# Office 365

## What you need to know about migrating to Office 365

### During the move

#### What to expect

**Step 1: Mailbox Move**
- Email notification in morning
- Mailbox will be prepped during the day
- No outage during this phase

**Step 2: Cut-over**
- Cut-over will happen during non-business hours (between 5:00pm and 8:00am)
- It will take place within 48 hours of the email notification (the same night or the following night)
- You will experience an **email outage** during the cut-over
- The outage may be brief or it may last for several hours

### After the move

#### How to access email

**Online Webmail Access (OWA)**
You can access online mail in the following ways:
- Go directly to the mail web application using this address: webmail.wm.edu
- Go to office.wm.edu, sign. Click the **Mail** tile.

**Desktop Clients**
- Generally little or no issues connecting back to Outlook clients
- Outlook may ask you to login with your WMuserid & password

**Phones & Mobile Devices**
- Some phones connect without issue, others require troubleshooting

*Refer to Troubleshooting steps (below), if needed*

### Troubleshooting Steps

#### What to try if you are having trouble connecting to the new server

One of these steps will likely resolve the issue you have encountered:
- If your email account username is currently “campus\wmuserid”, switch the username to your W&M email address (wmuserid@wm.edu)
- Close and re-open the mail applications/client multiple times
- Delete the stored passwords on your computer/device
- Delete the email account and re-add an Exchange account, using outlook.office365.com as the server configuration. Connect to Wi-Fi to avoid cellular data charges. *(Mobile Device Only)*

### Support

#### Need assistance?

Contact the Technology Support Center
Jones Hall, Room 201 (M-F, 8am-5pm)
757-221-4357 (HELP)
support@wm.edu
it.wm.edu