## 1) Login Prompt

The first time you open Outlook after being migrated, you will be prompted for your credentials. You will need to put in ID#@park.edu for the username, your password, and check the box to remember the credentials. See the image below. **You may also see this login prompt for Lync,** complete the same way.
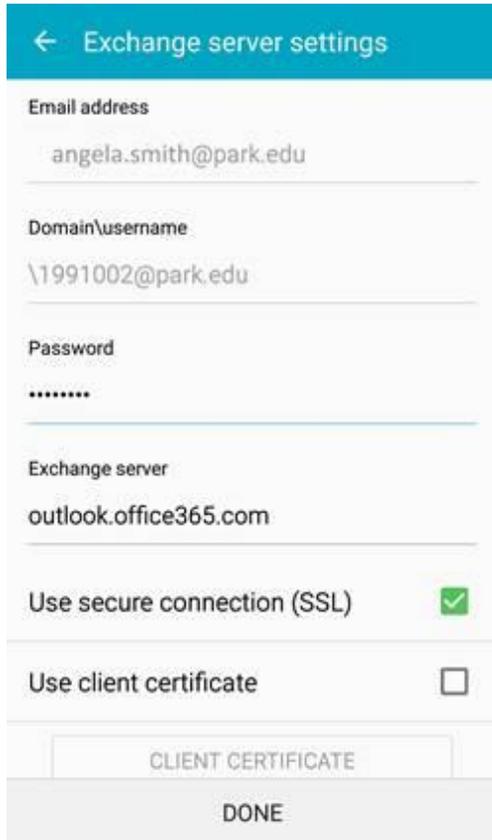

2) New Webmail Address

The website address for Webmail is different. To check your email on the web go to this URL: https://login.microsoftonline.com. Login with your ID#@park.edu. See image.
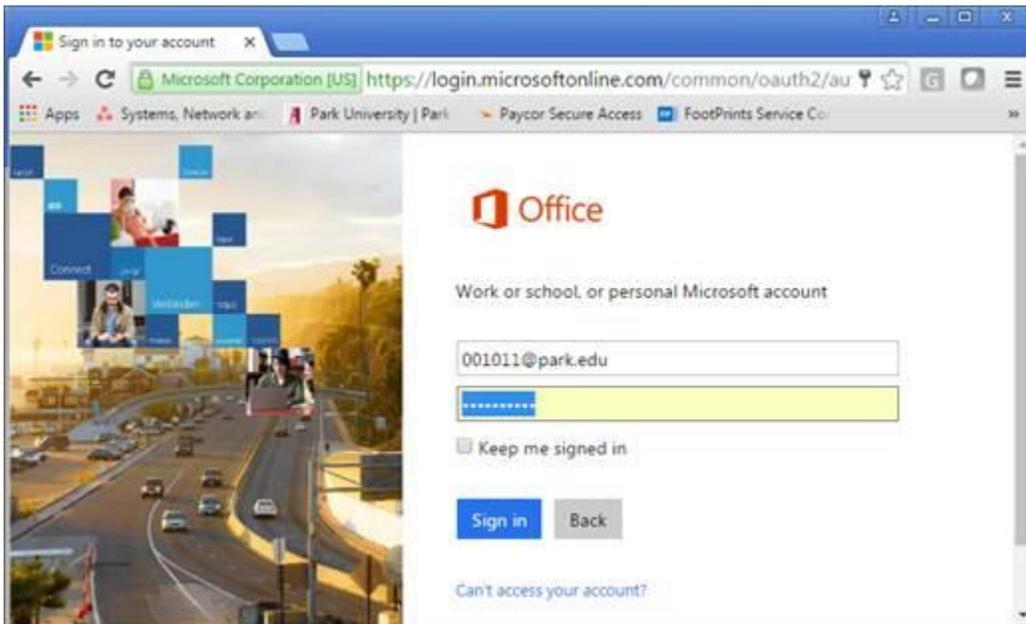
3) Email on your Phone

If you have Park email on your phone, you will need to set it up again. To do this, in your mail settings, delete the entry you have now for Park email and select to create a new Exchange email account. When you type in your email address and password, it should find your server and other details automatically. If it does not and you are prompted to enter them manually, please use the settings in the screenshots below.
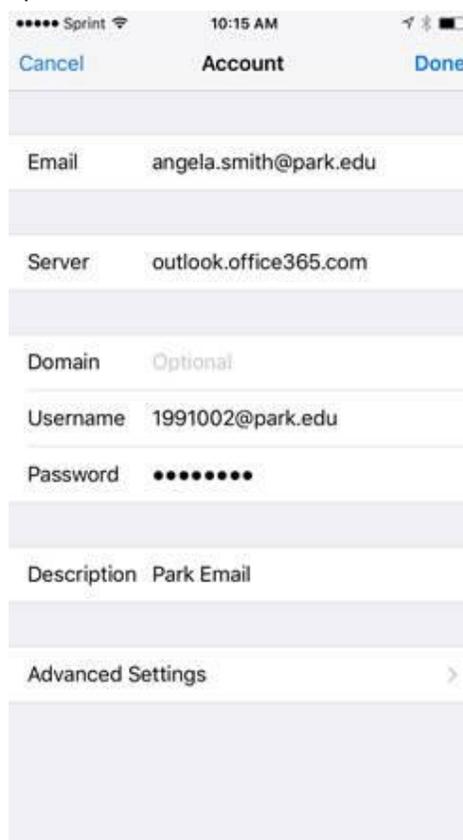
Android:

Iphone:

4) Additional Mailboxes in Outlook?

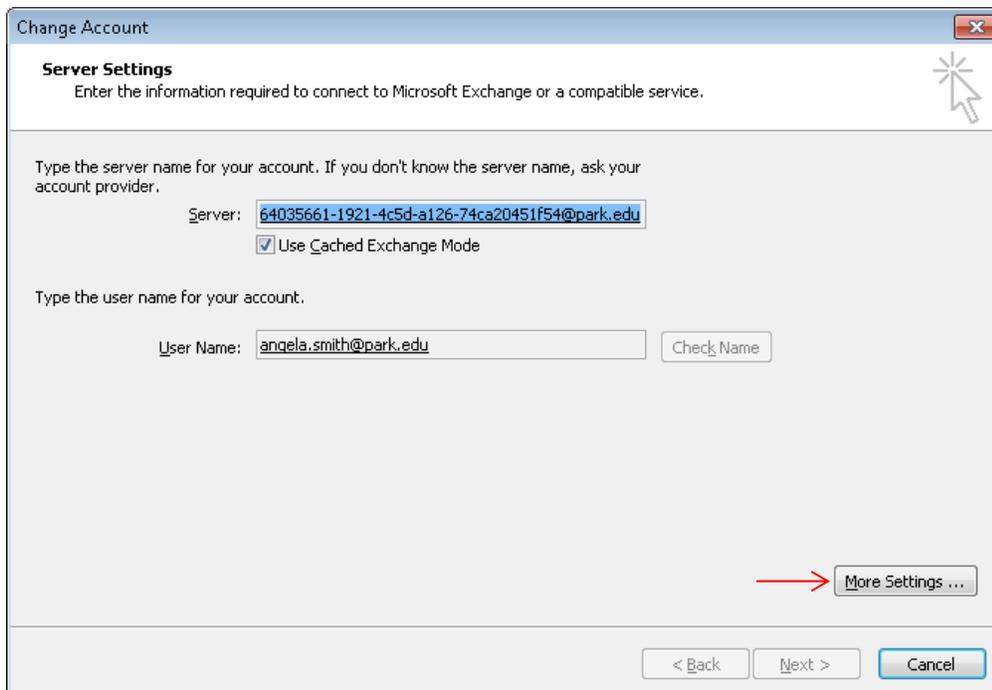Do you access any additional mailboxes other than your own? If so, you may need to remove and then re-add the mailboxes back to your Outlook profile.

    a) From inside Outlook, click "File," then "Account Settings," then "Account Settings" again.

    b) Double click your email in the box.
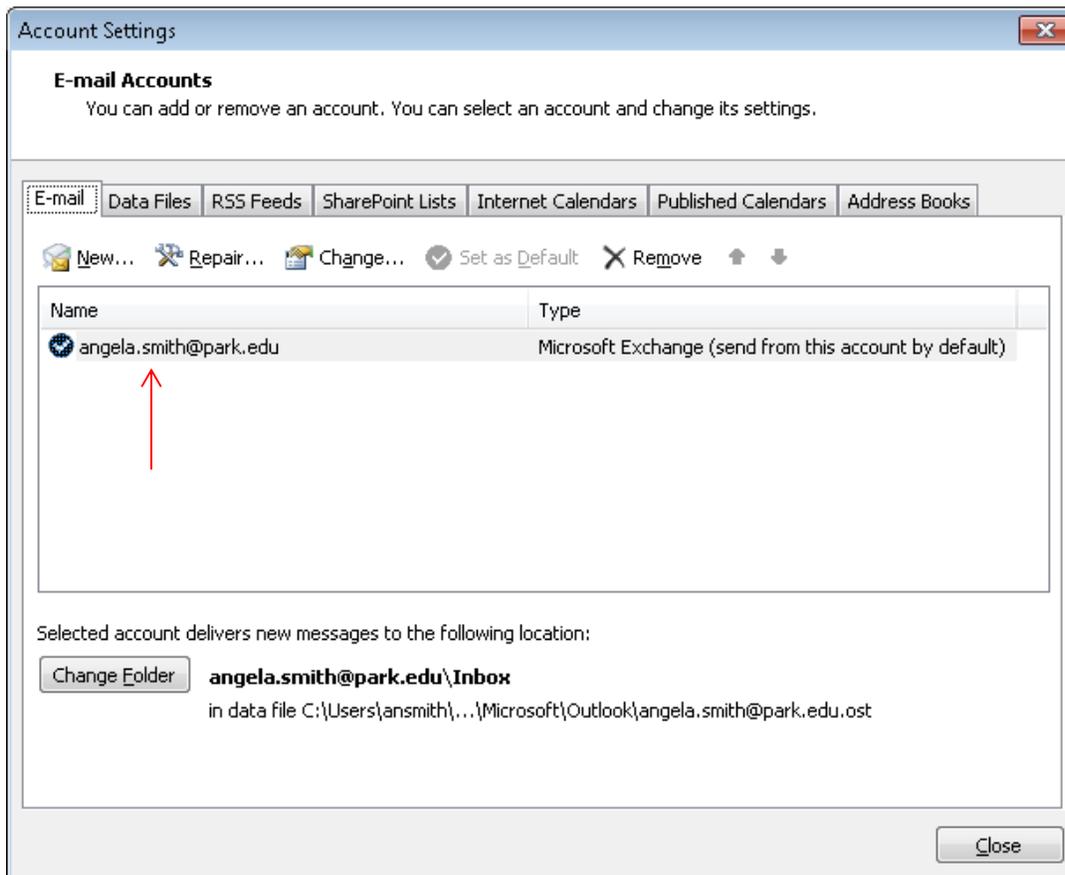
c) Click on "More Settings"

d) Click the "Advanced" tab, highlight the additional mailbox, and then click the "Remove" button. Then click OK, OK, Next, Finish, and Close. Close Outlook and then open it back up. The mailbox should now be in your Outlook below your Inbox and folders.
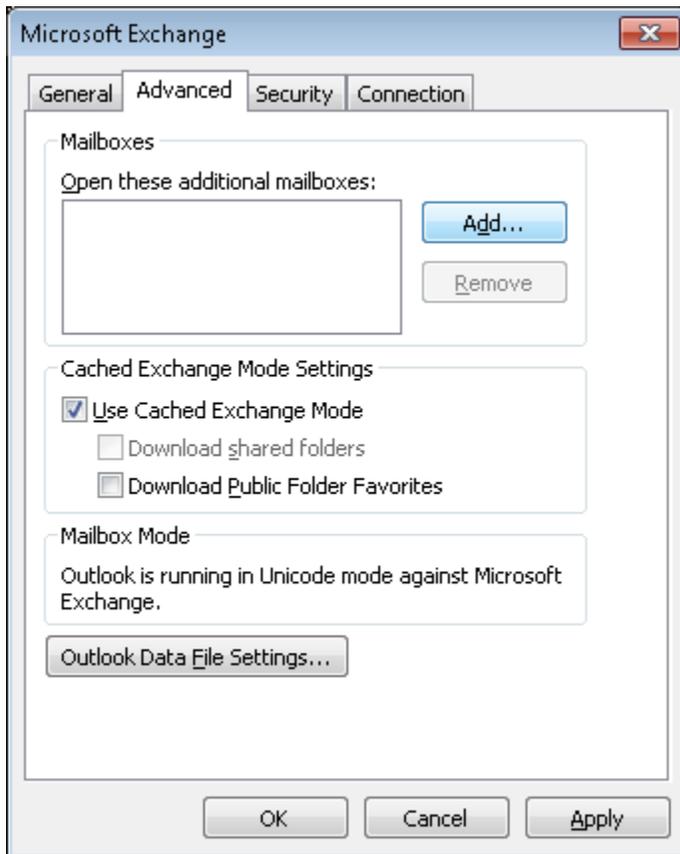
e) Complete steps a through c again, but this time, click the "Add" button, search for the mailbox, then click OK, OK, Next, Finish, and Close. You may need to close and open Outlook again.