



NEW E-MAIL SYSTEM – MICROSOFT OFFICE 365

WHAT DOES THIS MEAN?

The I.S. Network team is upgrading our current e-mail system from Microsoft Exchange 2013 to Office 365. As part of this upgrade, we will need to move all our current users' mailboxes to new systems/servers. Most of this transition will happen in the background and will be transparent; however, please make note of the following differences and changes.

Your username is now always your e-mail address. You will no longer use the format of CHKD\username. Please use your e-mail address to sign into any Office 365 products including Outlook.

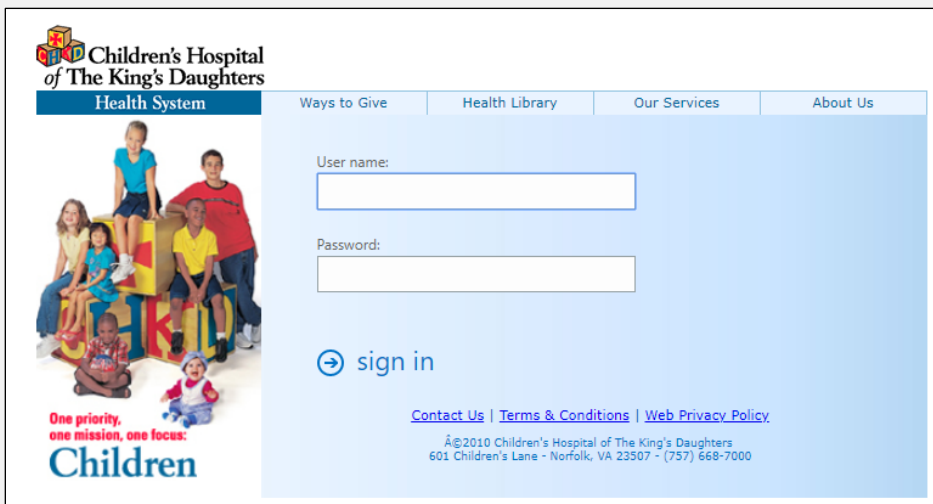
OUTLOOK EMAIL CLIENT

The Outlook client will not need to change as part of this migration and you will not notice any major difference in the way you have always used and interacted with email/calendars/settings. Please keep in mind that to receive all the benefits of Office 365, we will be upgrading systems to Microsoft Office (Outlook) O365 in the near future.

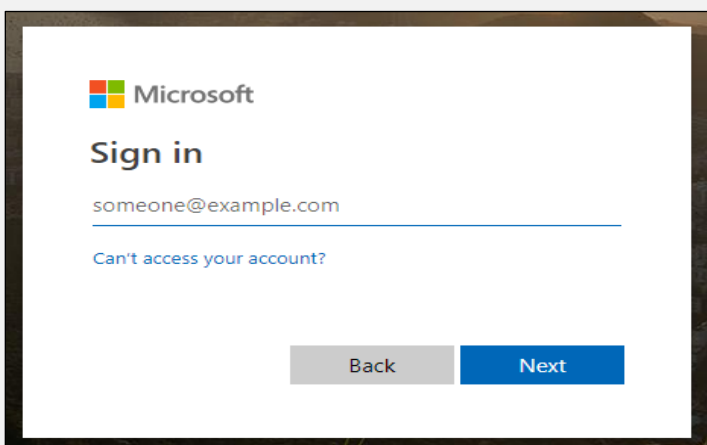
OUTLOOK WEB APP (OWA)

The most notable change will be the Outlook Web client. Office 365 brings a new web interface to Outlook. The new OWA address will change to <https://outlook.office365.com>.

OWA 2013 (<https://mail.chkd.org>)



Office 365 (<https://outlook.office365.com>)





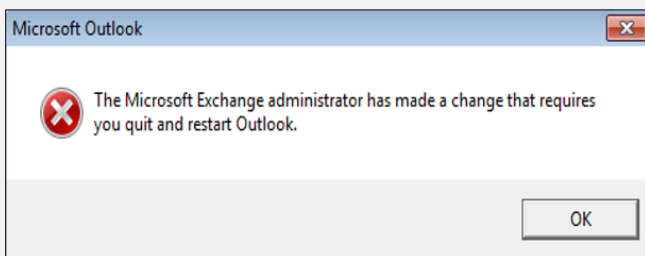
For users that have been migrated, you can still use the old URL address at <https://mail.chk.org> but you will receive a re-direct message asking you to use the new address.

Use the following link to open this mailbox with the best performance:
<http://outlook.com/owa/chkdorg.mail.onmicrosoft.com>

[More details...](#)

WHAT HAPPENS WHEN I GET MIGRATED?

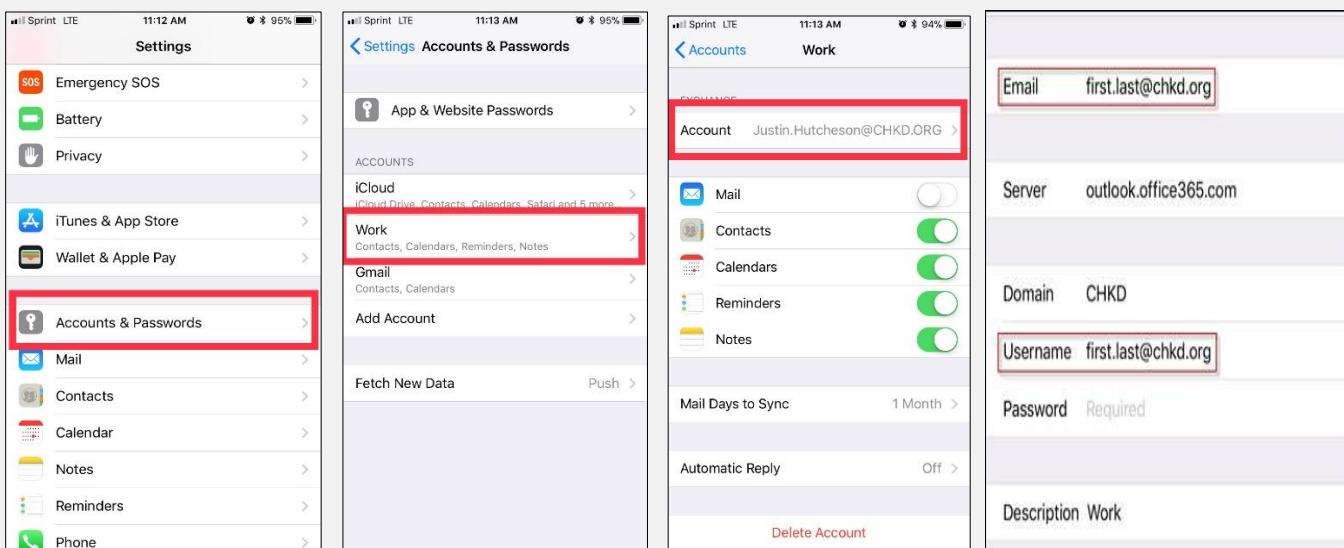
For the most part, you shouldn't notice. As the migration happens behind the scenes, you won't even see it happening. After the migration is complete, you should see the following pop up if you are currently running Outlook.



Simply close and reopen Microsoft Outlook and the mailbox migration should be complete. If you are currently using Outlook Web, you may be logged off and will need to log back in.

FOR IPHONE USERS

If you use an Apple iPhone, your settings should change to the updated address (outlook.office365.com). **Your e-mail address and username should match!** You can validate these settings by opening the Settings App, and going to Accounts and Passwords. Locate your work account, select it, and verify the new settings have taken effect.





KNOWN ISSUES

1. You may be asked to login to Outlook upon first sign in. **Please sign in with your E-MAIL ADDRESS and domain password.** Usernames are no longer used in Office 365.
2. If you are unable to access a shared calendar, please contact us. We may need to take additional steps to ensure the calendar is accessible. In some cases, due to the transition, the calendar may not retain all the functionality until it is migrated to O365.

FOR ISSUES/SUPPORT

Please contact our Service Desk at (757)668-7075 or log a self-service incident at IS customer portal.

<https://heatapp1.chkd.net/HEAT/>