Hello!

Your mailbox is scheduled to migrate to Office 365 Exchange Online over the weekend Saturday, June 24th and Sunday June 25th. This process will migrate your mailbox from on-premise DET-hosted Exchange email servers to Microsoft-hosted "cloud" Exchange email servers. To prepare you for this migration, DET has provided this short email to inform you on what to expect and what you can do to be ready. You will receive a "reminder" email before the process starts.

## On Friday evening, June 23rd:

- Before you leave for the day, save all Office documents you are working on and close all Office applications (Outlook, Word, Excel, PowerPoint, Skype for Business, etc.)
- Restart your desktop/laptop and leave the device at the Windows logon screen, or shutdown your desktop/laptop.

## Over the weekend (starting on Friday night, June 23rd):

- The final step of the Exchange Online mailbox migration process of your mailbox will begin after 6:00pm Friday night, June 23rd.
- When the final Exchange Online migration step is finished, your Exchange Online migration process is complete.  This process should be done by Monday morning, June 26th.

## Monday morning, June 26th:

- When you log in to your desktop or laptop on Monday morning, you will find an email indicating you have been successfully migrated to Exchange Online.
- When you open Outlook for the first time after the Exchange Online mailbox migration, you may be prompted to close and restart Outlook.



- If you are prompted with this message, click "OK" to restart Outlook.

Outlook Web App (OWA) changes:

- Throughout the migration process, users will continue to have access to Outlook Web Access (OWA).  Prior to your mailbox migration being completed, you can access your email at https://mail.wisconsin.gov
- After your mailbox migration has completed, you can access your email at https://portal.office.com/
- If you go to https://mail.wisconsin.gov and sign in after your mailbox migration has completed, you will be provided a link to the new web address.
- Additional OWA info is available on the DOA Help Desk – Office 365 Information Center:
- https://det.wi.gov/helpdesk/Documents/DOA-Office365-Products.docx

Android/Apple cell phone and tablet users:

- Users that have a State-managed Android or Apple device will have a new email configuration applied to your device after the Exchange Online mailbox migration is complete, and will require some additional configuration steps.  Additional communications and directions will be sent to users that have a State-managed Android or Apple device.

Email archive (.pst) files:

- For users that have email archive (.pst) files attached in your Outlook profile, the .pst archive files will continue to function the same as they are currently, no changes are needed to access the archives.
- With a 100GB mailbox, users do have the ability to move archive email data into their 100GB mailbox
- Before moving archive email data into your mailbox, please take time to consider how you manage your mailbox folders, data, and archive files, and plan for how you would like to manage your mailbox folders and data in the future
- Additional documentation and guidance for moving email archive (.pst) files will be available at the DOA Help Desk – Office 365 Information Center:
- https://det.wi.gov/helpdesk/Pages/Office365.aspx

More Information:

- Reminder email – A reminder communication will be sent Friday June 23rd, to ensure that you have the information you need to be ready for the change.
- Additional information about Office 365, training documents, and videos are available at the DOA Help Desk – Office 365 Information Center:
- https://det.wi.gov/helpdesk/Pages/Office365.aspx

Support/Feedback:

- For any issues you encounter following the Exchange Online migration, contact the DOA Help Desk (608-267-6930, or by email at doahelpdesk@wisconsin.gov).

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