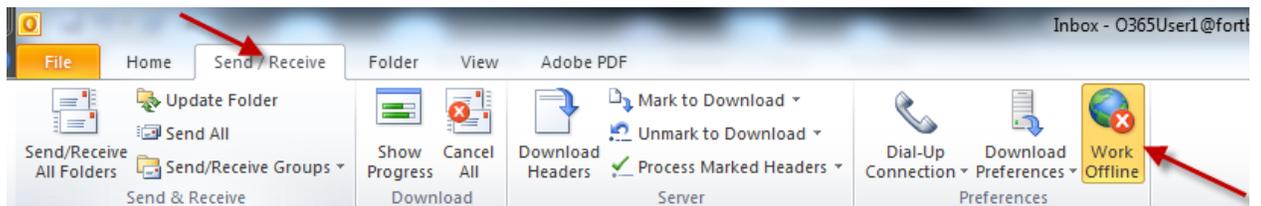


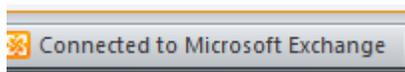
Troubleshooting Migration Issues

- 1. The Windows Security Box keeps on prompting for credentials even after checking the Remember my credentials.**
 - a. Check the version of Office 2010. Click [here](#) for verifying the version.
 - b. If you have the Office 2010 updates, check the Windows 7 updates. Click [here](#) for instructions to check the version of the operating system. Make sure you have Service Pack 1.
- 2. Outlook profile does not automatically load Outlook.**
 - a. Make sure you are current on both the OS and Office 2010 patches stated in Item (1).
 - b. Have you waited at least 10 minutes for the Window Security mailbox to load
 - c. If (a) and (b) don't apply, [create a new Outlook Profile](#).
- 3. My Outlook profile loaded as per instructions but it says Working Offline on bottom right corner.** 

Click on **Send/Receive** and click on **Work Offline**



Watch the bottom right hand corner change from **Work Offline** to **Trying to Connect to**



- 4. Shared calendars stopped working after migration**

Delete the Calendar and reconnect. If the issue continues, have the user reshare the calendar.

5. Network ID and Email Address Do Not Match

The instructions below apply only to email.

If your network ID and email address do not match, you will need to use your network login ID including @fortbendisd.com to login to email on mobile devices.

On your computer, the first time you log into Outlook, you will need to enter your network login ID, including @fortbendisd.com.

On mobile devices (Smart phones/iPads, etc.) put in your email address to get the Autodiscover response, and then authenticate with your network login ID including @fortbendisd.com. You might need to specify the server name which is **Outlook.office365.com**.

For example

Christopher Smith's network ID is **Chris.Smith**.

His email address is **Christopher.Smith@fortbendisd.com**.

Chris will need to use his network ID with @fortbendisd.com, **Chris.Smith@fortbendisd.com** when setting up Outlook on his computer for the first time after migration.

On his phone, he will first enter his email address **Christopher.Smith@fortbendisd.com**.

Autodiscover will search for his email, and then he will be presented with a screen to key in his network ID with @fortbendisd.com, which will be **Chris.Smith@fortbendisd.com**. He may also need to specify the server name **Outlook.office365.com**.