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).

The week before...

1. **Check your UIS Password** *(required)*

Your Exchange Online mailbox is part of your University of Cambridge Microsoft account which requires you to log in with your UIS Password (the one you use for Raven).

Your UIS Password needs to be linked to your University Microsoft account and synced to the Microsoft access control server before you can log in, so you’ll first need to check whether it is or not.

   **How to check whether your UIS Password has been synced:**
   [https://help.uis.cam.ac.uk/check-uis-password](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. **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 after you have migrated, so you don’t need to worry about those.

   **Quickly add new Contacts in Outlook:**
   [https://tinyurl.com/yd2tlhvz](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.)
Deal with any email archives saved outside Outlook [if applicable]

If you have saved any email archives outside Outlook, for example, on your PC’s hard drive or 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

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.

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.

In the Microsoft Sign In screen, click the **Work or School account** option (if you have logged in to your University Microsoft account before, this will display as your CRSid@cam.ac.uk username):

You will be redirected to the University’s login screen to enter your password:

Username = **CRSid@cam.ac.uk**
Password = UIS Password (Raven password)

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

You must clear out the addresses saved in Outlook’s Auto-Complete List because the University addresses won’t work anymore. 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](https://help.uis.cam.ac.uk/clear-outlook-cache)
2 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](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](https://tinyurl.com/ya62jo33)

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

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.

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 get migrated into Exchange Online.

When you see your shared resources appearing twice in Outlook, it means they have been migrated to Exchange Online and you can safely delete the temporary link(s) you created.

**How to access shared Exchange On-Premise mailboxes after migration to Exchange Online**

[https://help.uis.cam.ac.uk/shared-mailbox-access](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
Getting started with Exchange Online

Here’s a few tips to help you get up-and-running quickly with your new mailbox in Outlook.

**The University Address Book**
Your Exchange Online mailbox uses the University-wide Global Address List (GAL) which contains everyone in the University (and all the distribution lists that have been made public) so you will see a lot more suggestions appearing in the Auto-Complete List.

**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

**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 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

**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

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

Personal support the day after migration
The day after your migration there will be on-site support available:

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