McCOMBS OFFICE365 & EMAIL MIGRATION

LOG IN INFORMATION

1. COMPUTER LOG IN: Continue to use your EID and EID Password
2. VERIFY EMAIL via OWA: Use your EID and EID Password
3. CONFIGURE YOUR COMPUTER
4. CONFIGURE YOUR MOBILE DEVICE
5. EMAIL PROFILE INFO:
   • @mccombs.utexas.edu (ex: Elwood.Blues@mccombs.utexas.edu) and your EID Password
   • @mbaXX.utexas.edu (ex: Jake.Blues@mba19.mccomb.utexas.edu) and your EID Password

QUICK LINKS

1. OUTLOOK WEB ACCESS
2. CONFIGURE WINDOWS 7/10
3. CONFIGURE MAC OSX
4. PROFILE ALREADY SET UP
5. HOW-TO MISCELLANEOUS
6. CONFIGURE YOUR MOBILE DEVICE
7. FAQ
8. MBA STUDENTS
9. SUPPORT

KNOWN ISSUES

If you access another mailbox and used to be able to send email messages from it instead of from your personal address, that should be working again as you are used to.

We were able to apply a fix to address the issue that people were having changing calendar items that were created prior to the migration. If you're still having trouble with that, you may need to close Outlook and restart it to give the changes we made an opportunity to be applied. You can also log into Outlook Web Access and try to change them there.

• If Outlook keeps prompting you for a password, or asking if you want to use “old data” or a temporary file, the most likely cause is that it is trying to use an Outlook profile that is trying to reach your old mailbox.
• Stop. Take a deep breath and ask yourself “Did I create a new Outlook Profile or have one created for me in the last few days?”
• Did you answer (in your head preferably, so as not to alarm anyone within ear shot):
  a. A super positive “You betcha...’cause I am all about that Outlook knowledge and following instructions!”
  b. A lukewarm, but heartfelt “Hmmmmm....I’m really not sure”
  c. An emphatic “NOPE! I most definitely did not do that per the instructions that were both exceptionally curated, and presented to me with a level of detail and artistry such, that they should be on display at the Guggenheim”
  d. A passive and slightly confused “ehhhh....maybe”
  e. A gleeful “hey look, a dog with a fluffy tail!”

• If you answered anywhere in the ballpark of anything other than (a) - then most likely you have tried and/or are trying to use new fancy log in credentials on an Old Profile. This is a one way ticket to complete frustration for you, trust us.
• You need to create a new profile. You can do this!
• Find the instructions for creating a new profile on the wiki. If you have created a new profile, make sure that you've set that one as the default for Outlook to use when it launches. That's Step 15 on the Windows 7/10 instructions and Step 9 on the Mac OSX instructions.
• "If the problem persists: You may have to delete your old profile. Please verify that everything is correct with your account via OWA, before doing this. If you have any reservations at all, please contact Tech Support before proceeding."
How to reset the nickname and the automatic completion caches in Outlook

How to Clear Your DNS Cache

Note: If you are using a Surface Pro or Surface Book, and you do not see the Mail (32bit) or Mail App icon visible in your Control Panel, this may be because the defaulted install of Microsoft Office is actually through the Windows Store. The solution is to uninstall the Windows Store Version of Office and reinstall Microsoft Office through UT's Office 365. Once you do that you can access the Mail App to configure it. *This applies to anyone who buys Microsoft Office through the Windows Store.

1. In the control panel, double click on Default Programs
2. Then double click on Set your default programs

![Default Programs](image)

3. At Email click on whatever is there
4. It will open Chose an app
5. Double click on Outlook 2016 (or whichever version you have)

![Default apps](image)

6. Now go back to the control panel and click on either Mail 32 bit if it's there or View 32 bit Control Panel Items and see if its in there

If you need to link another account to OWA (gmail, yahoo, utmail, et al) go here
Note: Email addresses will not auto-complete until you've typed them in at least once. Even if you've emailed john.doe@mccombs.utexas.edu a hundred times before the migration, you will actually have to type the entire address out at least once post migration. After that, Outlook will store that information and autocomplete the address for you the same as before. If you are unsure of someone's address, you can always open a new email message:

1. Click on Address Book
2. Enter the name you of the person you are looking for
3. Highlight the name you want
4. Click on To/ Co/ or Bcc
5. Click OK

Note: You may be prompted multiple times to re-enter your credentials (even if you selected Remember my credentials).

Note: You may see old emails that you've deleted, appearing in your inbox marked as "unread". These emails were probably deleted from your Inbox and added to your Trash. However, if the Trash was not emptied prior to the migration then those emails were copied over. They are not duplicates or an indication of any further or ongoing issue. Simply delete them again. You can empty the Trash or not, after. That only affected the Migration and not normal operation.

Configure Your Mobile Devices

1. Exit out of Outlook completely.
2. Open Microsoft Word (open either a blank document or any word document on your computer)
3. Go to File > Options > Advanced
4. Scroll down to “display”
5. Check the box Disable Hardware Graphics Acceleration
7. Try creating your new Profile again.