

From: [DII - Service Desk Information](#)
To: [DII - Service Desk Information](#); [DII - VSMS Technicians](#); [DII - VSMS Managers](#); [DII - VSMS Desktop Clients](#); [AHS - ALL Users](#)
Subject: UPDATE -- SUCCESS!: Change in mail flow to Office 365 - Effective 9/11/2015 at 12:00 p.m.
Date: Friday, September 11, 2015 12:32:13 PM

We are pleased to announce that the change has successfully occurred. We have tested the encryption, and all appears to be working.

All instructions are on the DII How To Website: http://dii.vermont.gov/support/how_to

Encryption:

Please follow the new instructions for sending/receiving encrypted mail:

<http://dii.vermont.gov/sites/dii/files/PDF/Support/MSO365-EncryptionHowTo.pdf>

Instructions to send to recipients of encrypted mail:

<http://dii.vermont.gov/sites/dii/files/PDF/Support/MSO365-EncryptionHowTo-Recipients.pdf>

Spam Filtering: Please follow these instructions to report spam, or retrieve message caught in quarantine from Microsoft:

<http://dii.vermont.gov/sites/dii/files/PDF/Support/MSO365-ReportSpamHowTo.pdf>

****NOTE:** We still have received a few tickets this morning regarding our issue yesterday of quarantining un-scannable messages. If you get this message, please call the Service Desk to report it, or submit a LANDesk ticket.

Thank you.

DII Service Desk
802-828-6620, Option 1

From: DII - Service Desk Information
Sent: Friday, September 11, 2015 10:52 AM
To: DII - Service Desk Information <DII.ServiceDeskInformation@vermont.gov>; DII - VSMS Technicians <DII.VSMSTechnicians@vermont.gov>; DII - VSMS Managers <DII.VSMSManagers@vermont.gov>; DII - VSMS Desktop Clients <DII.VSMSDesktopClients@vermont.gov>; AHS - ALL Users <AHS-ALL-Users@vermont.gov>
Subject: UPDATE: Change in mail flow to the Office 365 - Effective 9/11/2015 at 12:00 p.m.

As promised, we are providing an update to the proposed change we started yesterday. In working with our vendors, we believe we have found the issue that occurred yesterday. We are going to make this change today at 12:00 p.m.

We will follow up by 1:00 p.m. to let you know the status (change in encryption and spam filtering).

Thank you.

DII Service Desk
802-828-6620, option 1

From: DII - Service Desk Information
Sent: Friday, September 11, 2015 8:45 AM
To: DII - Service Desk Information <DII.ServiceDeskInformation@vermont.gov>; DII - VSMS Technicians <DII.VSMSTechnicians@vermont.gov>; DII - VSMS Managers <DII.VSMSManagers@vermont.gov>; DII - VSMS Desktop Clients <DII.VSMSDesktopClients@vermont.gov>; AHS - ALL Users <AHS-ALL-Users@vermont.gov>
Subject: UPDATE: Change in mail flow to the Office 365 - Effective 9/10/2015 (ENCRYPTION NOT SWITCHED TO NEW Office 365 at this time)

Update regarding change below: We have been working with our vendors, Catapult and Microsoft, to complete the changes. We are working through all issues. We will keep you updated with the status.

At this time we are informing you that the encryption has **NOT** been switched to Office 365 yet, and is still flowing to the Voltage server, so that change hasn't been made yet. [Please follow your normal procedures for sending encrypted mail.](#)

We will let you know as soon as this is working.

DII Service Desk
802-828-6620 Option 1

From: DII - Service Desk Information
Sent: Thursday, September 10, 2015 3:01 PM
To: DII - Service Desk Information <DII.ServiceDeskInformation@vermont.gov>; DII - VSMS Technicians <DII.VSMSTechnicians@vermont.gov>; DII - VSMS Managers <DII.VSMSManagers@vermont.gov>; DII - VSMS Desktop Clients <DII.VSMSDesktopClients@vermont.gov>
Subject: UPDATE: Change in mail flow to the Office 365 - Effective 9/10/2015

We have been working on making the change described below. We have been experiencing an issue with several users getting quarantined messages. We have resolved the issue of quarantining un-scannable messages. However, going forward there is still the potential that users will receive quarantined messages from time to time. When you receive one of these messages, please submit a LANDesk ticket, or call the Service Desk at 828-802-6620, option 1. We will then release the message from quarantine for you. Please forward this information to your users.

We will provide further updates as we continue to make this change.

DII Service Desk
802—828-6620, option 1

From: DII - Service Desk Information
Sent: Wednesday, September 09, 2015 2:27 PM
To: DII - Service Desk Information <DII.ServiceDeskInformation@vermont.gov>; DII - VSMS Technicians <DII.VSMSTechnicians@vermont.gov>; DII - VSMS Managers <DII.VSMSManagers@vermont.gov>; DII - VSMS Desktop Clients <DII.VSMSDesktopClients@vermont.gov>
Subject: REMINDER: Change in mail flow to the Office 365 - Effective 9/10/2015

This is a reminder of the change taking effect Thursday, 9/10/2015 at 12:00 p.m. Please forward to end users.

Instructions are located on our DII How To webpage: http://dii.vermont.gov/support/how_to

Instructions are located here:

[Encryption -- Microsoft Office 365 Instructions](#) (Effective 9/10/15)

- **[Encryption Instructions for Recipients](#)**

New Spam Reporting Instructions: <http://dii.vermont.gov/sites/dii/files/PDF/Support/MSO365-ReportSpamHowTo.pdf>

From: DII - Service Desk Information
Sent: Thursday, September 03, 2015 10:59 AM
To: DII - VSMS Technicians <DII.VSMSTechnicians@vermont.gov>; DII - VSMS Managers <DII.VSMSManagers@vermont.gov>; DII - VSMS Desktop Clients <DII.VSMSDesktopClients@vermont.gov>
Subject: Change in mail flow to the Office 365 Tenant (Cloud) - Effective 9/10/2015

Who: All State Email Users

What: Change in mail flow to the Office 365 Tenant (Cloud)

When: Effective 09/10/2015 – 12:00pm

Expected Downtime: We do not expect any downtime as a result of this change

How will this affect me?

- This change will redirect all email inbound and outbound from State networks (this excludes

the Legislature and Secretary of State's Office).

- **SPAM** -- will be filtered in the cloud
 - ***New* - Users Quarantine** – Emails detected as spam are trapped in a quarantine area. Each user will receive an email from Exchange Online Protection, the users can release any message from the email. (The directions will be on the email that is received).
- **Mail encryption** – will be filtered in the cloud. (This is a new feature for all email users, but a change for existing users – mail will no longer be sent to Voltage for filtering mail). We will be posting instructions on how to use the new encryption and forwarding directly to the users.

Why is this changing? The license on our current appliance that manages all of these features will be expiring and with the Office 365 Project this feature is part of our licensing with Office 365.

Please share the instructions with your users on how to access encrypted mail and how to report SPAM. We will be publishing the instructions on our “How To” webpage before September 10th: http://dii.vermont.gov/support/how_to

If you have any questions or concerns, please contact the DII Service Desk.

DII Service Desk
802-828-6620, option 1