

Please print this **before** your migration date as it contains instructions you will need to get back into your email once it has been migrated! **Any problems, please call Angela Smith: Office 816-584-6314 / Cell 816-646-5353 or Park University Help Desk 800-927-3024 / support@park.edu!**

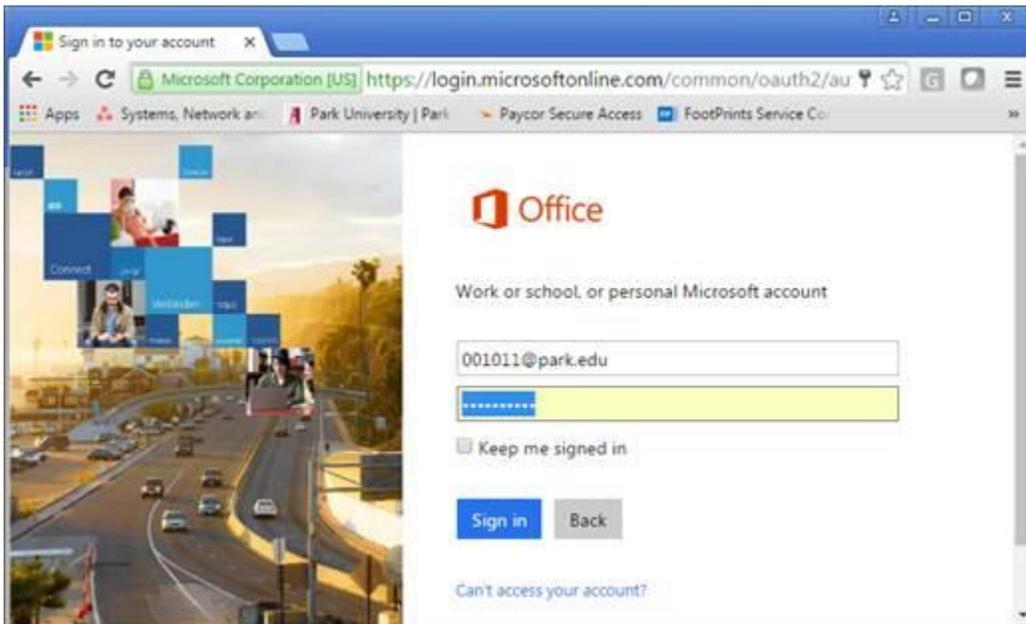
1) Login Prompt

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

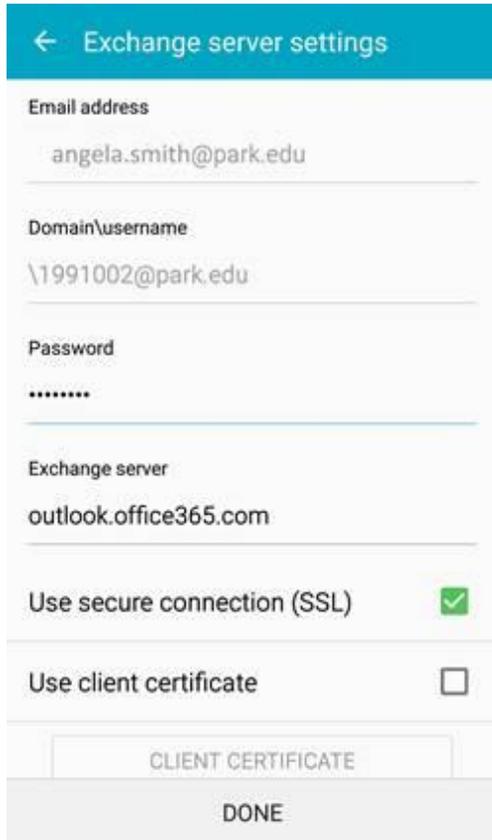
The website address for Webmail is different. To check your email on the web go to this URL: <https://login.microsoftonline.com>. Login with your ID#@park.edu. See image.



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:

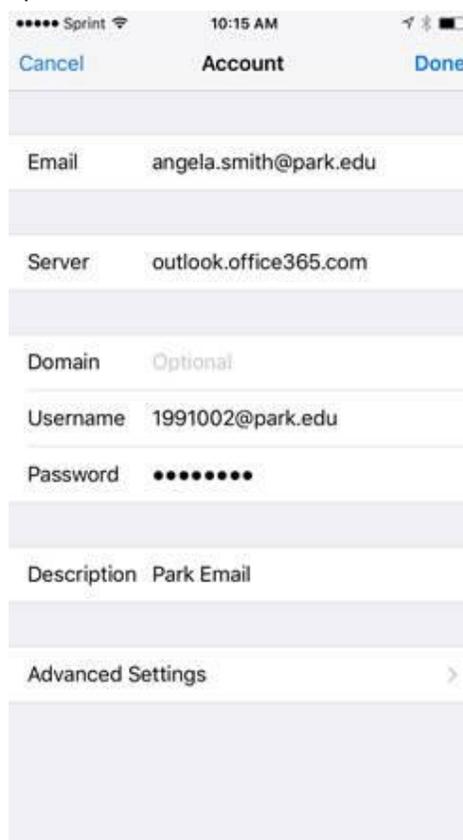


The screenshot shows the 'Exchange server settings' screen on an Android phone. The fields are filled with the following information:

- Email address: angela.smith@park.edu
- Domain\username: \1991002@park.edu
- Password: (masked with dots)
- Exchange server: outlook.office365.com
- Use secure connection (SSL):
- Use client certificate:

At the bottom, there is a 'CLIENT CERTIFICATE' button and a 'DONE' button.

Iphone:



The screenshot shows the 'Account' settings screen on an iPhone. The fields are filled with the following information:

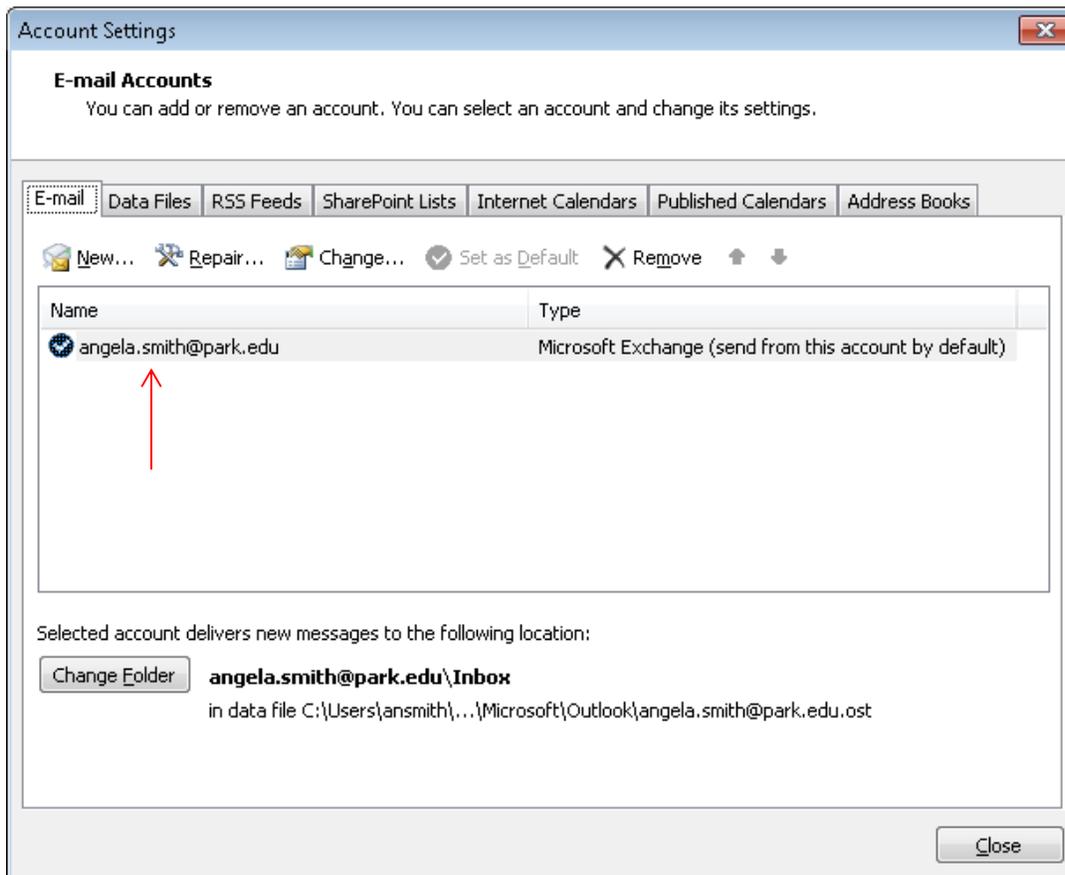
- Email: angela.smith@park.edu
- Server: outlook.office365.com
- Domain: Optional
- Username: 1991002@park.edu
- Password: (masked with dots)
- Description: Park Email

At the bottom, there is an 'Advanced Settings' link with a right-pointing arrow.

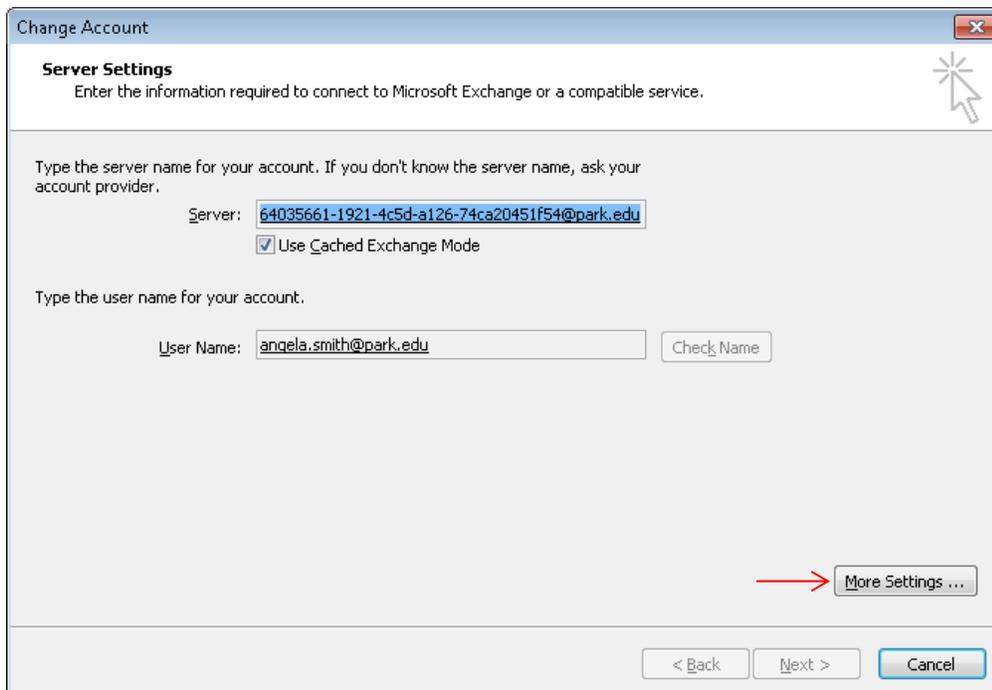
4) Additional Mailboxes in Outlook?

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.

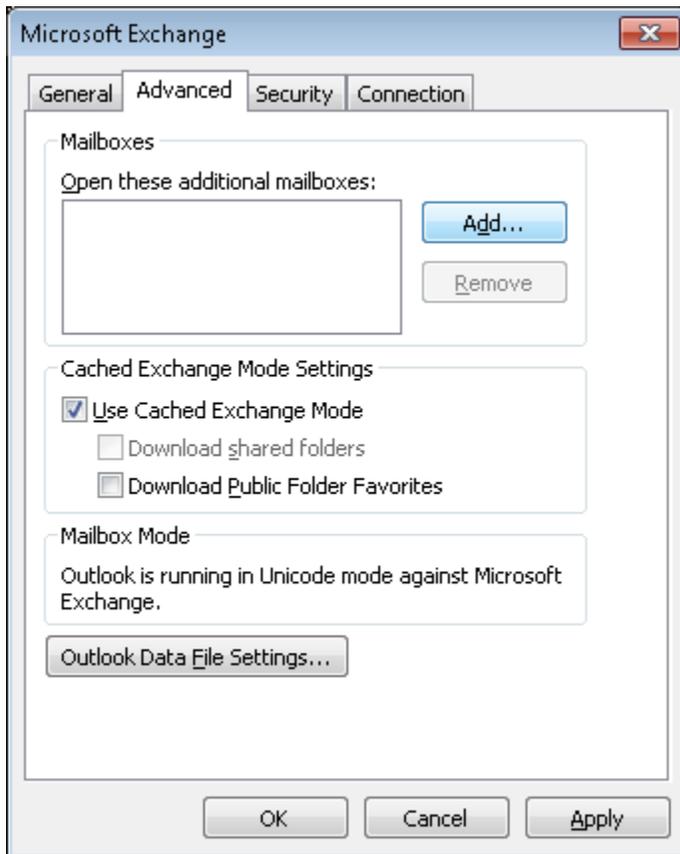
- a) From inside Outlook, click "File," then "Account Settings," then "Account Settings" again.
- b) Double click your email in the box.



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.