

Faculty/Staff Microsoft Exchange to Microsoft Office365 Mailbox Migration

Outlook for PC and Outlook for Mac will automatically reconfigure themselves to connect to Office365.

The experience for other email clients and mobile devices may vary depending on application versions and when the account was added. You should make sure the username in your settings is configured in the format username@bloomu.edu (rather than other formats such as BUAD\username). **You may have to remove your BU email account and re-add your BU email account to continue accessing your email account.** Step-by-step instructions on how to remove and re-add an account are listed below.

In order to log on to your migrated email account, you must use an email client that supports Office365 Modern Authentication. This means you will log on through a BU SSO page to access your email account and also makes all access of your email account protected by two-factor authentication. Don't worry, it will remember your session for a long period of time to prevent persistent logon prompts or two-factor requests. You will be re-prompted to log on again if and when you change your password.

If you have access to additional email accounts or Exchange public folders that have not yet been moved to Office365, you may need to authenticate against the on-premises server (which happens automatically on campus computers, but would prompt with an Outlook password window on non-campus computers, like it did in the past) as well as Office365. In the future, you will only have the single Office365 logon prompt to gain access to everything within your email account.

Once your mailbox is moved, here is what to expect based on your access method:

Outlook for PC/Mac/Webmail:

Outlook for PC software - You will be prompted to restart Outlook. It will redirect you to a BU SSO page where you should sign in with your username and password.

Outlook for Mac software - You may or may not be prompted to restart Outlook. It will redirect you to a BU SSO page where you should sign in with your username and password. Even if it doesn't prompt you to restart Outlook, you may not receive new email until you do.

Webmail (Outlook on the web) – If you were already logged in to webmail you may need to [log out](#) or start a new browser session. Go to <https://webmail.bloomu.edu/> and click the "BU Office365 Email" link and you will be prompted to log in to a BU SSO page. In the future you will not need to click that extra link and will instead be presented with the BU SSO page immediately. Eventually when your license applies to your account, you will have an "Outlook" App in your Office365 app drawer accessible in the upper left corner of other Office365 web apps like OneDrive, SharePoint, Teams, Office Online, and the portal at <https://office365.bloomu.edu/>

For other email clients, the experience may vary based on the version of the operating system and application. Below is what we've experienced during testing and actions you may need to take:

MacOS:

MacOS Mail software - You will stop receiving new email and need to remove and re-add your account:

Go to System Preferences / Internet Accounts

Select existing Exchange Account and click "-" to remove account.

Click "+" to add account.

Choose "Microsoft Exchange".

Type your Email Address and click "Sign In".

Click "Sign In".

It will redirect you to a BU SSO page where you should sign in with your username and password.

Click "Accept" to tell Microsoft that your Mac Mail software is a trusted app.

Android mobile device:

Samsung Android "Email" native mobile app – It will ask you to sign back in to your account. When you tap the password field, it will redirect you to a BU SSO page where you should sign in with your username and password. Tap "Accept" to tell Microsoft that your Samsung Email App is a trusted app. If you were not prompted with the BU SSO page, then you should remove and re-add your account, being sure to use account type "Office 365" when adding the account.

Google "Gmail" mobile app - You will need to remove and re-add your account:

Tap your account icon in the upper right.

Tap "Manage accounts on this device".

Tap your account / Tap Remove Account / Tap Remove Account

Tap Add account / Exchange / Enter your Email address / Tap Next.

It will redirect you to a BU SSO page where you should sign in with your username and password.

Tap "Accept" to tell Microsoft that your Gmail App is a trusted app. Tap "Done".

Outlook for Android mobile app - You will need to remove and re-add your account:

Tap the circle with your initials in the upper left corner.

Tap gear icon on bottom left.

Under Mail Accounts, tap the BU account

Tap Delete Account, Tap Delete from this device, Tap Delete.

Then tap Add Mail Account, Add an email account, Enter your email address, Tap Log in

It will redirect you to a BU SSO page where you should sign in with your username and password.

Apple iOS mobile device:

Apple iOS "Mail" native mobile app - You will need to remove and re-add your account:

Go to Settings / Mail / Accounts.

Tap the BU account.

Tap Delete Account.

Tap Add Account / Tap Microsoft Exchange / Enter your Email address / Tap Next / Tap Sign In

It will redirect you to a BU SSO page where you should sign in with your username and password.

Tap "Accept" to tell Microsoft that your iOS Mail App is a trusted app. Tap Save.

Outlook for Apple iOS mobile app - You will need to remove and re-add your account:

Tap the circle with your initials in the upper left corner.

Tap gear icon on bottom left.

Under Mail Accounts, tap the BU account

Tap Delete Account, Tap Delete from this device, Tap Delete.

Then tap Add Mail Account, Add an email account, Enter your email address, Tap Log in

It will redirect you to a BU SSO page where you should sign in with your username and password.

Advanced information:

For any other email clients that require or were using manual setup, here is the new information:

Exchange ActiveSync (EAS) and Exchange Web Services (EWS)

Old server name: webmail.bloomu.edu

New server name: outlook.office365.com

Old possible usernames: BUAD\username, username, username@bloomu.edu

New username: username@bloomu.edu

Autodiscover redirection warnings (click Allow because you trust the source)

Old autodiscover warning domain name: webmail.bloomu.edu

New autodiscover warning domain name: autodiscover-s.outlook.com

Old and future autodiscover account name: username@bloomu.edu

New temporary autodiscover account name: username@huskiesbloomu.mail.onmicrosoft.com

Additional Help:

Please enter a technology helpdesk ticket at <https://helpdesk.bloomu.edu/> or call the technology helpdesk Monday-Friday 8AM-4PM at 570-389-4357.