then click Domain Manager.

In the domains table, find your purchased domain and in the options column click **Move domain**.

On the next page, enter an email address to receive your domain registration key.

You'll receive an email with full instructions on how to access your domain at Melbourne IT.

Open the email message from Melbourne IT.

Click the link and follow the instructions to create your account at Melbourne IT. If you have problems, use the phone number in the message to contact Melbourne IT directly.

Once you have signed in to your account, you can access information about your domain. Copy this information and use it to transfer your domain to a new registrar. Each domain registrar has different instructions for this; look for instructions on your registrar's site.

Congratulations

You have now completed the self-transition steps. **If you run into any problems, please contact:**

- OLSB support
- Melbourne IT support for issues with domains
- Office 365 community support

See the Office 365 Quick Start Guide to get started with email, contacts, calendar, instant messaging, and document sharing.

To get started with service administration and user management tasks, see the Introduction for Office 365 Administrators. To ask and receive answers to your questions, report service issues, bugs, make suggestions, and read the Office 365 blog and wiki, see the Office 365 Community.

What is Office 365?

Office 365 for professionals and small businesses is a set of web-enabled tools that lets you access your e-mail, important documents, contacts, and calendars from virtually anywhere and on almost any device[1]. Designed for organizations with one to 25 employees (with a technical limit of 50 users maximum), the service brings together online versions of the best professional-grade communications and collaboration tools from Microsoft at a price that small businesses can afford.   Office 365 includes many of the features that our customers loved about Office Live Small Business, including simple public facing websites, and much more.

Is Office 365 right for my business?

Office 365 is designed for organizations with fewer than 25 employees and without IT staff, so it's easy to set up and use. Office Live Small Business customer feedback helped us design Office 365: professional email with anti-spam/anti-virus protection and a 25GB mailbox, improved tools for document collaboration and version control, online meeting and IM capabilities, an improved mobile experience, simple public-facing website tools and hosting, and financially-backed reliability and security, all at a price affordable for most small businesses..

How does Office Live Small Business compare to Office 365?

The best way to experience the difference between Office Live Small Business and Office 365 is by signing up for a free 30-day trial of Office 365 by visiting www.Office365.com.

At a high level, here is some of what Office Live Small Business customers gain with Office 365 for professionals and small businesses:

Get More with Microsoft Office 365

Free of advertising, 99.9% financially-backed uptime guarantee, services designed specifically for small organizations, affordable subscription at $6 per user per month, available in more countries

Email	Manage email the way you want with more storage (25GB), larger messages (25MB), multiple email aliases per user, and Outlook Web App - a rich-web-based version of Microsoft Office Outlook

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[1] Access from mobile devices depends on carrier network availability

Contacts	View a Global Address List including all of your users, globally accessible distribution groups, and external contacts
Calendar	Manage your busy day with a calendar that is fully compatible with Outlook, automatically synched across your devices, and enables you to view your colleagues' availability, share your calendar with others and view calendars side-by-side
IM, Audio/Video Calling and Web Conferencing	Connect with coworkers and customers to share presentations internally and externally, conduct meetings online, click-to-connect from within Microsoft Office applications, PC-to-PC calling, and instant messaging
Team Sites and Document Management	Manage your important documents with more storage (10GB+500MB per user), better collaboration capabilities, document co-authoring, enhanced mobile access, high fidelity document viewing, and business-class data security
Public-facing website	Market your organization through a simple public-facing website with more storage to build your site, simple site design tools, and website hosting using your custom domain or a free 3rd-level domain

See Appendix A: Service Comparison for a more detailed comparison.

Appendix A: Service Comparison

To better understand how Office 365 can help your business, we've created the detailed table below so you can see how Office 365 for professionals and small businesses and Office Live Small Business compare. If you want more information on Office 365, visit www.Office365.com or read the Office 365 for professionals and small businesses Service Description available through the Microsoft Download Center.

Microsoft® Office Live Small Business	Microsoft® Office 365
Key Service Features	
Ad free, financially-backed 99.9% uptime guarantee, affordable subscription, designed for businesses	
Office Live Small Business	Office 365
Free with optional paid add-ons available	$6 per month per user
Advertising Supported	Advertising Free
Anti-virus and anti-spam solutions designed for consumers	Anti-virus and anti-spam solutions designed for businesses
Custom email and website domain support	Custom email and website domain support
Currently available in 8 countries	Currently available in 38 countries
Free 4th-level domain [yourcustom.web.smallbusiness.com]	Free 3rd-level domain [yourcustom.onmicrosoft.com]
24-7 Microsoft support agent moderated forums	24-7 Microsoft support agent moderated forums
Telephone support for billing questions and email for technical questions	Telephone and email support for billing questions
No commitment	No commitment with flexible month-to-month billing
Windows Live Mail designed for consumers*	Exchange Online designed for businesses*
	Virtual Support Agent
	Microsoft Office Web Apps
	Financially-backed 99.9% uptime guarantee
	Business-class reliability with disaster recovery capabilities and data centers in multiple locations
	Included Office desktop set-up software to connect your Microsoft Office software to Office 365
	Hosted Access Databases, publishable to your SharePoint Online Team Site
	Admin capabilities to enforce passwords on connected mobile devices
*Windows Live Mail (Hotmail) is the familiar email, contacts and calendar offering designed specifically for consumer needs. Exchange Online is Microsoft's solution designed for professional needs. Some of the key features you get with Exchange Online and Office 365 include: • 25GB of email storage per user • 25MB email message/attachment size limit • Microsoft Outlook Web App - a web-based version of Microsoft Outlook	

- Multiple email aliases per user
- Resource mailboxes to reserve and schedule shared resources
- Recover deleted items (even in the deleted folder) for 14 days
- Global Address List (GAL); a central directory for both internal and external contact information
- Distribution groups accessible through your GAL
- Share rich calendar information with everyone within your organization and other Office 365 customers
- Fully compatible with Microsoft Outlook
- View colleague's availability and compare calendars side-by-side in Outlook
- Exchange control panel to manage users, groups, mailboxes
- Remote device wipe in case you ever lose a mobile device

IM, Audio/Video Calling and Web Conferencing

Share presentations, rich presence information, click-to-connect from within Office applications

None	Lync Online
	View colleague's presence status
	Rich presence with click-to-communicate technology
	Multi-party instant messaging
	Multi-party PC-to-PC calling
	Join online meetings from anywhere
	Share presentations on your screen with external clients or partners

Team Sites and Document Management

More storage, more collaboration capabilities, document co-authoring, professional-level data security

Business Applications & Contact Manager	SharePoint Online
50MB per user	10GB + 500MB per user
Contact Manager to organize your customers, business relations, sales opportunities, and product information	Hosted Access Databases, publishable to your SharePoint Online Team Sites
Password protected	Password protected
Built-in check-in and check-out capabilities	Built-in check-in and check-out capabilities
Revision tracking	Revision tracking with detailed document revision histories
Customizable Outlook alerts to notify you of changes	Customizable Outlook alerts to notify you of changes
	Mobile document access
	Real-time document co-authoring
	Offline access (with Microsoft SharePoint Workspace)
	Robust team site tools and templates
	Professional-level data security

Public-facing Website

More storage to build your site, simple site design tools, free 3rd-level domain

Site Designer	SharePoint Online Site Designer
500MB	10GB + 500MB per user (shared with Team Site space)

Free 4th-level domain [yourdomain.web.smallbusiness.com]	Free 3rd-level domain [yourdomain.sharepoint.com]
Built-in Design Tools for Small Businesses	Built-in Design Tools for Small Businesses
Contact Us	Contact Us
HTML	HTML
Map & Directions	Map & Directions
Style Sheets	Style Sheets
Slide show	Slide show
Video	Video
PayPal	PayPal
Stock list	Stock list
Weather	Weather
Site Information	Site Information
Custom Navigation	Custom Navigation
Custom Header	Custom Header
Custom Footer	Custom Footer
Bring Your Own Site Code	
Built-in Blog Module*	*
Built-in Analytics*	*
Event Calendar Publishing*	*
Form Designer*	*
List Publisher	
Integrated 'subscribe to newsletter'	
Contact Manager	

* Through CSS (Style Sheets) and HTML, much of the built-in design functionality that Office Live Small Business Site Designer offered can be replicated in Office 365's SharePoint Online Site Designer.

Appendix B: Office 365 System Requirements

Recommended Operating Systems and Software

For the best experience with Office 365, we recommend the following operating systems and software:

- Windows 7
- Office 2010 or Office Professional Plus
- Internet Explorer 8
- Lync 2010 (included in Office 365 Plan P1)
- Office desktop set up (an installable piece of software included in Office 365 Plan P1)

Operating Systems and Software Not Supported

The following operating systems and software versions are not supported when using Office 365:

- Windows Server® 2003
- Microsoft Office Outlook 2003
- Microsoft Internet Explorer 6
- Microsoft Office Communicator 2007

Office 365 works effectively with many combinations of browsers, operating systems, and supporting software, but table below shows the software supported by Office 365.

Software supported by Office 365

Software	Supported Version
Operating systems	Windows 7 Windows Vista® SP2 Windows Media Center Windows XP Home Windows XP SP3 with RPC over HTTP patch Mac OS X 10.4 (Tiger), 10.5 (Leopard), 10.6 (Snow Leopard)
System software	Microsoft .NET Framework 3.0 (for Windows XP) Java client 1.4.2 (for Macintosh OS X)*
Office Clients	Microsoft Office Professional Plus Office 2010 Office 2007 SP2 Office for Mac 2011 Microsoft Entourage® 2008 Web Services Edition

	.NET 2.0 or later
	Lync 2010 (included in Office 365 Plan P1)
	Mac Messenger 9
Mobility	For Exchange Online: Microsoft Windows Mobile® and Windows Phone, Nokia E and N series devices, Android, Palm devices, Apple iPhone, and iPad, Blackberry*
	For SharePoint Online: Windows Mobile 6.5.x, Nokia E series and N series devices, Android, Apple iPhone 2.0+
	*Blackberry operates using the Blackberry Internet Service (BIS). Blackberry Exchange Services (BES) is not supported in Office 365 Plan P1
Client applications	Office desktop set up
Browser software—Microsoft Online Portal and Office Web Apps	Internet Explorer 7 or later
	Mozilla Firefox 3.x
	Apple Safari 3.x
Browser software Outlook Web App	Internet Explorer 7 or later
	Firefox 3 or higher
	Safari 3 or higher on Macintosh OS X 10.5
	Chrome 3 and later versions
	Outlook Web App also has a light version that supports a reduced set of features across almost any browser

For the most recent information about software requirements, see Software requirements for Office 365 at http://onlinehelp.microsoft.com/en-us/office365-smallbusinesses/ff652564.aspx.