

# Personal and shared mailbox migration to Office 365 cloud

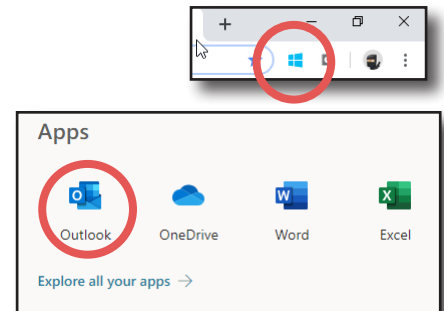
## Introduction

Staff personal and shared mailboxes are being moved from on-premises storage to Office 365 cloud storage. There may be some minor disruption during this process but all mail will be maintained.

## Personal mailboxes

Transfer of personal mailbox should be transparent just requiring Outlook to be fully closed and restarted when prompted.

The webmail address for Office 365 inboxes is different to the legacy address. You can get to it via the general Office 365 page accessed on staff computers via the blue windows flag at the top right of Chrome windows. Alternatively go to [portal.office.com](https://portal.office.com) and log in with your full email address and usual YSJ password.



## Shared mailboxes

After the transfer, shared mailboxes will be automatically allocated and shown in Outlook to staff with access. Shared boxed will also be automatically shown in Office 365 web mail.

## Problem: Duplicate mailboxes

Any shared mailboxes may appear twice in the list on the left of outlook, once as the new automatic copy and once as the original. The original, manually added version of the mailbox may cause requests for **login details** for the shared mailbox. Ignore these and remove the additional copy of the mailbox as shown below on page 3.



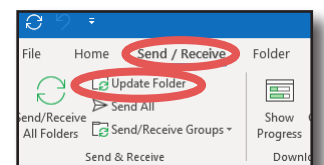
## Problem: Shared Mailbox not appearing

If you are expecting a shared mailbox and it does not appear, try **restarting your computer**. If it still doesn't appear, contact [ILE@yorks.ac.uk](mailto:ILE@yorks.ac.uk)

## Problem: Folder not show all expected contents

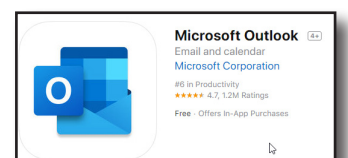
The update may take a while to synchronise all of the mail.

It is possible to manually refresh an Inbox by clicking in the relevant Inbox, then on the **Send & Receive** menu click **Update Folder**



## Problem: Mobile Devices need updating

The best app to use is the official Microsoft Outlook app. You may need to delete and re-add your main staff account after the email migration.

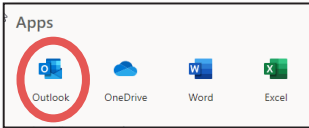
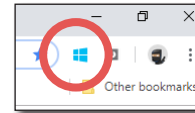


## Problem: Can't change shared mailbox Out of Office

Automatic replies or Out of office (OOO) messages for shared mailboxes do not show in Outlook desktop client (personal OOO messages do)

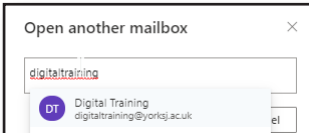
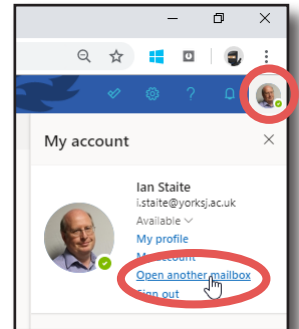
They need to be altered via web outlook.

Log in to Office 365 using the blue flag on YSJ computers or via [portal.office.com](https://portal.office.com)



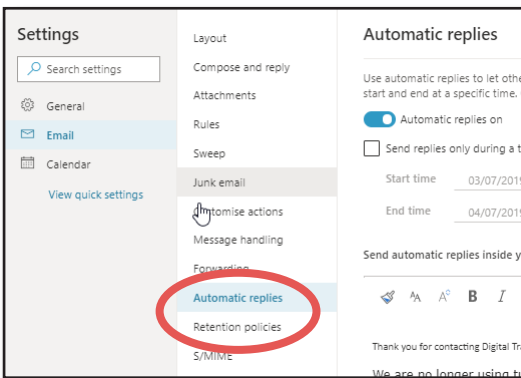
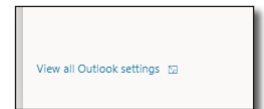
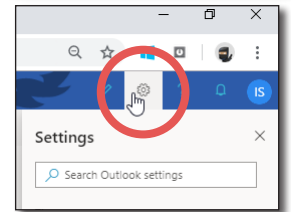
Go to web Outlook

Click on your account settings in the top right corner and then on **Open another mailbox**



Search for your shared mailbox and click **open**

Click on the settings cog at the top right and then on **View all Outlook settings** at the bottom of the panel



Settings for Automatic Replies are here

## Deleting items from shared mailboxes

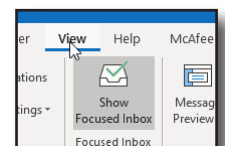
Items deleted from shared mailboxes will now show in the deleted items of the person who deleted them.

## Sent Emails

Emails sent from shared email addresses will appear in the sent items box for both the shared email address and the sent items for your personal email address.

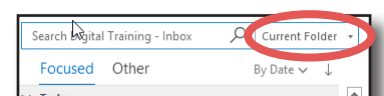
## Focussed Inbox

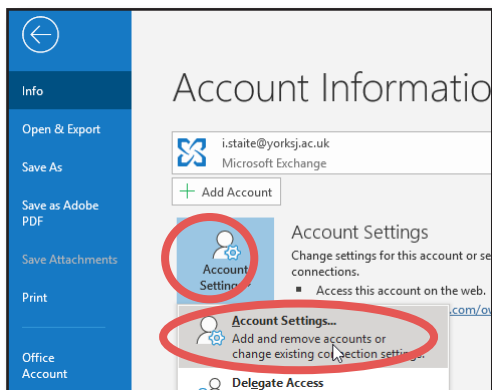
The focussed Inbox feature has been turned off centrally but can be turned on using the **View** menu and **Show Focused Inbox**



## Searching Shared mailboxes

Shared mailboxes are not included in searches for All Mailboxes. To search a shared Inbox, click into that box and select **current folder** as the location to search.



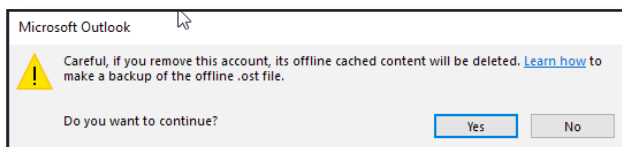
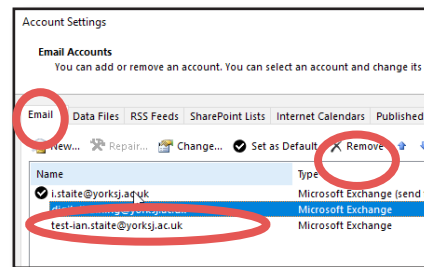


## Removing manually added mailboxes

**Do not** remove your personal staff email e.g. i.staite@yorks.j.ac.uk - if you do you will have to re-add it but no mail will be lost.

Click on **File** and **Account Settings** and **Account Settings...**

On the **Email** tab select each shared mailbox that is shown and click **Remove**.



You will be warned about removal but no data loss will happen as all of your email will remain on the server so click **Yes** to continue

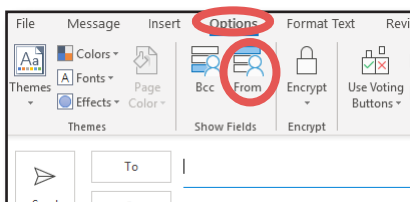
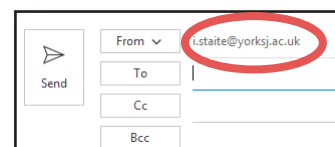
Repeat this for any other shared mailboxes.

It is best to **fully close** and **restart** Outlook before continuing

## Sending emails from shared mailboxes

Replying to emails will set the **From address** to the shared email address

For New emails, the **From** address will be set to your personal email account even if you were last clicked in the shared mailbox.

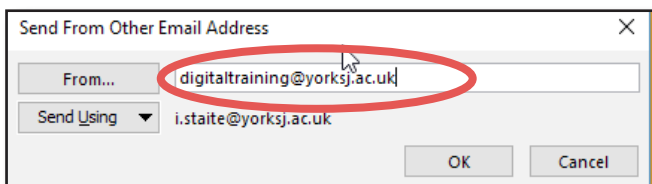
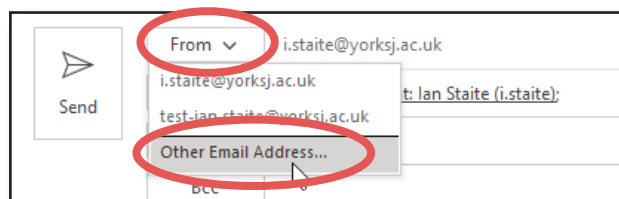


If the **From** field is not shown then open a **New email**, click on **Options** and **From**. This will be remembered for subsequent emails.

You will need to change the From address to the shared email account.

The first time you do this, you will have to manually add the shared email address to the list.

Click on the **From dropdown** and select **Other Email Address**



Type the **full email address** of the shared box

The additional email address will have to be **selected** from the list for **each new email**.

