



# Mail Migration to Microsoft 365

The migration of mail to Microsoft 365 will introduce many new and exciting features to both mail but also other applications that make up the Microsoft 365 suite.

This document contains more information about how the mail migration to Microsoft 365 is going to affect you.

Please reach out to your local IT Help Desk if you have any questions.

To better prepare you for what to expect before, during, and after this migration, please take a moment to review the information below. Not all of it will be relevant to you and we simply encourage you to visit the pages that do.

## Make note of calendar permissions



If you have shared your calendar only with others, you need to add them back once the migration is complete.

Please take a moment to follow these steps to make note of what those permissions are.

**Please note, this does NOT apply to those who have been "delegated" access to help manage your mailbox or calendar.**

1. Open Outlook
2. Open your Calendar view.
3. Right click on your calendar from the list of calendars on the left.
4. Click on "Sharing Permissions..."
5. Take a screenshot or make note of the persons listed and the permissions that you have granted to them.

## Backup or make note of your rules

If you have created rules in Outlook, you will need to back them up prior to the migration. If you are using Outlook for Windows, please visit the Windows section below.

Outlook for Mac does not have an export or import feature. Please visit the Mac section below to learn how to review your rules.

## During the migration



We highly recommend that you close the Outlook application on any computers that you use and refrain from accessing your mailbox.

However, if you need to check your mail or respond to that important message, that's okay. It will not adversely affect the migration.

**Please note that mail will continue to be delivered throughout this process.**

**Please be patient.** This process takes time and even though all of your mail, calendar items, notes, etc. will be immediately accessible when the migration is complete, other settings and systems are going to need some time to catch up.

Here are a few items that you can expect to take some time:

- Mail Rules
- Voicemail messages
- Outlook on the Web Theme

**If you find something is missing, please wait 24 hours before reaching out to your local IT Help Desk.**

After the migration



The following guides are to inform you about what you can expect after the migration to Microsoft 365 is complete.

We're here to help!

As always, your IT staff are here to help you with any questions about the move or about changes or issues, you may or are currently seeing. Just reach out.



# MAIL MIGRATION GUIDE FOR WINDOWS USERS

## Backup your Rules before migration

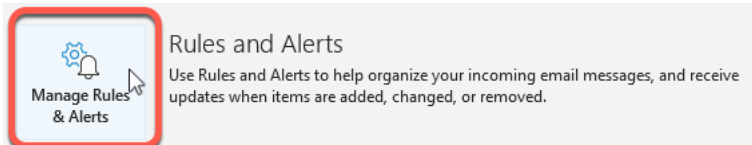
Mail rules that you have configured in Outlook could get lost during the migration process. Please take a moment to back up your rules prior to the migration date.

Follow these steps to back up your rules prior to the mail migration.

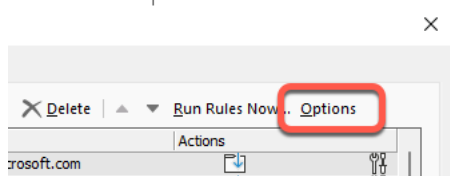
1. Open Outlook
2. Click on the File menu



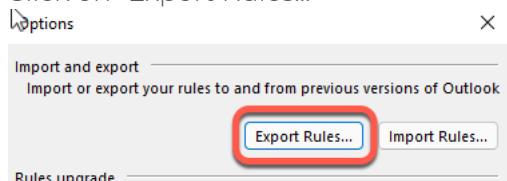
3. Click on "Manage Rules & Alerts" Click on "Options"



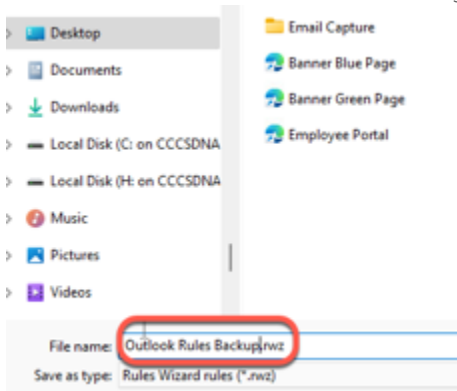
4. Click on "Options"



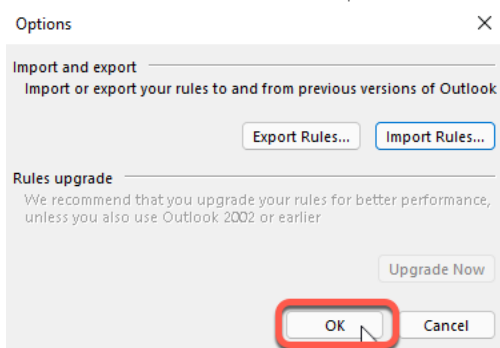
5. Click on "Export Rules..."



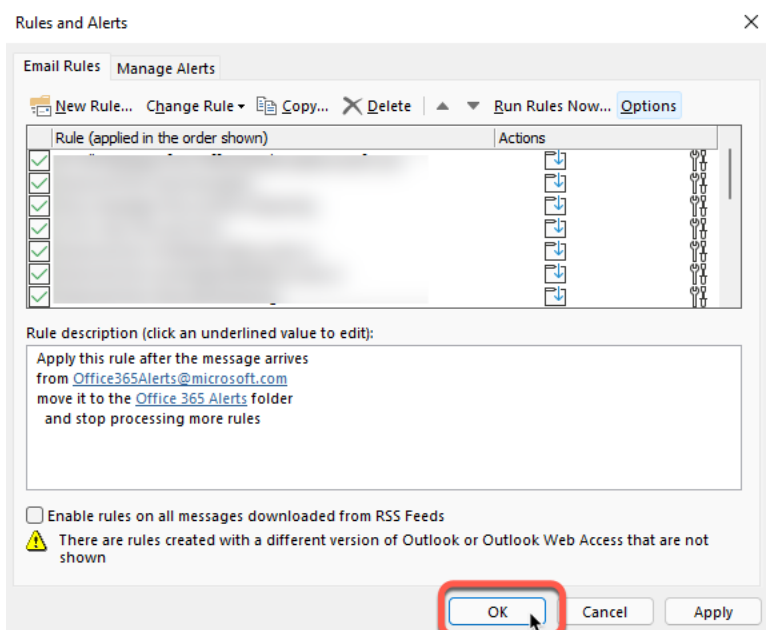
6. Give the file a name and save it to your computer (I recommend the Desktop)



7. Click on OK to close the Options window



8. Click on OK to close the Rules and Alerts window



## New Sign in for Outlook for Windows

When you open Outlook for Windows the first time after the migration, you will see a popup asking you to sign in.

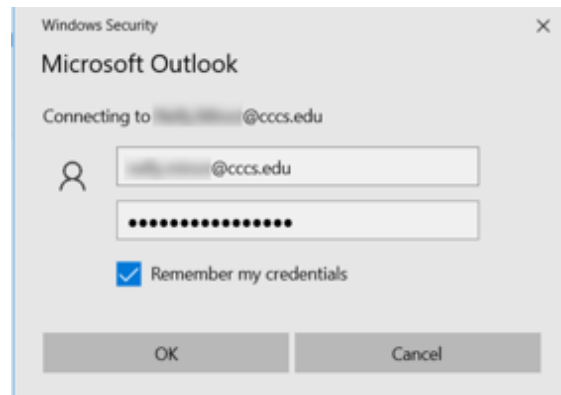
**This is normal.** Outlook is now trying to reach your mailbox in Microsoft 365, and needs those credentials to sign in.

It cannot use the credentials you used to sign into your computer because you are using your S Number as your username. Microsoft 365 cannot use your S Number.

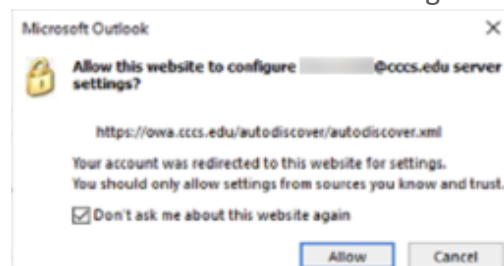
1. Enter your full email address: `firstname.lastname@college.edu` as your username in the top field.
  - a. If you do not know what your full email address is, please reach out to your local IT Help Desk.
2. Enter your current password in the bottom field.

### These are your Microsoft 365 credentials.

- Check the “Remember my credentials” box before pressing the OK button. This will keep Outlook from asking for these credentials each time you open it.



If you see a popup asking whether Autodiscover can configure your access, you may check the box next to “Don’t ask me about this website again” and click “Allow”.



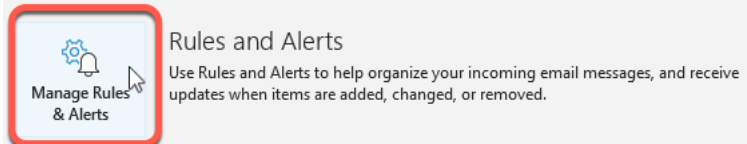
If you see repeated logon requests, or other strange and unexpected behavior please, let us know by contacting your local IT Help Desk.

When the migration is complete, follow these steps to import your rules back into Outlook using the backup that you made before the migration.

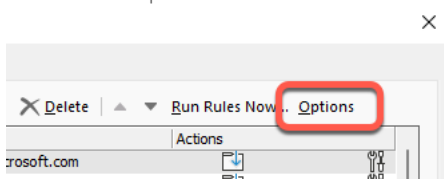
3. Open Outlook
4. Click on the File menu



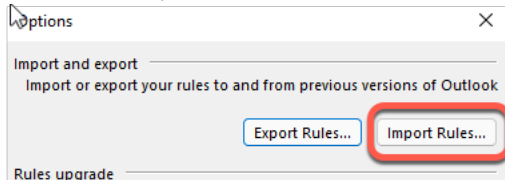
5. Click on "Manage Rules & Alerts"



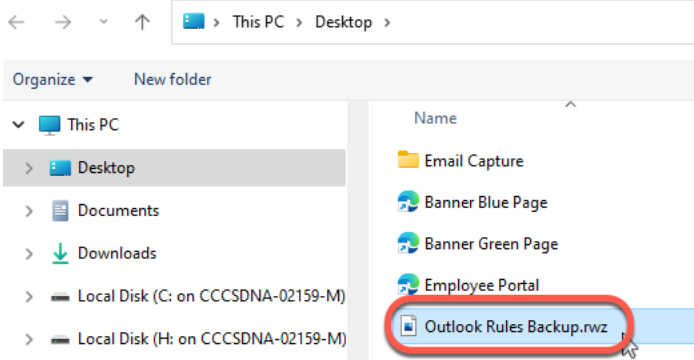
6. Click on "Options"



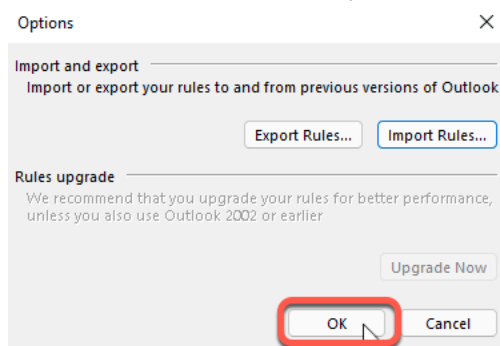
7. Click on "Import Rules..."



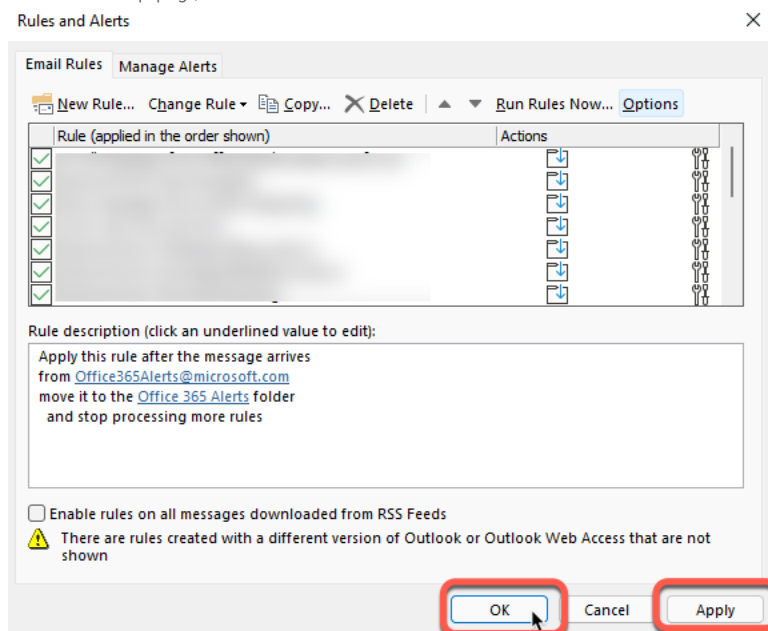
8. Navigate to the file that you saved to your computer (probably on the Desktop)



9. Click on OK to close the Options window



10. Click on Apply, then click on OK to close the Rules and Alerts window



## Add-Ins

Your add-ins, including those for Zoom, or Webex, may disappear after the migration is complete. Be patient, it will take some time for them to make the transition to Microsoft 365 and will return. In some cases, it can take up to 24 hours for them to return.



## MAIL MIGRATION GUIDE: OUTLOOK ON THE WEB

Your overall Outlook on the Web experience will remain unchanged.  
The only change will be to the number of ways you can access Outlook on the Web.

### **The many ways to get to Outlook on the Web (OWA).**

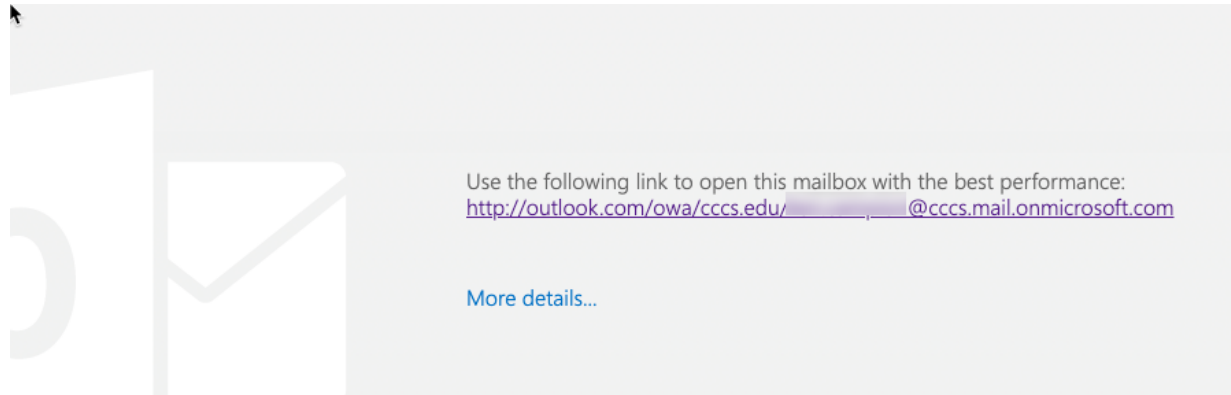
There are now even more ways to get to Outlook on the Web, or OWA.

[owa.cccs.edu](https://owa.cccs.edu)

You may still access Outlook on the Web (OWA), by entering the following address into any modern browser: <https://owa.cccs.edu>.

After entering your credentials, and verifying your identity with Multi-Factor Authentication, you will be presented with a redirect link. This redirect link takes you directly to your mailbox in Microsoft 365.

**Click on this link to go directly to your mailbox in Microsoft 365.**



### Portal

You may still use the **"Fac/Staff Email"** button in your Portal to access Outlook on the Web.

After you click on the **"Fac/Staff Email"** button, you may be asked to enter your credentials a second time. This is normal if this is the first time that you have accessed your mailbox using this button in the portal, or if your password has changed since the last time you used it.

If you have used this feature recently, when you click on this link button, you will be presented with the Multi-Factor Authentication prompt to verify your identity, followed by the redirect link like the image above.

**Click the link to be taken to your mailbox in Microsoft365**

If you have trouble reaching your mailbox from the portal, clear your browser cache and cookies, then try again.

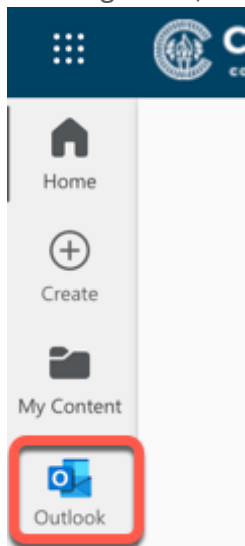
## Microsoft 365

After the migration is complete, you will be able to access your mailbox directly from Microsoft 365.

To reach the Microsoft 365 portal, enter one of the following addresses into the address bar of any modern browser:

- <https://office.com> or
- <https://portal.office.com>
- Enter your full email address as your username and your current password.

Once signed in, click on the “Outlook” icon in the side bar on the left of the screen.



## Many new features in Outlook for Microsoft 365

To learn about some of the amazing new features in Outlook for the Web in Microsoft 365, please check out this 17-minute YouTube video: [20 Outlook Web Tips and Tricks](#).

# MAIL MIGRATION GUIDE FOR MAC USERS

## Backing up Rules

Unfortunately, it is not possible to back up or restore mail rules in Outlook for Mac.

If you have created Server Rules, they will be migrated but could take some time to appear and begin working. Please be patient.

If you have created Client Rules, review them prior to migration. They may become corrupt and need to be re-created after migration.

To review your rules, click on "Tools" in the menu bar, then click on "Rules..."

## Sign out and sign back into Outlook for Mac

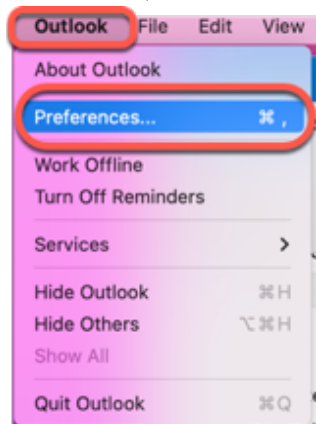
Outlook for Mac is a great application, but it is unable to automatically connect to your mailbox once migrated to Microsoft 365. Unfortunately, it requires that you sign out of your on-premises account and sign into your Microsoft 365 account.

This process will remove all content from Outlook and will force it to download everything from your mailbox, again.

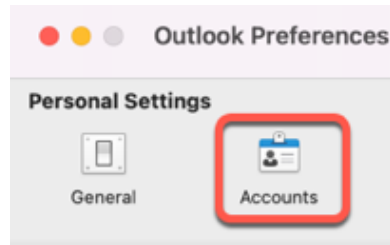
Sign out of your account in Outlook for Mac

First, you must sign out of your account in Outlook for Mac:

1. Open Outlook for Mac
2. Click on "Outlook", then "Preferences" in the menu bar.



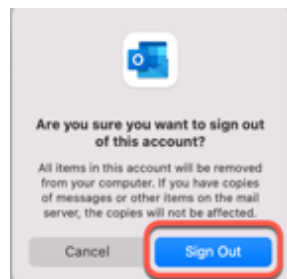
3. Click on “Accounts” under Personal Settings



4. Click on the minus (-) button at the bottom of the account's sidebar.

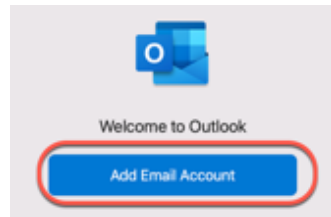


5. Click on the “Sign out” button.

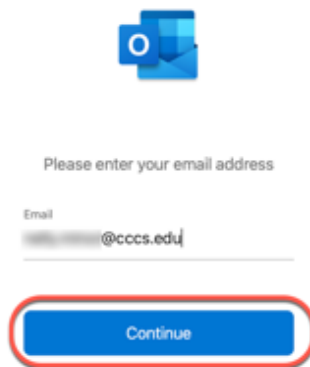


## Sign into your account in Outlook for Mac

1. Click on the “Add Email Account” button.



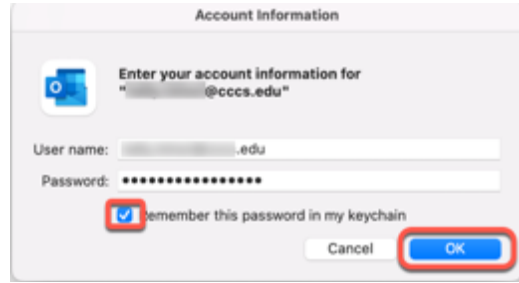
2. Enter your full email address into the Email field (firstname.lastname@college.edu), then click the “Continue” button.



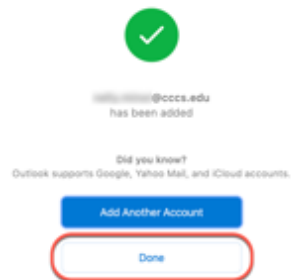
3. Outlook will begin connecting to your account.



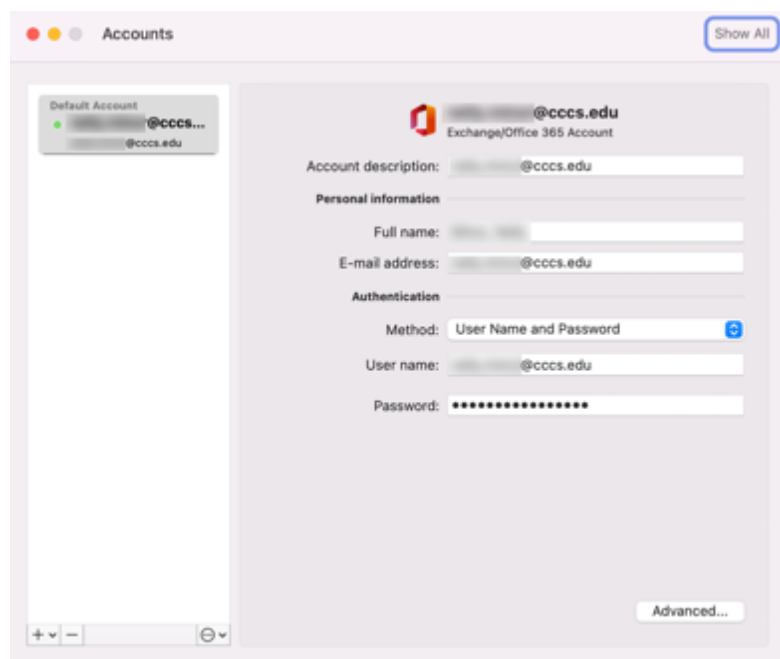
4. Enter your current computer password, when prompted. Your full email address will already be populated. Check the box to “Remember this password in my keychain”. If you do not check the box, you will be prompted to enter your password each time you launch Outlook for Mac.



5. You will see confirmation that your account has been added. Click on the "Done" button to close this window.



6. You will now see your account being part of Microsoft 365. Close this Outlook Preferences window to return to your mailbox.



Please be patient it will take several minutes to download all your mailbox content, again.

## UPGRADING TO THE “NEW” OUTLOOK

When all your content has been downloaded to your computer, you will be asked if you want to switch to the “New Outlook.” This is new version of Outlook is a completely new experience and is currently only available to Mac users whose mailboxes are in Microsoft 365.

**Using the New Outlook is completely optional, so you do not need to make the change right now. If you rely on Client Rules, DO NOT UPGRADE! New Outlook does not currently support Client Rules.**

To learn more about the “New Outlook”, please visit this site:

- [The New Outlook for Mac \(Microsoft\)](#)
- [New Outlook for Mac \(YouTube\)](#)
- [Introducing the new Outlook for Mac, by Microsoft \(YouTube\)](#)

### Add-Ins

Your add-ins, including those for Zoom, or Webex, may disappear after the migration is complete. Be patient, it will take some time for them to make the transition to Microsoft 365 and will return. In some cases, it can take up to 24 hours for them to return.

# MAIL MIGRATION GUIDE FOR MOBILE DEVICES

## Outlook Mobile

Outlook for Mobile Devices provides the best and most secure, experience for your mobile device. The app is available FREE for all Android and Apple devices.

**If you do not already have the Outlook mobile app, contact your local IT department to find out how you can get it:**

## Removing your on-premises Exchange account

**If you already have the Outlook app on your device, and our IT department has configured the app for you, please note that your IT department will need to first remove your on-premises Exchange account from Outlook on your device before you can sign into your mailbox in Microsoft 365.**

- IF your account is not removed automatically for you during or soon after the migration is complete, please reach out to your local IT Help Desk for assistance

## Setting up your Android device

Once your on-premises account has been removed from your Android device, follow these steps to connect it to your account in Microsoft 365.

1. Open the app.
2. If your work email address is not already presented to you, tap on “Get Started”.
3. Enter your full work email address. Tap on Continue.
4. Enter your current password.
5. Tap on Sign In.
6. Verify your identity using Multi-Factor Authentication.
7. Tap on “skip” in the lower left.

You will now be taken to your mailbox.

If your local IT department requires it, you may be asked to install and sign into the “Company Portal” app and/or Microsoft Authenticator app before you get to your mailbox.

Check out this YouTube video to see these steps in action:

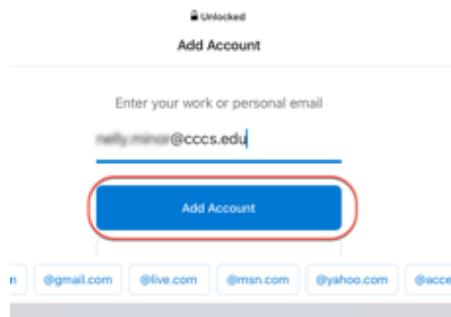
[How to install Outlook and Office apps on Android devices](#)

## Setting up your Apple device

Once your on-premises account has been removed from your Apple device, follow these steps to connect it to your account in Microsoft 365.

1. Open the Outlook app.
2. Enter your full work email address, then tap on the Add Account button.

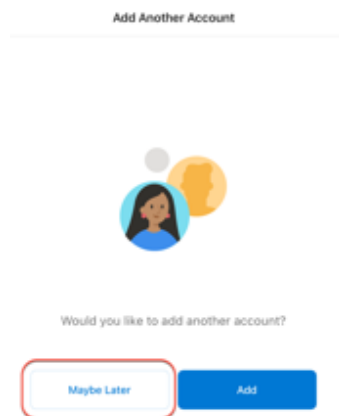




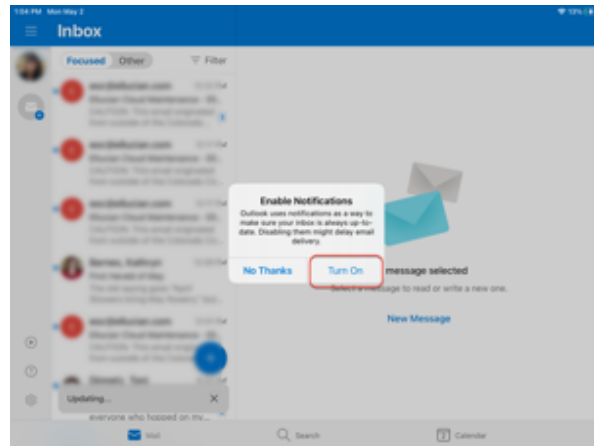
3. Enter your current password, then tap on the Sign in button.



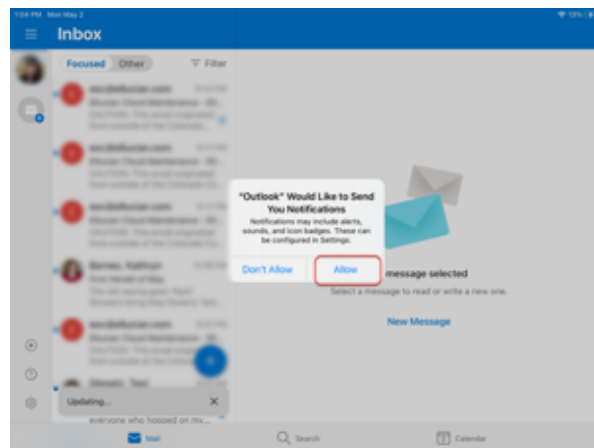
4. Tap on the "Maybe later" button to complete your account setup.



5. Tap on the "Turn on" button to allow Outlook to send you notifications.



6. Tap the "Enable" button to verify Outlook can send push notifications.



Check out this YouTube video to see these steps in action:  
[How to install Outlook and Office apps on iOS devices](#)