McCombs Office 365: What to expect when your mailbox moves

Office 365 uses Microsoft Exchange Server just like the McCombs email system, so moving your mailbox is just a matter of moving it from one Exchange mailbox server to another. It is very similar to what has occurred in the past when we have moved mailboxes from an older Exchange server to a newer version. As with previous migrations there will be a brief period of disruption for each person as his or her mailbox is moved. In addition you will need to use a new server name and username format in cases where you find that you have to manually enter email account information. (please see the details for step 4 below for more information about this)

The following will happen while your mailbox is in the process of migrating to Office 365

a. Your mailbox will be briefly unavailable while it is in transit
b. New incoming email will be held in a queue while your mailbox is moved and will be delivered to your mailbox once its migration completes

You will experience the following when you try to access your email for the first time after your mailbox migrates

a. You will need to re-setup your email profiles on smart phone email and some desktop applications
b. You will need to use slightly different information when configuring your email settings or using OWA from now on
c. If you had saved connections to shared mailboxes and calendars you will be prompted to re-log into them again and re save your credentials

During mailbox migration

Your mailbox will be briefly unavailable while it is in transit

Most mailboxes will be offline for less than five minutes, while very large mailboxes may be off-line for up to a half hour. If you are try to access your mailbox when it is in transit you will receive a message that your mailbox is inaccessible. If you are using Microsoft Outlook, once the move completes you will receive a message telling you a change to your mailbox has occurred requiring you to restart your mailbox. Most other email applications will not provide any such message. In those cases, you should simply wait ten minutes before trying again.

New incoming email will be held in a queue while your mailbox is moved and will be delivered to your mailbox once its migration completes

The McCombs and Office 365 Exchange servers always receive mail in an incoming queue before delivering mail to the appropriate mailbox. At the point when your mailbox is unavailable during its migration, the server will simply hold your email in this queue until your mailbox becomes available again. Once your mailbox becomes available on the new Office 365 server your incoming queued mail will be delivered to that mailbox.

After your mailbox has been migrated

You will need to re-setup your email profiles on smart phone email and some desktop applications

Outlook on Windows and Mac

If you are logged in using Outlook on Windows or Mac you will receive a message that a change has occurred with your mailbox and you need to restart Outlook. Just restart Outlook. The application should automatically configure itself to work with your new Office 365 mailbox. Everything should look exactly as before. If you were logged off at the time that your mailbox move completed, then when you launch Outlook for the first time after that you will notice it takes a couple of minutes to reconfigure itself, but afterward everything should look exactly as before.

MacMail, iPhone, iPad and Android apps

In almost every situation, any client other than Outlook will simply inform you that it can no longer connect to your mailbox. In only a
few cases have we seen a non-Outlook client reconfigure itself simply by restarting it. In all other cases, you should expect to have to manually remove your old email profile and create a new one. Please see below for more information on how to configure various email clients.

**Client Configuration Step-by-Step**

For brief information about what information to use when recreating your email profile please see the screen shots below. For more in depth step-by-step procedures for configuring various email clients, please go to McCombs Office 365: Client Configuration

**You will need to use slightly different information when configuring your email settings**

Two important email settings will change when your mailbox is migrated to office 365.

- Anywhere you need to enter the name of your email server you no longer enter mail.mccombs.utexas.edu. Instead you need to enter outlook.office365.com.
- Anywhere you enter your username you no longer enter mccombs\[username] or mccombs.utexas.edu\[username]. Instead you need to enter [username]@mccombs.utexas.edu. In some cases the domain and username is entered into two separate field. In these cases just ignore the domain field and and the new username format in the username field (see the screen shot below for an example)

It is important to note that your username has not changed. What has changed is the format you use to specify that your user account is from the mccombs.utexas.edu domain.

Also, your password has not changed. When you need to enter your password, you enter your usual password for your McCombs account.

Although this username format looks very similar to an email address it is not. Your email address has not changed. Wherever you need to enter your email address, then enter your usual email address.

**Summary of new email settings**

<table>
<thead>
<tr>
<th>Email Server – new server name</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>× mail.mccombs.utexas.edu</td>
<td>✓ outlook.office365.com</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Logon Name – same name; different way to specify McCombs</th>
</tr>
</thead>
<tbody>
<tr>
<td>× mccombs[username]</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Email Address – stays the same</th>
</tr>
</thead>
<tbody>
<tr>
<td>✓ <a href="mailto:adam.smith@mccombs.utexas.edu">adam.smith@mccombs.utexas.edu</a></td>
</tr>
</tbody>
</table>

As an example of reconfiguring a mobile phone for Office 365, the following screenshots depict the email settings for a fictional user, Adam Smith, configured for the current McCombs Exchange server (left) and the one configured for the new McCombs Office 365 Exchange server (right). These two examples show the settings for common iPhone and Android email applications. Your particular email application settings may look a little different, but anywhere they ask for your Exchange server and user account information, you will enter the same basic information.
Also, when using a web browser you will no longer check your email by going to https://mail.mccombs.utexas.edu. Instead to logon directly you will need to go to http://outlook.com/owa/mccombs.utexas.edu. Alternatively, you can go to the main Outlook login page for Office 365 at outlook.office365.com. When you try to logon using the main Office 365 page, you will be redirected to the McCombs OWA logon page to complete the process.

If you had saved connections to shared mailboxes and calendars you will be prompted to re-log into them again and re save your credentials

In Outlook if you routinely view mail folders or calendars shared from other people's mailboxes you may have noticed you were able to do this without having to enter your username and password each time you accessed those resources. This is because your email client saved your credentials. Those saved credentials were lost when your mailbox moved. This means that after your mailbox migrates and you successfully log into it, you may still receive some password prompts even after you mailbox seems to have already loaded. This is because Outlook is prompting you to recreate each connection to a shared mailbox. Just enter your username and password and select the option remember your credentials.

This will happen whenever your mailbox moves or whenever the mailbox to which you are connecting moves. The first time you relaunch your email client after either of these events you will be prompted to enter your password as the server attempts to recreate each connection. You will not know which connections the server is attempting to recreate; you will just see the same prompt for each connection that needs to be re-created. For example, if you have 2 connections to calendars in 2 other mailboxes and a connection to a shared inbox in a 3rd mailbox, then you will be prompted 3 times to re-enter your password. The prompt will look similar to the image below. You should check the box to Remember my credentials so that you won't be prompted again for each connection the next time you start Outlook unless your mailbox or the other mailbox moves again.
To minimize the number of times you need to go through this, we have identified mailboxes that have these cross connections and will move them together in the same batch wherever possible. This means you will just have to go through this only once in most cases instead of once when your mailbox moves and then again as each connected mailbox later moves. If you randomly receive a mailbox prompt days later after you have moved, it is probably because some other mailbox to which you are connected has not moved until then.

Details about Shared Mailboxes
For more details about shared mail folders and calendars in Office 365 please go to McCombs Office 365: Shared mailboxes and calendars.