

How to save or transfer data from an online student account

From time to time it is necessary to move or save information held in a Department student email account, for instance when storage limits are reached or a student is leaving the public school system and an account is being terminated.

Students may wish to preserve contact information, data files, email contents and attachments. If the student has another online account such as Dropbox, Google, or personal OneDrive, it may be possible to transfer information from their Department of Education student account to that personal account. While it is impractical to try and provide help or guidelines for transferring to the wide number of such services that exist, the basic method will be the same:

1. Identify the material to be saved
2. Save that material by exporting it from Office 365
3. Import the material into another online service

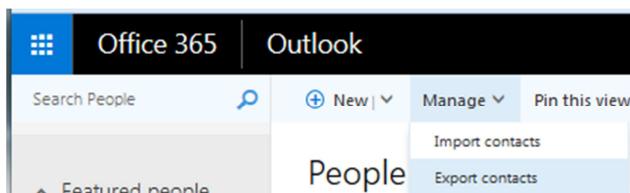
Termination of student online accounts December 2017: how to save your data

The Department needs to make substantial changes to student Office 365 accounts (including email, calendar and contacts) over the 2017 Christmas vacation period. These changes require the re-creation of all student accounts in a merged staff and student online ‘tenancy’ to fully realise the potential of future online services. In order to preserve current usernames and email addresses for all students, existing accounts have to be terminated, resulting in the loss of any stored data in existing student online accounts including files, emails, attachments and contacts.

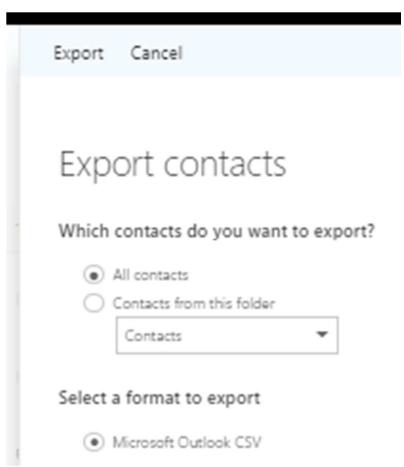
The new student email accounts based on Office 365 services will be ready and available for students with the same account names, email addresses and passwords at the start of the 2018 school year.

Saving and Reinstating Contacts in student email service (Office365)

1. Export Contacts from Office 365
 - Click the **People** tile in Office 365;
 - You will see a list of your contacts, including: name, email address, etc.;
 - Select the contacts you want to export
 - Select the Manage drop down tab and Export contacts option:



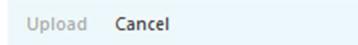
- Select export format> Microsoft Outlook CSV:



Once the export is complete, the resulting CSV file should be saved to a secure location such as a USB flash drive, another hard drive, or another online file storage service. That CSV file can be used to import contacts into another online account at any time, or into an app running on a local device.

2. Import Contacts into Office 365

- Click the **People** tile in Office 365;
- Select the **Manage** drop down tab and *Import contacts* option
- In the resulting dialog, select the *Outlook 2010, 2013, 2016* option:



Import contacts

Where would you like to import from?



- Use the *Browse* button in the next window to select the CSV file created when exporting contacts earlier:



- Click on *Upload* once you the required file has been selected;
- When complete, you should see an 'Import successful' message and the imported contacts should be visible in your online contacts list.

Saving Emails and attachments

There are three steps to getting your data from the current student email service to the new one being made available in 2018:

1. Save the data from Office 365 in an Outlook .pst file
2. Store the file somewhere safe until Term1 2018, such as a USB flash drive, another hard drive, or personal cloud storage such as OneDrive, Google Drive or Dropbox;
3. When the new student email account is available, import the saved data:
[import the .pst file to your Office 365 account.](#)

However, unlike contacts, to save or transfer emails and files from Office 365 you need to have the Outlook application locally installed. This is because the online version of Outlook does not have all the functionality of the downloaded and installed version. Further information on obtaining a local copy of Outlook can be found [here](#)

Full instructions on saving or moving email, contacts, and calendar items from one email account are available from the Microsoft support site:

<https://support.office.com/en-us/article/Export-contacts-from-Outlook-10f09abd-643c-4495-bb80-543714eca73f>

Once your email data is exported to a .pst file, it is portable – you can use the above method to move data between different email accounts e.g. from a Gmail or Yahoo account to an Office 365 account.

Saving Files

Selected users with trial access to OneDrive file storage via their Department of Education student account need to be aware that this storage will not be available once the account is terminated in December 2017 so arrangements should be made to back up any data likely to be needed in the future.

The simplest way to do this is to use the **download files and folders** option from OneDrive online. Full instructions are available from the [Microsoft support site](#) but essentially you can open OneDrive online, select the required files and folders, then click on *Download*. (Note: The Download option does not appear until you have selected at least one item in your OneDrive).

Once downloaded, the required files should be stored somewhere safe until needed, such as a USB flash drive, another hard drive, or personal cloud storage such as OneDrive, Google Drive or Dropbox.

Another common method of backing up OneDrive files is the synchronisation or ‘sync’ option that is available when you install OneDrive software on your local computer. Full instructions are available from the [Microsoft support site](#) but users should be aware that files synchronised to a local device could be discovered by any other user of that device so steps should be taken to remove such files from publicly-accessed devices once the appropriate backups have been completed.