Exchange Online email migration guide for users of the ACN email service

https://www.uis.cam.ac.uk/acn-exchange-migration
What’s happening to your email?

University Information Services (UIS) is moving your email service to Exchange Online to make it more reliable. This will move your mailbox into the cloud, so you’ll have better remote access and a bigger mailbox allowance (50GB). Your email will also be easier to use on your mobile devices.

Will there be any downtime?

This will all happen overnight so you won’t have any downtime during working hours (see the illustration opposite).

On the night of the changeover to the new system, the contents of your old mailbox, including any sub-folders, will be copied to your new Exchange Online mailbox. While this is happening, you will not be able to sync, send or receive email, but this will only be for a short period of time.

Once your mailbox data is in Exchange Online, your old mailbox will be switched off and new email will be delivered to your new mailbox.

Once your new mailbox is live, you have instant access via the Outlook Web App (OWA) webmail portal if you need to use your email urgently. Log in using your CRSid@cam.ac.uk and your UIS Password (i.e. your password for Raven):

https://outlook.office365.com

Will I have to do anything?

Yes. There’s a few ‘pre-flight checks’ to do to prepare your mailbox before the changeover, and a few ‘wash-up’ tasks to do to get Outlook back to normal afterwards, but nothing too difficult or time-consuming.

Outlook on your managed desktop Windows PC will be automatically reconfigured for your new mailbox and should be ready for use by 09:00 the next morning.

If you also use any unmanaged devices for your email – laptops, phones, tablets and Macs – you will need to change some settings in your email app(s) yourself, using the simple instructions provided.
Pre-flight Checks

There’s a few things you’ll need to do to get your mailbox ready. We recommend doing some of these the week before, but some are best done at the last minute on the afternoon before your overnight migration (although you can do them all earlier, if you will be on leave during the migration).

Do checks 1–6 in advance...

1. **Check your UIS Password** [required]
   
   Your UIS Password (Raven password) must be linked to your University Microsoft account so you can log in to your Exchange Online email.

   Your Exchange Online mailbox is part of your University of Cambridge Microsoft account. You’ll log in to this with your UIS Password (i.e. the one you use for Raven).

   You need to check whether it is already linked or not. If it is not, you’ll need to link it:

   **How to check whether your UIS Password has been synced:**
   https://help.uis.cam.ac.uk/check-uis-password

   (If your UIS Password hasn’t been synced in advance, you will have to do it on the morning after migration and there will be a delay of up to three hours before you can log in to your new mailbox, as this is how often UIS Passwords are synced with Microsoft’s access control server).

2. **Check your Lookup entry** [required]

   Your institutional affiliation(s) need to be correct in Lookup or your mailbox won’t get migrated.

   While you are in Lookup, you can also edit your **Display Name** which controls how you are listed in the University-wide Exchange Online Address Book.

   **Go to your Lookup page:**
   https://www.lookup.cam.ac.uk/self

![University lookup service](https://help.uis.cam.ac.uk/article.png)
3 Check your Roaming Profile quota [required for PC users]

If your Roaming Profile is nearing or over its quota your new email settings won’t get updated.

Your Roaming Profile stores settings on your computer that follow you when you log in on different computers. If your profile is too large it will fail to sync when you log off. This will be a problem when we update your settings for Exchange Online.

Check your Roaming Profile by:

1. See the icons at the bottom right of your screen – you may need to click the yellow up arrow icon to expand them:

2. Check your Roaming Profile icon:

   - Normal: no action required
   - Nearing quota: clear any files you can from your desktop and save them to your network drives.
   - Over quota: follow these instructions: [link]

4 Note the email addresses of your shared mailboxes [required]

You need to know the email addresses of your shared mailboxes in case you have to add them back to Outlook after migration.

If you share mailboxes with other institutions/UAS Divisions that have not been migrated to Exchange Online yet, you will need to manually add links to them after you migrate to Exchange Online.

You won’t be able to use the Exchange Online address book to look them up using their Display Name – you must know the email address of the shared mailbox:

1. Compose a new email to your shared mailbox

2. Right-click on the Display Name in the message's To field

3. Select Open Outlook Contact...

4. Note down the email address.
5 Make Contacts for important external email addresses in your Auto-Complete List [optional]

All the email addresses saved by Outlook’s Auto-Complete feature will be deleted during one of the steps you’ll do after migration.

If you have relied on Outlook’s Auto-Complete feature to ‘remember’ any of your important external contacts’ email addresses, we advise you to create proper Contacts for them in your personal address book now, so that they will get migrated with your mailbox.

Your University contacts will be available in Exchange Online’s built-in University-wide address book (the ‘GAL’) after you have migrated, so you don’t need to worry about those.

Quickly add new Contacts in Outlook: https://tinyurl.com/yd2tlhvz

(if you don’t have time to create new Contacts now, at least keep a note of them on paper so they won’t get lost forever with your old mailbox.)

6 Email archives that aren’t in Outlook [optional where applicable]

This DOES NOT apply to any of the folders in your Outlook mailbox (even if they may have ‘Archive’ in their name).

If you have saved any email archives outside Outlook, for example, on your PC’s hard drive or a shared network drive, they will not be migrated with your mailbox.

If you want your local email archives to be migrated into your new Exchange Online mailbox, you will need to copy them back into Outlook so there is a copy on the server.

You may wish to create a new sub-folder within your Outlook Inbox folder to keep them separate from your Inbox messages.

Import email, contacts, and calendar from an Outlook .pst file: https://tinyurl.com/m46aj8a
Do checks 7–9 on the day of your migration, just before you leave work...

7 Clear Outlook’s Auto-Complete List cache [required]

You MUST delete the addresses saved in your Auto-Complete List – they won’t work in Exchange Online (but it looks like they do!).

Even though everything looks the same on the surface, any email you send using the old information in the Auto-Complete List will not get delivered – and you won’t get an error message!

(Don’t worry, your colleagues’ email addresses haven’t changed – it’s just the way Exchange Online delivers them behind-the-scenes in that is different.)

*How to clear Outlook’s Auto-Complete List cache*

https://help.uis.cam.ac.uk/clear-outlook-cache

8 Empty your Drafts and Outbox folders [required]

If you have any messages saved in Outlook’s Drafts or Outbox folders they will not get migrated because they are only saved on your computer instead of on the email server.

If you want them to be migrated, you must drag-and-drop them into your Inbox folder, or another sub-folder within it.

9 Shut down your PC overnight [advisable]

Remember to shut down your PC when you leave so that Outlook will be updated with your new profile settings automatically when you start up the following morning.

(If you forget, you will need to re-start your PC in the morning and wait while the new Outlook profile downloads, so your downtime will be that little bit longer.)
Wash-up tasks the morning after migration

After migration there are a few things to do to make sure you can access your new mailbox, and to get Outlook back to normal.

Logging in to your new mailbox

From now on, when you start Outlook you must log in with your University of Cambridge Microsoft account credentials:

**Username** = \textit{CRSid@cam.ac.uk}  
(do not use your @admin.cam.ac.uk or other institution-specific email address)

**Password** = UIS Password  
(i.e. the password you use for Raven)

1. In the Microsoft Sign In screen, enter your email address as \textit{CRSid@cam.ac.uk} and click the \textbf{Next} button:

2. You will be redirected to the University’s login screen to enter your UIS Password (i.e. the password you use for Raven):
Getting Outlook back to normal

Outlook on your desktop PC will now connect to your new mailbox automatically, but a few things still need to be done to get your mailbox back to how it was:

1 Create your email signatures [required]

Unfortunately, we couldn’t copy your email signatures into your new mailbox so you’ll need to re-create them in Outlook:

Create and add a signature to messages (Outlook 2013)
https://tinyurl.com/y7t5u8kx

If you also use the Outlook Web App (OWA) webmail client, you’ll need to recreate your signatures there, too:

Create and add a signature in Outlook Web App
https://tinyurl.com/ya62jo33

2 Add links to any missing shared mailboxes and calendars [if applicable]

You will need to know the email address of each shared mailbox that you use (i.e. not it’s Display Name).

UIS planned to migrate all your institution’s/Division’s shared resources into Exchange Online along with your personal mailboxes. These should automatically appear in Outlook, but if not, here’s how to access them:

Open and use a shared mailbox in Outlook 2016 and Outlook 2013
https://tinyurl.com/lqrbx5l

If you share any resources that are still in the old email system – for example, those that belong to another institution that hasn’t been migrated yet – you will need to add these back in to Outlook so you can access them until they also get migrated into Exchange Online.

How to access shared Exchange On-Premise mailboxes after migration to Exchange Online
https://help.uis.cam.ac.uk/shared-mailbox-access
Setting up your personal devices to connect to your new Exchange Online mailbox

If you use a mobile phone, tablet, laptop or a Mac to connect to your email, you will need to change the settings in your email app so that it connects to your Exchange Online mailbox. Follow these instructions...

UAS/ACN laptops (Windows)

_How to configure Outlook – for UAS staff_
https://help.uis.cam.ac.uk/outlook-for-uas-staff

This includes instructions for laptop users who log on to their laptop using a local account that has been set up for them, rather than their usual network login.

Laptop users will need to be connected to the ACN network in their office or via the Remote Access Service in order to complete this configuration process.

Windows devices

_Outlook (first time use)_
https://help.uis.cam.ac.uk/outlook-win10-first-run

_Outlook (reconfiguration)_
https://help.uis.cam.ac.uk/outlook-win10-reconfig

_Windows Mail (first time use)_
https://help.uis.cam.ac.uk/exchange-mail-win10-new

_Windows Mail (reconfiguration)_
https://help.uis.cam.ac.uk/exchange-mail-win10-existing

Windows Phone

_Outlook in Windows Mobile 10_  
https://help.uis.cam.ac.uk/outlook-winmobile10

_Outlook in Windows Mobile 8.1_  
https://help.uis.cam.ac.uk/outlook-win-phone8.1
If you don’t have time to set up your personal devices immediately, you can always use a web browser to access your email via the Outlook Web App at: https://outlook.office365.com

Apple devices

Macs (OS X/macOS)

Outlook in Mac OS X and macOS
https://help.uis.cam.ac.uk/outlook-mac-os

Apple Mail in Mac OS X 10.11 (El Capitan)
https://help.uis.cam.ac.uk/mail-elcapitan

Apple Mail in Mac OS X 10.9 and 10.10 (Mavericks and Yosemite)
https://help.uis.cam.ac.uk/mail-mavericks-yosemite

iPhone/iPad (iOS)

Outlook on an iOS 11.x device
https://help.uis.cam.ac.uk/outlook-ios

Mail on an iOS 11.x device
https://help.uis.cam.ac.uk/mail-ios

Android and Active Sync devices

Outlook app on Android 6.x and ActiveSync devices
https://help.uis.cam.ac.uk/outlook-android-6

Native mail app on Android 6.x and ActiveSync devices
https://help.uis.cam.ac.uk/mail-android-6

Generic settings

Generic settings for Exchange Online
https://help.uis.cam.ac.uk/exol-generic-settings
Troubleshooting

UIS IT staff will be on-site to help you with any troubleshooting after your migration, but before you call anyone you may find the answer below...

**I can’t log in to my Exchange Online email account**

1. Are you trying to use your institutional email address (e.g. CRSid@admin.cam.ac.uk)?
   Don’t! You need to use your CRSid@cam.ac.uk email address from now on.

2. Are you trying to use your ACN password? Don’t! You need to use your UIS Password (the one you use for Raven).

**On-site migration support**

For a day or two after migration we’ll have UIS staff on-site to help with any migration problems. Please be patient and don’t call the UAS Service Desk if our on-site experts can’t get to you immediately!

**e. migration-support@uis.cam.ac.uk**

**t. 51282**

**Troubleshooting tips**

*Exchange Online troubleshooting*  
[https://help.uis.cam.ac.uk/exchange-troubleshooting](https://help.uis.cam.ac.uk/exchange-troubleshooting)
Getting used to the University’s Global Address List (GAL)

Exchange Online uses the University-wide Global Address List (GAL) which contains everyone in the University and all the public distribution lists. You will see a lot more suggestions appearing in the Auto-Complete List, however the listings contain less information about each individual than you are used to (e.g. no job titles or institutional information).

Using the search to find people

Outlook’s default search reads from left to right as you are typing your query, so if you search for ‘Ann Other’, but she has chosen to be listed as ‘Prof. A. N. Other’, you won’t get any suggestions because the search will only show results for ‘A...’, while she is filed under ‘P’.

You can change the default search behaviour so that Outlook searches more broadly, making it easier to find people amongst the University’s many Doctors and Professors using either their title, full name or initials.

Searching for colleagues’ email addresses (Windows)
https://help.uis.cam.ac.uk/search-windows

Searching for colleagues’ email addresses (Mac)
https://help.uis.cam.ac.uk/search-mac

Controlling how your name is displayed in the Exchange Online address book
https://help.uis.cam.ac.uk/eol-display-names
Getting started with Exchange Online

Here’s a few tips to help you get used to some differences in your new mailbox in Outlook.

**Email distribution lists**

The University-wide Global Address List (GAL) (see p.13) includes all the distribution lists that have been made public. **Anyone in the University using Exchange Online can see the full list of @cam recipients in these lists, although all external email addresses included in these lists will be hidden from public view.**

UAS Mail Group Managers will not be able to administer mailing lists in Exchange Online.

We strongly advise the use of Mailman for managing distribution lists instead:

**Mailman for mailing list managers**

https://help.uis.cam.ac.uk/mailman-for-managers

**Changing the Display Name of your mailbox folder in Outlook**

Under some circumstances, the name of your mailbox folder in the sidebar of Outlook may display as **Your.Name@institution.cam.ac.uk**. This is purely cosmetic and does not affect sending/receiving emails. You can change it as follows:

1. File > Account Settings
2. Double-click the profile name
4. Click More settings
5. Edit the display name
6. Click Finish to save.

(Note: if this doesn’t work for you, please contact the UAS Service Desk – see back cover.)

**Spam and quarantined messages**

At first you may feel like you are getting more spam than you did before.

Exchange Online uses the Exchange Online Protection (EOP) spam and malware filtering system. Incoming emails are assessed using both EOP’s own Spam Confidence Level rules and the SpamAssassin scores assigned by our own incoming email filtering which happens before email is forwarded to the Exchange Online email system.

Any item of Exchange Online mail that is ranked at a value of five or higher by either of these checks is sent to a central quarantine area, where it is retained for 15 days before being deleted by Microsoft.

If any of your mail is put into quarantine, you will get an email from **quarantine@messaging.microsoft.com** inviting you to review the message(s) and either release them to your inbox or confirm them as spam. Doing this teaches Exchange Online what is spam (for everyone), so over time you (and everyone else) will get less of it.

**Quarantined messages in Exchange Online**

https://help.uis.cam.ac.uk/exchange-quarantine
Using rules to filter your email
You can create your own rules to help you work more efficiently, for example:

*How to block email from a specific address*
https://help.uis.cam.ac.uk/outlook-block-address

*How to flag all new emails from a specific address as ‘important’*
https://help.uis.cam.ac.uk/outlook-flag-important

*How to create a new mail folder and automatically move new email from a specific address into it*
https://help.uis.cam.ac.uk/outlook-move-to-folder

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**Outlook Mobile app: be careful when adding events to your personal calendar by clicking a link in an email!**

When you tap on a date in an email to create an event in your calendar, the Outlook Mobile app automatically adds all the recipients of that email as required attendees of your new event, and will send them an *invitation*. This can be very embarrassing if the email was sent to a large distribution list!

The only workaround is to remember to delete the unwanted attendees before you save the new event to your calendar.

*Outlook mobile app: how not to invite everyone in an email thread to your personal events*
https://help.uis.cam.ac.uk/outlook-app-auto-invite
Training resources

Online resources

There's lots of tutorials available on the internet if you search.

We’ve collated some links to videos explaining some common tasks here (for Windows, Mac and iOS):

- [https://help.uis.cam.ac.uk/exchange-online-training](https://help.uis.cam.ac.uk/exchange-online-training)

Microsoft Imagine Academy

Your University of Cambridge Microsoft account gives you access to the *Microsoft Imagine Academy Online Learning* – a library of online learning materials for Microsoft products, including Office 2013 and Office 365.

- [Get started with Microsoft Imagine Academy](https://help.uis.cam.ac.uk/mia-getting-started)

Need help?

Online help resources

Our troubleshooting documentation may be the quickest way to find the answer to any problems:

- *Exchange Online Troubleshooting*
  - [https://help.uis.cam.ac.uk/exchange-troubleshooting](https://help.uis.cam.ac.uk/exchange-troubleshooting)

On-site support after migration

After your migration, UIS will have IT support staff on-site to help (usually for 1-2 days). **Please be patient and don’t call the UAS Service Desk if you can’t personal help immediately** – we can’t help everyone at once!

- e. migration-support@uis.cam.ac.uk
- t. 51282

UAS Service Desk

In future, the UAS Service Desk staff will be happy to help you. They are available from 08:30 to 17:00, Monday to Friday:

- e. servicedesk@uis.cam.ac.uk
- t. (01223 3) 32999

Can we improve this guide or our set-up instructions?

If you think we could make this guide better or improve our help documentation, please tell us how by emailing Anna Halfpenny in the UIS Comms Office at comms@uis.cam.ac.uk

Feedback about the UAS/ACN email migration project

Please email the UIS project team at: acn-migration@uis.cam.ac.uk