DC Mail FAQ – Friday, Nov. 2

General questions

Q. When is DC Mail being implemented?
A. DC Mail is being implemented on Monday, November 5.

Q. How do students log in to DC Mail?
A. Students can log in several ways. There will be a link to DC Mail in MyCampus. Students can also enter www.dcmail.ca in their web browser. At the log in page, they will enter their network ID (student ID) and network password and click the enter key or sign in button. The password will be the same as the one used to log on to the computers on campus. It will not be the password used to log on to MyCampus email.

Q. What is the format of the DC Mail address?
A. All addresses will follow the format of first.last@dcmail.ca (e.g. john.smith@dcmail.ca). Similar to MyCampus email where a first.last combination is used before the subsequent email address, DC Mail will be appended with a number (e.g. john.smith1@dcmail.ca) if there is more than one student with the same name.

Q. What features are included in DC Mail?
A. DC Mail will initially have email, calendar, tasks and mobile versions available in many of the popular mobile platforms. There are many other features of the Office 365 product that the college may consider in the future including Office web applications, team site collaboration, instant messaging and more.

Q. What are the size limitations in DC Mail?
A. For information on size limits, please visit http://help.outlook.com/140/dd630704.aspx .

Q. How much email space is included in DC Mail?
A. DC Mail will have a maximum of 25 GB of storage.

Q. Will current MyCampus email content be transferred to DC Mail?
A. No, there will be no automatic transfer of mail in MyCampus to DC Mail. Students will be given ample time to manually forward email(s) that they wish to keep to their DC Mail account.

Q. Can students choose to keep their MyCampus email account instead of going to DC Mail?
A. No. DC Mail will be Durham College's official email for student communications. MyCampus email will be closed down at some point after the implementation of DC Mail with that date communicated to faculty and students once it is determined.

Q. What operating systems and web browsers does DC Mail work with?
A. DC Mail is supported on a variety of operating systems including the Microsoft Windows and Apple platforms. For information on supported systems and browsers, please visit http://onlinehelp.microsoft.com/en-us/office365-enterprises/ff652534.aspx#BKMK_opsystems.

Q. What mobile/smart phones will be supported with DC Mail?
A. The Microsoft 365 product supports a variety of smart phones. For more information, please visit http://onlinehelp.microsoft.com/en-us/office365-enterprises/ff637599.aspx.

Q. Are there any college policies related to student email usage?
A. Students should be aware of Durham College's Acceptable Use Of Information Technology Policy and that by logging into DC Mail, they are complying with all the college policy statements listed within.

Q. Which students will get a DC Mail email address?
A. All active students will be given a DC Mail email account.

Q. What happens to students' DC Mail address when they graduate?
A. Graduates will have continued access to their DC Mail email address for as long as the college uses Office 365.

Q. Will faculty be migrated to DC Mail?
A. No, only students will be in DC Mail. Faculty will continue to use their faculty Outlook email accounts.

Q. What will happen to faculty email addresses in MyCampus after DC Mail is implemented?
A. Faculty MyCampus email addresses will not be impacted. The future direction of these addresses will be addressed as part of a separate project to close down MyCampus email.

Q. Why are we switching student email systems?
A. Durham College's current student email system, which is part of the MyCampus portal, is outdated and we are committed to providing students with a better system that offers more capacity and capabilities. A project was initiated in the fall of 2011 to look at email alternatives and Microsoft Office 365 was chosen as the best email solution.

Q. Why was Office 365 chosen?
A. Office 365 was chosen because Microsoft products are common to many of the courses offered at the college. The majority of businesses also use Microsoft products and there is a high probability that students will use Microsoft Office products when they graduate and begin their careers. Office 365 also supports a variety of mobile applications.

Q. Why is it called DC Mail?
A. The project team wanted to brand the new email system to Durham College. DC Mail was chosen as the name because it complements some of our other systems (e.g. DC Connect) and it is short and concise.

Q. Why are we switching to DC Mail in November instead of making the change at the beginning or end of the semester?
A. It was determined by college administration that November (mid-semester) would be the least disruptive time for students to move from MyCampus email to DC Mail. The beginning of the semester can be stressful (e.g. new classes, new schedules, new professors, etc.) as can the end of the semester due to final assignments and exams. Adapting to a new email system during either of those time periods would have added additional pressure to students.

Q. How do students reset their password?
A. Students can reset their passwords themselves by visiting https://mypassword.dc-uoit.ca/.

Q. What if students have questions or problems setting up their mobile email application?
A. Information related to the configuring of mobile applications will be made available via the IT Service Desk portal, under Email, DC Mail on November 5.The DC Mail FAQ at this location will include the information required to configure mobile devices. Please note: The IT Service Desk does not support students with the setting up of mobile devices. Please consult the FAQ or research via the internet for further support.

Q. How do students report DC Mail problems?
A. The IT Service Desk should be the first point of contact for any problems with DC Mail. Please note: The IT Service Desk does not support students with the setting up of mobile devices. Please consult the FAQ or research via the internet for further support.

Q. If a student has their outgoing email sent to my MyCampus email in DC Connect what happens after DC Mail is implemented?
A. Outgoing email in DC Connect will be rerouted to DC Mail instead of MyCampus email as of November 5. After DC Mail is implemented, students will log on to DC Mail to check for email sent by professors or classmates.

Q. How do students know DC Mail is secure?
A. DC Mail is Microsoft Office 365, one of the most popular and secure cloud email products. To read about Microsoft's commitment to privacy, please visit http://www.microsoft.com/en-us/office365/privacy.aspx .

Q. What is the Cloud?
A. The Cloud is a friendly way of describing web-based computing services. Information storage, computation and software are located and managed remotely on servers. Because this infrastructure is located online, you can access it virtually anywhere from a desktop, laptop or mobile phone.

Q. Does Microsoft or Durham College own the student data in DC Mail?
A. Durham College owns all student data and Microsoft owns the email service.

Q. Will students see advertising on DC Mail?
A. Students will not see any advertising on DC Mail. Microsoft doesn't use its email service for advertising nor does it capture student data to sell to other companies for advertising purposes.

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