

FREQUENTLY ASKED QUESTIONS (FAQs)

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Saturday, March 31st (7:00AM - 1:00PM)

Your mailboxes will be offline for several hours during the Migration window. If you are try to access your mailbox during this time, you will receive a message that your mailbox is inaccessible.



Once the mailbox move becomes locked for move completion (during the migration window), you may see a disconnect notice informing you that your mailbox location is no longer valid or that your credentials are invalid.

The 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 incoming email in this queue until your mailbox becomes available once again. Once your mailbox becomes available, your incoming queued mail will be delivered to that mailbox.

We will provide migration updates on the [Migration Home Page](#).

- **Email Messages** (*w/ exception of "Personal Folders" or "Archived Mail" - see below)
- **Calendars**
- **Contacts**
- **Distribution Groups**
- **Permissions** (i.e. Shared Calendars, Mailboxes, et al)



NOTE: These items are stored locally on your computer. They will be automatically linked to your new Profile, but you will have to set the default for them (ex: If you go to configure your signature - The current one will be there, but the setting of when to use it will require an action on your part)

- **Email Signatures** (*personalized signatures for your email messages*)
- **Out of Office Reply Settings** (*Automated replies*)
- **Forwarding Settings** (*Office 365 account automatically goes to another email account, such as your Gmail account*)



NOTE: The following items are stored locally on your computer but require you to **import them into your profile**. (*Inbox Rules only if they were exported and saved as a file)

- **Inbox Rules**
- **Personal Folders** (*Copies of emails on your computer, not on the server*)
- **Archived Mail** (*Similar to Personal Folders*)

Yes.

Yes. This migration affects everyone with an @mcombs.utexas.edu address: Faculty, Staff, PhD Students, Full-time MBA Students.

No. You will continue to use your current **firstname.lastname@mcombs.utexas.edu** to send and receive email after the migration.

Yes. You will continue to log into your computer using your **EID** and **EID password**.



Exception: Apple users (MacBook, MacBook Air, MacBook Pro, iMac, et al) - your computer log on may vary. Please continue to log onto your computer, Post-Migration, the same way.

Yes. You will continue to use your current Outlook client after the migration (or other desktop client - i.e. Apple Mail, etc...)

Yes. ALL desktop, laptop, and mobile device email clients must be reconfigured with a **NEW** profile, after the migration to reconnect with your mailbox.

E-mail profiles are what **Outlook** (or other client) uses to remember which e-mail accounts you use and where the data for each account is stored. Each profile provides **Outlook** with the following information:

- What account information to use: This information includes the user name, display name, e-mail server name, and Internet service provider (ISP) account password.
- Where the e-mail data is delivered and stored: In **Outlook**, data is delivered and stored either on the e-mail server or a in .pst file on your computer. This data includes rules, messages, contacts, calendars, notes, tasks, journals, Search Folders, and other settings.

Outlook e-mail profiles are stored in the Windows registry. When **Outlook** starts, it retrieves the profile information from the registry.

Yes. Please see the following guides:

- [Reconfigure Your Email Client - Computer](#)
- [Reconfigure Your Email Client - Mobile Devices](#)

No. The interface may be slightly different, but the [How-To Steps](#) are essentially the same.

Yes. All permissions will be migrated.



For technical questions, you have not seen answers to on this page, please see the below **Microsoft support pages** for further information on the below topics.

- [Microsoft Office365 Training Center](#)
- [Inbox Rules](#)
- [Personal Folders](#)
- [Archived Mail](#)
- [Personal Archive](#)
- [Email Signatures](#)
- [Out of Office Reply Settings \(also here\)](#)
- [Forwarding Settings](#)
- [Export or backup email, contacts, and calendar to an Outlook .pst file](#)

CONFIGURE

STEP BY STEP
INSTRUCTIONS



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TECHNICAL SUPPORT



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