



# Email Office 365 Migration



## **Why is my email signature missing in webmail?**

Email signatures will not copy over in the conversion. Users can find their existing email signature on an email in their sent folder and re-set this up in Office 365.

## **Are delegated/shared mailboxes supported?**

Yes. Delegated/Shared mailboxes (example: csci, econ club, nsls, and other shared departmental mailboxes...) will be available after the completion of the migration and must be approved by a manager and/or supervisor for responsible usage by the owner.

## **Will I be able to access AUM Office 365 email from my phone or computer?**

Yes. AUM Office 365 is accessible using any device, at any time, from anywhere with an Internet connection. This includes smartphones and other mobile devices. Any personal device will require initial reconfiguration. Included on this page is a step-by-step instruction.

## **Will my email address stay the same?**

Yes, your email will remain the same.

## **Will my password stay the same?**

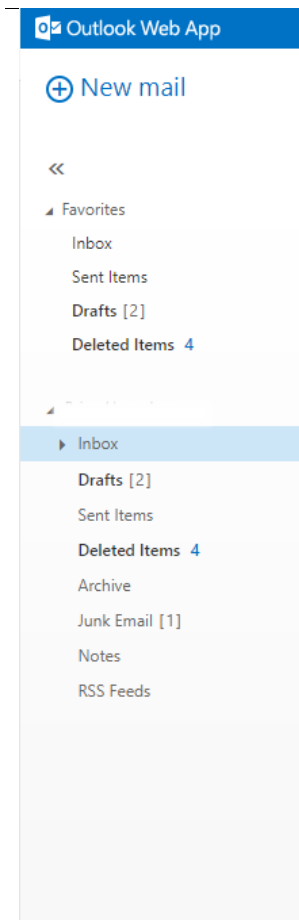
Yes, your password will remain the same

## **Will there be any downtime where I can't access email?**

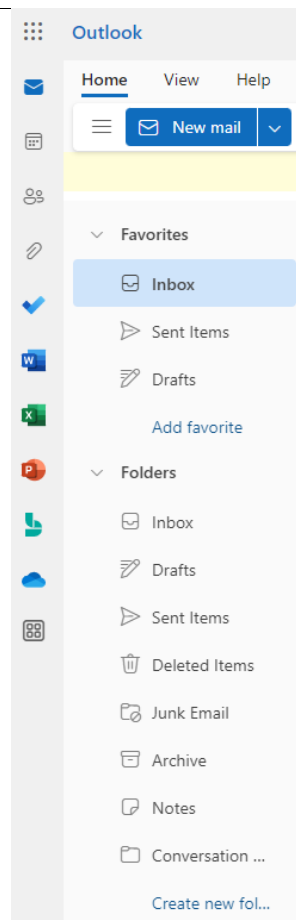
The migration should be seamless. One day your mail will be on exchange; the next, it will be in Office 365. ITS will communicate over the next several weeks as to when you can expect your migration to be complete.



## Old Warhawk Email



## New Warhawk Email



## What's a perk of this migration?

Increased email storage

Simplify service offerings at AUM

Improve university-wide collaboration

Deliver a consistent user experience across campus

## I'm an employee, but I am also a student. What happens to my email?

Nothing. Your email address will remain the same.



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## What data will not be migrated?

- Deleted/Trash items
- Junk folder items
- Recoverable items
- SharePoint data:
- Any data stored locally (.pst file) on an individual users' computer

## What data will be migrated?

- Email
- Draft Emails
- User Created Folders
- Sent items
- Personal Contact Groups
- Calendar data

## Will Office 365 work for those of us at off-campus locations?

Yes. Office 365 is available to AUM users anywhere in the world

## What will change with AUM OWA?

AUM Outlook, will be available through the University's Portal at [my.aum.edu](http://my.aum.edu)

[Exchange.aum.edu](http://Exchange.aum.edu) (Outlook Web Access) will not work once your account is migrated into the cloud

## My account has been migrated and can't access my email on my mobile device.

### **Contact**

AUM ITS Help Desk  
Email  
Track-it

334-244-3500  
[helpdesk@aum.edu](mailto:helpdesk@aum.edu)  
<https://trackit.aum.edu>



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## Does this affect any other software?

Migrating your email into the university governed storage in the cloud will integrate your email and calendar with our other Microsoft 365 applications and provide a more integrated digital experience. You'll benefit from enhanced functionality and a standardized experience.