Instructions after Migrating to Office 365

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Take these Steps Immediate Following Migration

- 1. The morning after your scheduled migration, go to the Email Migration Status area of the <u>Office 365</u> <u>Migration webpage</u> to see if your mailbox migrated. Take the following steps:
 - a. If the migration was completed successfully proceed to step (2)
 - b. If still in progress wait for the status to change to completed successfully
 - c. If the migration failed access your Outlook like you normally do and wait for an email for next migration date
- 2. Reboot your machine.
- 3. Open Microsoft Outlook as usual. The profile will start loading and you will see previously loaded email. However, at this point your email is not connected. (You will see the "Disconnected" status in the lower right hand of your screen). This folder was last updated on 5/15/2015. A Disconnected WAIT for the the Windows Security sign on box to pop up. This process may take 2 minutes or longer the first time you open Outlook. Type your network login ID including @fortbendisd.com (Firstname.Lastname@fortbendisd.com) and your network password.
- 4. Check Remember my credential box.

Windows Security	
Microsoft Outlook Connecting to Tonya.Eugene@fortbendisd.com	Configuring e-mail server settings. This might take several minutes: Establish network connection Search for o365user4@fortbendisd.com server settings Log on to server
Network.Login@fortbendisd.com	Your e-mail account is successfully configured.
Remember my credentials	Manually configure server settings

5. The following message will be displayed. Close Outlook and reopen to access your mailbox.



6. The interface will look and feel the same as it always has, however, your will now be connected to Microsoft's cloud-based Exchange servers.

Web Mail

One exciting change you will see is the new Web Mail. The Employee Email link on the Fort Bend ISD website Staff page will no longer work for migrated users. Instead, follow the link to the Office 365 portal on the Staff page. You may also access E-mail from the Microsoft Office portal at the following link https://portal.office.com. Your username and password are the same as stated in step #3 above. This option is available to you if you don't want to use the Outlook Client or if you use a machine other than your district desktop.

Make sure you select the time zone and Language (defaults to English) as shown below. Click SAVE.



Choose your preferred display language and home time zone below.

Language:		
English (United States)	~	
Time zone:		
(UTC-06:00) Central Time (US & Canada)		\checkmark

Mobile Devices - iPhone / iPad

After the migration, please delete your profile on all mobile devices.

Recreate a new profile: You will only need your username (as identified in step 3) and password to setup your mobile device. Some mobile devices may prompt for server name. Type **outlook.office365.com** for the server name. No other information is needed to setup the profile.

Delete Old Account

- 1. Go to Settings
- 2. Go to Mail, Contacts, Calendars
- 3. Choose the Old Fort Bend Exchange account
- 4. Scroll to the bottom and select Delete Account confirm with "Delete from My iPhone"

Create New Account

- 1. Go to Settings
- 2. Go to Mail, Contacts, Calendars
- 3. Choose Add Account
- 4. Select Exchange
- 5. Enter your Email address (firstname.lastname@fortbendisd.com)
- 6. Enter your network password
- 7. Enter an account description such as FBISD
- 8. After the verification is complete, select Save

Mobile Devices – Android

After the migration, please delete your profile on all mobile devices.

Delete Old Account

- 1. In the **System Settings**, scroll down to **Accounts** and select the entry for **Exchange**. It may be listed as **Work** or **Corporate**.
- 2. Select your former **Exchange** account, then select **Remove account** at the bottom of the menu. Tap **OK** to confirm.

Create New Account

Autodiscover Method:

- 1. In System Settings, under Accounts, select +Add Account.
- 2. Select the option for Exchange. It may be listed as **Work** or **Corporate**.
 - Configure your Exchange account in the provided fields.
 - Email Address: Your email address (e.g., joe.user@fortbendisd.com)
 - **Password:** Your Network password
- 3. Your Android phone will try to set up your email account automatically.

Note: If you experience problems, try it twice, in case there was a mistype. Give Autodiscover a chance to work.

Manual Method:

- Enter the manual setup option, available on most devices. Use the following settings: Email address: Your email address (e.g., firstname.lastname@fortbendisd.com) Server address: outlook.office365.com Domain: Leave blank or Your email address (e.g., firstname.lastname@fortbendisd.com) Username: Your email address (e.g., firstname.lastname@fortbendisd.com) Password: Your Network password
- 2. Enable/check the option for this server requires an encrypted SSL connection.
- 3. Tap **Next** and choose which items you would like to synchronize, then select **Done**.
- 4. Finally, you may be prompted to choose a name for the account you have just added.

Note: If you experience problems, try this twice, in case there was a mistype. If the Autodiscover or manual method does not work, try rebooting the device.

Voice Mail Messages

During the migration of your E-mail box you may have received voice messages (in your voice mail account) which could not be delivered to your E-mail box. Depending on when your E-mail box migration was completed and when callers left voice messages, you may have some new voice messages in your migrated E-mail account and some new voice messages which are only available from your telephone device. Please use your telephone device to log into your voice mail account and check for new voice messages which may reside only on the voice mail system.

If you are away from your desk and need to access your voice messages remotely, please follow this procedure:

- Dial your phone number
- Press *
- Type in the last five digits of your telephone number and press #
- Type in your voice mail PIN number and press #
- Press 1 to check your voice mail messages

MAC Book Users

Please use Office 2011 for MAC with SP 3. The DAV Mail client will no longer work. Instructions to configure the Outlook client

Troubleshooting Migration Issues

Troubleshooting Guide