

What do I need to know?

The migration of your mailbox will happen overnight. You will receive an email from IT Help before this happens. After you've been migrated, a pop up will appear on your desktop when you log in.



What has changed?

- Your mailbox size has increased from 550MB to a huge 50GB.
- All your mail is now in one place you won't need to launch Enterprise Vault to reach your archived mail.
- Accessibility is improved - Office365 is a universal web-based program.
- Search functions are faster.

You may be asked to reset your Outlook the first time you log on. To do this, please log off your computer and then back on again.

How can I get help?

During the migration period, DTS staff will assist with any questions you may have. Look out for people in Office365 T shirts or phone IT Help on x3333.

Useful links and online support

go.shu.ac.uk/365email

go.shu.ac.uk/lynda

go.shu.ac.uk/office365

<https://support.office.com/en-gb/outlook>

Using the email archive

In the desktop client

Previously archived email was stored in an area called Enterprise Vault. Now it is stored in a folder in your mailbox folder list called Archive, Online Archive or Personal Archive - depending on how you are viewing it.

Enterprise Vault will no longer be used. All archived mail has been transferred to a folder under your folder list called 'Archive - yourusername@exchange.shu.ac.uk' and any email over 6 months old at the date of migration will also have been moved to the archive.

You may find emails you thought you had deleted reappear in your archive. This is because you deleted the shortcuts (instead of the actual items).

From now, archiving will not be automatic, you will be able to transfer emails as and when you wish to the archive folder.

There is no longer an Enterprise Vault tab across the top on the toolbar.

(OWA) Outlook Web App

Archived messages can be viewed in Mail, under Folders – click More, to access the Archive folder (sometimes called Personal Archive).

Moving email to Office 365 What it means for SHU staff



email to Office 365

We're migrating all our staff to a new version of Exchange in Office 365 hosted online (in the cloud).

This will provide more email storage for each individual and better access from mobile devices.

Your Outlook inbox will be available online from anywhere on and off campus and there will be 50 gigabytes of space in your mailbox (nearly 100 times the current amount). There will also be unlimited storage in the email archive.

What will it look like?

On desktops and mobile devices it will be similar to the version you use now but OWA (Outlook Web Access) will have a different look and feel (see below). The grid at the top on the left handside - known as the 'waffle' - takes you to other Office 365 apps which you may want to explore. You can find tutorials to help with using SWAY, OneDrive, OneNote and more at go.shu.ac.uk/lynda Please bear in mind that these applications are for use within SHU. You will not necessarily be able to use them to collaborate or share with people outside the organisation.



How to log in

In the Outlook desktop client

(launched from the start menu on your PC)

You may see an extra log in box when launching the Outlook client. Please log in using your Office 365 log in details - **yourusername@hallam.shu.ac.uk** (where **yourusername** is your usual SHU login code) and your normal SHU password. You might be asked to restart your PC the first time you load Outlook.



Note: *The log in name might look like an email address but it does NOT replace your University email address which is either: yourusername@exchange.shu.ac.uk or mailname@shu.ac.uk.*

In (OWA) Outlook Web App (via web browser)

You can access this at:

<https://go.shu.ac.uk/office365>

Onsite: you will be logged in automatically. Please click Mail to open Outlook.

Offsite: you will log in using the username and password as above.

For more information visit:

go.shu.ac.uk/365email

For assistance, contact IT Help

- by email: ithelp@shu.ac.uk
- by telephone: 0114 2253333 - option 2

Outlook on a tablet or mobile phone

You will need to delete any existing exchange accounts.

The settings below work for **most** mobile phones and devices but set up varies according to make, model and operating system. If they don't work on your device, please contact IT Help on 0114 225 3333.

By connecting you agree to adhere to the University's policies and procedures at go.shu.ac.uk/ITsecurity

Outlook on iPhone or iPad

Go to settings > Mail > Accounts > Add account > Exchange.

Email: yourusername@exchange.shu.ac.uk
Server: outlook.office365.com
Domain: SHU
Username: yourusername@hallam.shu.ac.uk
Password: SHUpassword
Click next and then save.

Outlook on Android devices

Settings > Applications > Email > (Remove account if existing set up) > + Add account.

Email address: yourusername@exchange.shu.ac.uk
Password: SHUpassword
Manual Set up > MICROSOFT EXCHANGE ACTIVESYNC
Email address: yourusername@exchange.shu.ac.uk
Domain/username: yourusername@hallam.shu.ac.uk
Password: SHUpassword
Server: outlook.office365.com
Sign in

"Remote security administration" > OK

"Device administrator" > ACTIVATE

Note: *'yourusername' is your usual University login code and 'SHUpassword' is your normal University password.*