Instructions for Duke Law Office 365 users: the Move for Duke Law students See also <u>http://law.duke.edu/actech/office365faq</u>

What will happen?

- Either on Tuesday, March 11, or Wednesday, March 12, **your Exchange mailbox and its contents will migrate to Office 365**. From the point of the switchover, email will no longer be delivered to your Duke Exchange account and you will no longer be able to log into Duke Exchange. You will need to log into and access your Office 365 email account.
- There may be a period of time after email has been routed to your mailbox in the cloud but before you are able to log in. If you are using Outlook, **we suggest a short break of 10 to 15 minutes** from your email after you are asked about redirecting or restarting Outlook.
- Those who access shared mailboxes: all shared mailboxes *should have already moved to the cloud*. Some users have experienced issues with regaining access to shared mailboxes. You may need to allow autodiscovery or restart and log in several times. *If you are not able to restart Outlook and log in successfully to a shared mailbox, cancel out of the process and you can continue working with your own email. If, after one hour, you restart Outlook and are still unable to log in to the shared mailbox, please let the helpdesk know.* Even if you experience difficulties with Outlook, you may be able to use Outlook Web App (OWA) to access the shared account; see below.

Do I need to do anything?

- Yes, Outlook users generally will need to quit out of Outlook and log back in.
- As a precaution, we recommend that Outlook calendar users print out their day's calendar before 8:30am on the day of your move.
- Mobile devices and most other email clients will need to be reconfigured.
- If you forward your email to another account such as Gmail, there should be nothing to do; however, we recommend making sure that you are receiving new messages. **Do not send test messages from that other account** since those messages may look like an email loop to the mail system and not be delivered.

How do I get support?

• **The Law School Helpdesk:** If you have any questions, please contact the Law School Helpdesk at helpdesk@law.duke.edu or (919) 613-7072. If you come by the helpdesk, we will be happy to assist in reconfiguring your devices.

Web access to your email:

- You will now access email via the **Office 365 Outlook Web App** from http://mail.duke.edu. *Log on by using your NetID and NetID password.*
- To access a shared mailbox, on your name at the upper right of the OWA window. Select the option to Open another mailbox. Type the name of the shared mailbox; you may need to search the directory for it. When the shared mailbox is displayed, highlight it or select it and then click Open. You should now be viewing the shared mailbox.

Forwarding to another email system like Gmail:

- Email forwarding **should** continue without any change required.
- If you find that email forwarding is not working, please see this article for more information: https://duke.service-now.com/nav_to.do?uri=kb_view.do?sysparm_article=KB0015771.

Using an email client:

- **Outlook 2010 & Outlook 2013 for Windows:** Exchange should automatically reconfigure Outlook, but you will need to log in again.
 - When your migration is complete, Outlook will display a message notifying you to close and restart Outlook.
 - Restarting Outlook will reconfigure the client automatically.
 - When Outlook restarts, *log on using NetID@duke.edu* and your NetID *password.* (Note: substitute your own NetID above. Thus John Q. A. Public with a netid of jqap101 would log in as jqap101@duke.edu.)
- **Outlook 2011 for Mac:** Exchange should automatically reconfigure Outlook, but you will need to log in again. When your migration is complete, a message may display asking you to allow "autodiscover-s.outlook.com" to update your settings.
 - Click "allow." We recommend restarting Outlook.
 - When Outlook restarts, *log on using NetID@duke.edu* and your NetID *password.* (Note: substitute your own NetID above. Thus Thus John Q. A. Public with a netid of jqap101 would log in as jqap101@duke.edu.)

- Mac Mail / iCal / Mac Calendar: You will need to set up a new Exchange account. Visit http://mail.duke.edu and click on "Steps to take after migrating to Office 365."
- **Smartphone and/or tablet:** Academic Technologies provides updated help documents for iOS (iPhone, iPad) and Android; see:

http://law.duke.edu/actech/office365faq/

For other platforms, visit http://mail.duke.edu and see "Steps to take after migrating to Office 365."

• **Other email clients:** Office 365 supports other IMAP clients. You will need to set up a new Exchange account. Visit http://mail.duke.edu and click on "Steps to take after migrating to Office 365."