

Email Migration to Office 365

Summary

Your email account will be migrated to Office 365 soon, this document outlines any changes you need to be aware of as part of this migration. The migration of your mailbox will happen automatically however there are a few changes to be aware of outlined below.

Outlook 2016

You will continue to use Outlook 2016 to access your email when logged onto CYC desktops however because your mailbox is now stored in the Office 365 “Cloud” we keep an onsite copy of some (3 months) of this data to keep Outlook responding quickly.

When you open your inbox or other email folders you will only see the onsite data (past 3 months), to see all emails you can click the button shown below which appears at the bottom of the email list in each of your folder views:

There are more items in this folder on the server

[Click here to view more on Microsoft Exchange](#)

Outlook Web App

If you currently use Outlook Web App at <https://mail.york.gov.uk/owa> and use an Entrust card you will need to register for Microsoft’s Multi Factor Authentication (MFA).

To do this there is a shortcut called “Office 365 MFA Setup” on your desktop which provides access to register for MFA. This is only accessible on internal desktops or via the <https://myapps.york.gov.uk> portal.

Once you open this shortcut go to “Security Info”

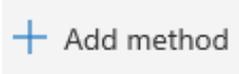
 Overview

 Security info

 Organisations

 Devices

 Privacy

Click "Add Method" 

Choose from "Authenticator App" "Phone" or "Alternative Phone":

Add a method

Which method would you like to add?

Authenticator app 

- Authenticator app
- Phone
- Alternative phone

Follow the onscreen instructions to setup either a Phone or the Authenticator app to provide you a code.

Once registered you can access Outlook Web App from <https://outlook.office365.com>

Enter your password and your MFA details (depending on what you chose this may be a code sent via SMS/email or generated through the Microsoft Authenticator App)

Important – The password screen is CYC branded *(see below), if you don't see this branding DO NOT enter your password and instead contact the IT Service Desk.

