Your mailbox is moving to the cloud. Here is what to expect.

Table of Contents

Information for Outlook Web App users: .................................................................................................................. 2
Information for Office 2007 and 2010 Professional users: .......................................................................................... 2
Information for other mail programs (e.g., Apple Mail, Mac Outlook 2011): .......................................................... 2
Set up Exchange email on an Apple iPhone, iPad, or iPod Touch ................................................................................. 3
Set up Office 365 on an Android .................................................................................................................................. 3
Mail Forward ............................................................................................................................................................... 5
Setting up Reply “From” in Gmail .................................................................................................................................. 7
How to update Outlook 2007 or 2010 Professional for Windows XP or 7: ................................................................. 11
How to update Apple Mail for Mac OS 10.8: ................................................................................................................. 16
How to update Outlook 2011 for Mac OS X: ................................................................................................................. 19
Settings For IMAP client users: ..................................................................................................................................... 21

This guide provides instructions on how to recreate your outlook profile on your computer, mobile device or change your IMAP settings in your IMAP mail client. Please read through them to see if you are able to solve your connection issue.

If you encounter any problems using this guide or have additional questions, many answers can be found at the Grinnell Office 365 Launch Page

http://www.grinnell.edu/about/offices-services/it/office365

You can also contact the ITS Technology Services Desk at 641-269-4901. Thank You
Information for Outlook Web App users:
You will be able to use Outlook Web App while your email is moving. As your mailbox is finishing the move, you will be disconnected from your mailbox and your connection in Outlook Web App will be terminated. You may not be able to log into your mailbox once this happens for up to 5-10 minutes as the move is completed.

After the move, you will log into a new URL to access email. This URL will be:

http://office365.grinnell.edu

You may continue to use http://mail.grinnell.edu, however going to this URL will only provide you with a link to the above office365 URL.

Outlook Web App users will see an immediate change upon their mailbox move as you will be logging into the Exchange 2013 Web App for email.

Information for Office 2007 and 2010 Professional users:
You will be able to continue to use your email as normal while your mailbox is moved. We strongly encourage you to close down Outlook when leaving for the night/weekend if your mailbox is moving overnight.

We have seen the best results moving to the cloud when your Outlook program is closed and is only started once the mailbox has fully moved. Any issues we have encountered with early test users have been resolved by recreating your Outlook profile, which takes just a few minutes. Instructions to do this appear later in this guide.

Information for other mail programs (e.g., Apple Mail, Mac Outlook 2011):
The following configuration information can be used in other mail programs to reconfigure access to your mail. The best practice is to remove the email account and add it from scratch as an Exchange account. Technology Services Desk staff would be happy to walk you through this process in person or on the phone. The basic configuration information is as follows:

Server Name: outlook.office365.com
Username: username@grinnell.edu
Password: your current email password
Set up Exchange email on an Apple iPhone, iPad, or iPod Touch

For mobile connected devices, the best method is to remove your existing Account and then set up a new connection. Directions for both Android and iOS appear below:

Set up Office 365 on an iPhone

1. If this is the first email account on your iPhone, tap Mail. Otherwise, tap Settings > Mail, Contacts, Calendars > Add Account.
2. Tap Settings > Mail, Contacts, Calendars > Add Account.
3. Tap Microsoft Exchange.
4. You don’t need to type anything in the Domain box. Type the information requested in the Email, Username, and Password boxes. You need to type your full email address in the Email and Username boxes (for example, postmaster@grinnell.edu).
5. Tap Next on the upper-right corner of the screen. Your mail program will try to find the settings it needs to set up your account. Go to step 8 if your mail program finds your settings.
6. If your iPhone can’t find your settings, you’ll need to manually set your Exchange ActiveSync server name. Use outlook.office365.com for your server name.
7. In the Server box, enter your server name, and then tap Next.
8. Choose the type of information you want to synchronize between your account and your device, and then touch Save. By default, Mail, Contacts, and Calendar information are synchronized.
9. If you’re prompted to create a passcode, tap Continue and type a numeric passcode. If you don’t set up a passcode, you can’t view your email account on your iPhone. You can set up a passcode later your iPhone settings.

Set up Office 365 on an Android

1. From the Applications menu, select Email. This application may be named Mail on some versions of Android.
2. Type your full email address, for example postmaster@grinnell.edu, and your password, and then select Next.
3. Select Exchange account. This option may be named Exchange ActiveSync on some versions of Android.
4. Enter the following account information and select Next.
   - Domain\Username Type your full email address in this box. If Domain and Username are separate text boxes in your version of Android, leave the Domain box empty and type your full email address in the Username box.
   - Password Use the password that you use to access your account.
5. Exchange Server Use the address of your Exchange server. Use outlook.office365.com for your server name.
6. As soon as your phone verifies the server settings, the Account Options screen displays. The options available depend on the version of Android on your device. The options may include the following:
   - Email checking frequency The default value is Automatic (push). When you select this option, email messages will be sent to your phone as they arrive. We recommend only selecting this option if you have an unlimited data plan.
   - Amount to synchronize This is the amount of mail you want to keep on your mobile phone. You can choose from several length options, choose the length you wish to keep mail stored on your phone.
   - Notify me when email arrives If you select this option, your mobile phone will notify you when you receive a new email message.
• **Sync contacts from this account** If you select this option, your contacts will be synchronized between your phone and your account.

Select **Next** and then type a name for this account and the name you want displayed when you send e-mail to others. Select **Done** to complete the email setup and start using your account.
Mail Forward

1. In the top right corner of the Office 365 Outlook Web Portal, click on the gear
2. Then click Options.
3. Click “Forward your email” on the right side of the options page.
4. Enter the email address of the destination email account.
   NOTE: You may want to **deselect** the option to “Keep a copy of forwarded messages in Outlook WebApp.” If this option is left on, a copy of every message received will stay in Outlook Web App in addition to it being forwarded to the desired address. Over time, this could cause the Office 365 mailbox to reach quota.

5. Click “start forwarding.”

6. If you would like to stop forwarding your email, just click the “stop forwarding” button.
Setting up Reply “From” in Gmail

1. After forwarding your email, log onto your Gmail account
2. Click on the Gear in the upper right corner of the Gmail account.
3. Click on “Settings”

4. Click on “Accounts”

5. Click “Add another email address you own”

6. Fill in your name and email address.
7. Click “Next Step”

8. Select “Send through Grinnell.edu SMTP servers”
10. Fill in username: myname@grinnell.edu and password
11. Select Secured connection using TLS
12. Click “Add Account”
13. An email will be sent to your Grinnell account, (see example below)

14. The Confirmation Code can either be entered into the verification box
15. Or the link embedded in the email can be clicked.

16. You will get a confirmation message once you have successfully added the account.
17. Once the account has been verified, return to Gmail and click the “Gear” icon | “Settings” | “Accounts” | “Send mail as” options and click “make default” next to your Grinnell College account.

18. Select “Always reply from default address”
How to update Outlook 2007 or 2010 Professional for Windows XP or 7:
1. Close Outlook 2010 Professional if it is open
2. Click the Start Menu and then Control Panel
3. Open the Mail control panel. If you do not see this listed first click Category and change the view to Small Icons. You should then see the Mail control panel (see image)
4. Click the **Show Profiles** button

5. Click **Add**
6. For the profile name type **Office365** and click **OK**

7. You will then see a wizard that automatically will detect your email settings. When it finishes, click **Next**.
8. In the next screen click **Finish**
9. You should now see the profiles window. Click the drop down where it says *Always use this profile* and change it to **Office365**. Then click OK

10. Now open Outlook 2010. It will take a few minutes to download all your mail. Please be patient while that process finishes.
How to update Apple Mail for Mac OS 10.8:
These instructions are for Apple Mac OS 10.8 (Mountain Lion). The best practice for configuring your Grinnell Office 365 account is to remove the old account and create a new account.

1. Open Apple Mail
2. Click the Mail menu and then Preferences
3. Select your Grinnell email account and click the minus sign to remove the account.
4. Click OK when asked if you are sure.
5. Close the Preferences window
6. Click the Mail menu and then Quit
7. Open Apple Mail again
8. This time Apple Mail opens you will see a wizard to add your email account
9. Type in your Full Name, Grinnell email address, and password

10. Click Continue
11. Click **Create**

12. It will take a few minutes for your email to download again. Please be patient while that process finishes. If you want to see the status click the **Window** menu, then **Activity**
How to update Outlook 2011 for Mac OS X:
These instructions are for Microsoft Outlook 2011 for Mac. The best practice for configuring your Grinnell Office 365 account is to remove the old account and create a new account.

1. Open Outlook 2011
2. Click the Outlook menu and then Preferences
3. Click the Accounts menu
4. Select your Grinnell email account and click the − sign to remove the account. Click OK when asked if you are sure. Be patient while your account is removed, this may take a few minutes.
5. Once the account has finished being removed click the + symbol and then choose **Exchange** to add the account again.

6. Type in your Grinnell email address, and password. **IMPORTANT NOTE:** Your username is your full email address.

![Enter your Exchange account information.

- **E-mail address:** username@grinnell.edu
- **Authentication:** User Name and Password
- **User name:** username@grinnell.edu
- **Password:** ********
- **Configure automatically**

[Cancel] [Add Account]

7. Click **Add Account**.

8. If you get the error seen in the image below first check **Always use my response for this server** and then click **Allow**.

![Outlook was redirected to the server autodiscover-s.outlook.com to get new settings for your account username@grinnell.edu. Do you want to allow this server to configure your settings?](image)

Click **Allow** only if you fully trust the source, or if your Exchange administrator instructs you to.

[Always use my response for this server]

[Deny] [Allow]

9. It will take a few minutes for your email to download again. Please be patient while that process finishes. If you want to see the status click the **Window** menu, then **Progress**
Settings For IMAP client users:
You can continue to use your IMAP client while your mailbox moves. As the move finishes, your program will stop connecting to the server as your mailbox is de-activated on our servers and then activated in the cloud. At this point, you will need to change settings in your IMAP program to point to the new server location. Those settings are:

- Incoming Mail Server Name: outlook.office365.com
- Outgoing Mail Server Name: smtp.office365.com
- Incoming Mail Port: 993 using SSL
- Outgoing Mail Port: 587 using STARTTLS
- Username: username@grinnell.edu
- Password: your current email password