



**OFFICE OF TECHNOLOGY
GOVERNMENT OF GUAM**

Outlook Mailbox Migration

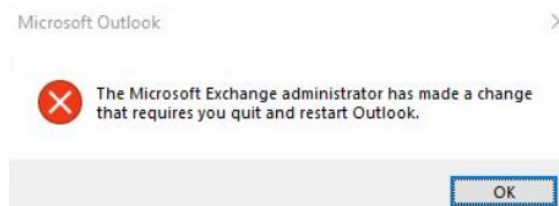
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1.0 Outlook Desktop Client

Once your mailbox has been migrated to Office 365 Exchange online, your mailbox will automatically connect to Office 365. If you have Outlook open during this transition you will be prompted to restart your outlook client.

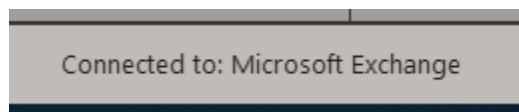
Please click OK then close and reopen your Outlook.



Once your outlook client is restarted, it will connect to your online mailbox and update with any new emails.

To verify client connectivity to Exchange online, please check the status on the bottom of the Outlook task bar.

Example:



Note: If you are having trouble connecting to your Exchange online mailbox or if the performance of the Outlook client becomes very sluggish, please contact your IT Help Desk.

2.0 Office 365 Webmail

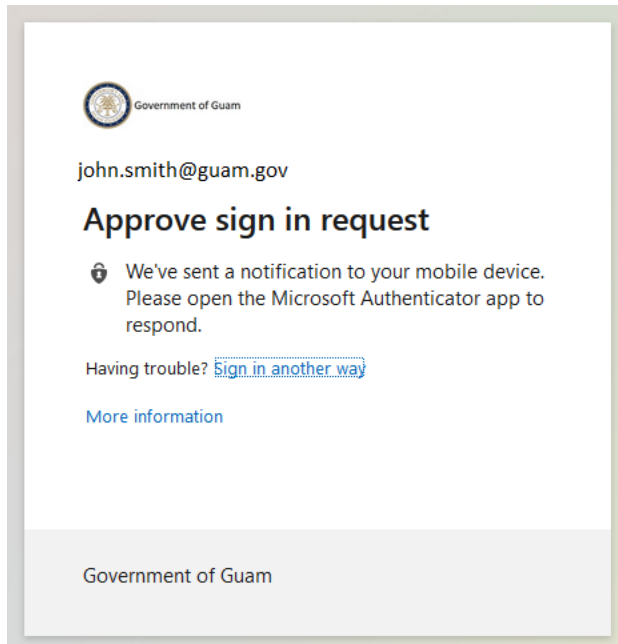
To access your email online, please use the new OWA portal address: <https://outlook.office365.com>

Sign in Page, please enter your credentials.



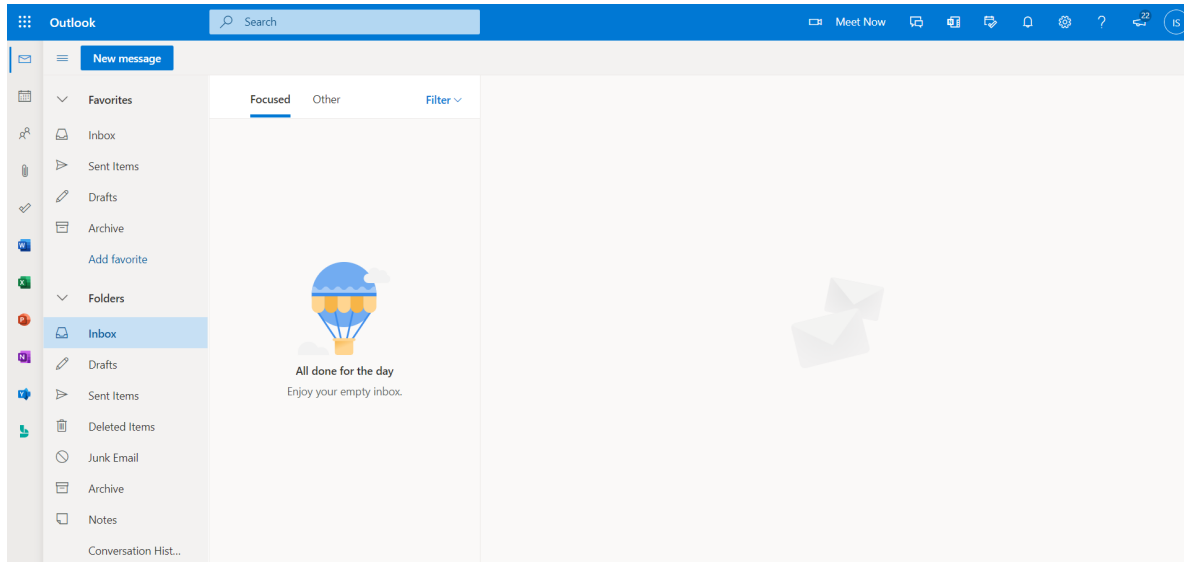
The screenshot shows the Microsoft Office 365 sign-in page. On the left, the Microsoft logo is at the top, followed by the text "Sign in". Below this, the email address "john.smith@guam.gov" is entered in a text field. There are links for "No account? Create one!", "Can't access your account?", and "Sign-in options". At the bottom of this section are "Back" and "Next" buttons. On the right, the Government of Guam logo is at the top, followed by the email address "john.smith@guam.gov". Below this is the text "Enter password" and a password field with masked characters. There is a "Forgot my password" link and a "Sign in" button. At the bottom of the page, the text "Government of Guam" is displayed.

The MFA will prompt to authenticate.



The screenshot shows the Microsoft Office 365 MFA page. At the top, the Government of Guam logo is on the left, followed by the email address "john.smith@guam.gov". Below this is the text "Approve sign in request". There is a lock icon and the text "We've sent a notification to your mobile device. Please open the Microsoft Authenticator app to respond." Below this is a link "Having trouble? Sign in another way" and a link "More information". At the bottom of the page, the text "Government of Guam" is displayed.

New Office 365 Webmail interface.



3.0 Exchange Hybrid Coexistence

Exchange hybrid coexisting is the period of time that mailboxes will exist in both Office 365 and the on-premises mail servers. During this time there will be some functions between mailboxes that may not work when two mailboxes are not in the same location. Below are some of the common things to look out for.

- Send As Permission

Send As is a permission that allows you to send mail as another mailbox. For example, if I have Send As permission to the info@guam.gov mailbox I would be able to send an email as info@guam.gov. If you have this permission on a mailbox that has not been migrated yet, or a mailbox that migrated but your mailbox did not, it's possible this permission will not work while the mailboxes are separated. Please check these permissions after you are migrated to ensure this still works for you. If you are unable to send as that mailbox please contact your IT helpdesk.

- Organization Free/ Busy calendar sharing

The ability to view another user's calendar availability is called Free/Busy calendar sharing. Free/Busy sharing will still work during coexistence, but there are some scenarios where you may have more permissions than simple availability. For example, you may have been granted permission to see additional details of another person's calendar. These permissions are supported when mailboxes are separated between Office 365 and on-premises mail servers. If, after migration, you lost the ability to see these additional calendar permissions or see any issues with calendar permissions after migration, please contact your IT help desk.

- Distribution group ownership (ability to add/remove members of a distribution group)

You may current have the ability, using your Outlook client, to add and remove email addresses to/from email distribution groups. Once migrated to Office 365, you will temporarily lose the ability to add and remove users from these groups. If users need to be added or removed from email distribution groups and you have lost this ability after migration, please contact IT help desk to make modifications to the group.

- Auto-mapping mailboxes in Outlook

You may currently have mailboxes "auto-mapped" to your Outlook desktop client. This means when you were granted access to another mailbox, shared mailbox for example, it automatically shows up on your Outlook desktop client as an additional mailbox folder. This should continue to work after your mailbox is migrated, but in some scenarios this auto-mapping is not supported. If you find you've lost a mailbox folder you had access to after you were migrated, please contact IT help desk.