O365 Email Migration Notice

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Greetings (name),

This is not a phishing attempt. A copy of this message is available in the MIT Knowledge Base:
https://kb.mit.edu/confluence/x/mJrHCQ

Your mailbox is scheduled to transition to Office 365 on (date) between (start time) and (end time). During that time, you may experience a brief service interruption on your desktop and mobile mail clients.

Below, you will find instructions and information to ensure a smooth transition.

CERTAID
Certificates are used as part of authentication for O365. You can verify that these are installed here:
http://web-cert.mit.edu/certificates/test/index.html

To install certificates for Chrome, Internet Explorer, and Safari browsers, launch CertAid (Applications > CertAid) and follow these instructions:
http://kb.mit.edu/confluence/x/bGZBCQ#CertAidLandingPage-Using

Firefox users need to manually install certificates. Instructions for doing so are here:
http://kb.mit.edu/confluence/x/ShhS

CONFIGURING OUTLOOK CLIENT FOR O365 - MAC
Once the transition has occurred, instructions on configuring your Outlook client can be found here:
http://kb.mit.edu/confluence/x/o5PHCQ

CONFIGURING OUTLOOK CLIENT FOR O365 - PC
When you launch Outlook, you should receive an alert that Outlook has been directed to a new server. Click Allow. You will be prompted to log in through a Touchstone authentication screen using your certificate.

CONFIGURING APPLE MAIL FOR O365 - IOS
Once your mailbox is successfully migrated to O365, you will need to delete and re-add your account to use the new o365 settings. Instructions for deleting and re-adding your account are here:
http://kb.mit.edu/confluence/x/iQrSCQ

CONFIGURING APPLE MAIL FOR O365 - MAC
Once your mailbox is successfully migrated to O365, you will need to modify your account settings to use the new o365 settings. Instructions for deleting and re-adding your account are here:
http://kb.mit.edu/confluence/x/yDtBCQ

CONFIGURING OUTLOOK FOR O365 - IOS
Once the mailbox is successfully migrated to Office 365, the Outlook App in your Apple iPhone/iPad should automatically receive new settings telling it to retrieve mail from Office 365. If the settings do not update automatically, instructions on how to update settings manually can be found here:
http://kb.mit.edu/confluence/x/mAjSCQ

CONFIGURING OUTLOOK FOR O365 - Android
The native android mail application will not work with Modern Authentication (Touchstone). You will need to download and configure the Outlook app, which is part of the O365 mobile suite. Instructions for setting up Outlook for Android are here:
https://kb.mit.edu/confluence/x/XoGyCQ

OUTLOOK WEB ACCESS
The new URL for accessing your mailbox via a browser is now outlook.office.com. Make sure to update your bookmarks.

SHARED CALENDARS
If you share calendars with others, they will appear as disconnected and may give you errors until those accounts are migrated to O365. Right-click on a calendar and remove it from your view, then re-add it once it has been migrated.

GET HELP
If you have any questions or problems regarding the migration of your mail, please contact the IS&T Service Desk.

Thank you,
IS&T Exchange Migration Team