



Migration from Google Suite to Microsoft O365 for Students



Frequently Asked Questions

Why is the College making this change?

Improved security and access to better collaboration tools.

Will my email change?

No, your email address will be the same.

What happens to my email address if I have a hyphenated name?

We do use hyphens if present in your name. If there's a space in your name, it will be replaced with an underscore. All other special characters are removed from your username.

How can I receive my college email on my phone?

Download the Outlook App from the app store – instructions are on the IT Resources page.

Will my Google Drive items transfer over? Will I still have access to my Google Drive?

Your Google Drive documents will not be migrated. You may transfer them to another Google account using the instructions provided in this link – [Migrating Google Drive Docs to another Google Account](#)

How do I reset my password?

<https://aka.ms/ssprsetup>

How can I access my GC email on the Web?

Go to <https://portal.office.com>

How do I find my GC id?

Log into the Empower/Pride Page and click on “What is my ID?”



How do I request assistance if I am having issues?

Send an email to techsupport@greensboro.edu and an IT tech will reach out to you or come to offices 119, 118, or 117 in the main building and meet with our IT team.

Will my login to Moodle Change?

Yes, you will login by clicking the Microsoft link instead of the username and password.

A screenshot of the Greensboro College login page. The page features the college logo and name at the top. Below the logo are two input fields for 'Username' and 'Password', a checkbox for 'Remember username', and a green 'Log in' button. To the right of the input fields, there is a link for 'Forgotten your username or password?' and a message stating 'Cookies must be enabled in your browser' with a help icon. Below this is a link for 'Log in using your account pr.' with a red arrow pointing to it. At the bottom right, there is a grey button with the Microsoft logo and the text 'Microsoft'.

You will be prompted to login with your Greensboro Microsoft Credentials.

What will my New Password be?

Initial password should follow a "(UPPERCASE first initial) (lowercase last initial) (First 7 of GCID)!" convention. User Jane Doe's password would be "Jd1234567!". When done,

*click "Sign in". If your GC ID is less than 7 characters, pad 0s in front to make 7: ex. Jd0012345! ** Remember the "!" at the end of the initial password*

What if I'm not receiving my authentication message/text?

Contact the IT team at techsupport@greensboro.edu and they can reset your 2 Factor Authentication method for you.