

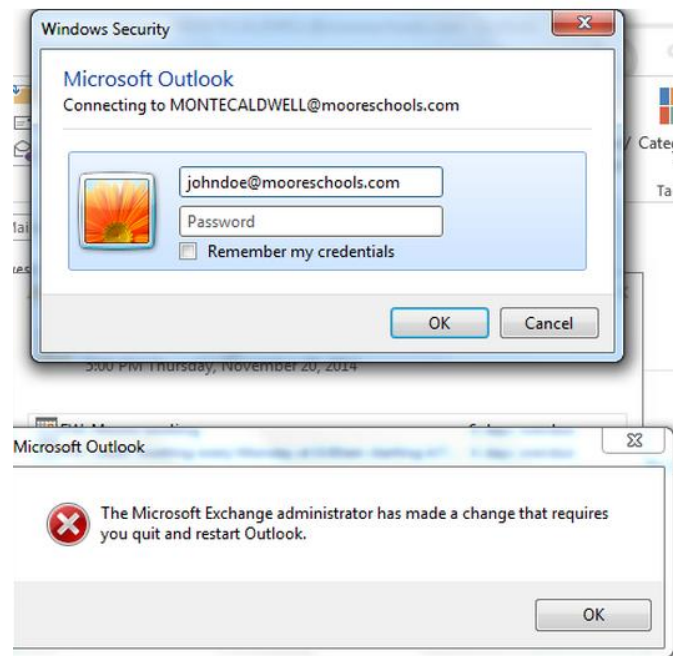
There will be some minor changes taking place with your desktop Outlook program after it is moved. Below is what you can expect.

Close your outlook. When you open outlook back up you should get the messages as shown below. DO NOT LOGIN AT THIS TIME. Click OK to close message and outlook.

Now reopen outlook and put in your email address and network/email password.

Logging into outlook will change. **Your user name will be your email address and use your normal network password.**

The screen will look something like the picture below. Be sure to check “Remember my credentials”.



We are still working on the address list for Outlook. After the migration to Office 365 you will no longer see the Locations list in the address book. We are working on that and will advise everyone when that is fixed. You can still use the global address list to find people in the district. The locations list is being replaced with a Hierarchical Address Book. I will send out a guide on how to use it when it is working.

Fixing Outlook Connectivity issues after migration.

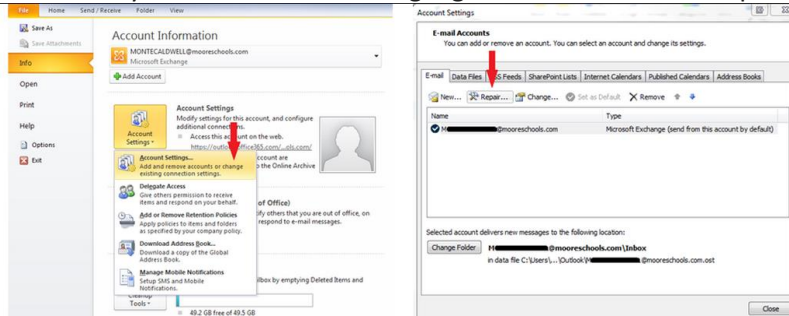
If you are having problems connecting to the mail server using outlook you can try the following steps to resolve the problem.

1. Log off computer and then log back on. This will in most cases fix problems when outlook keeps asking for password to the mail server.
2. If login off and back on doesn't fix the problem try restart the computer. This refreshes the connection to the network.
3. If you are still not getting your email in outlook or it is asking for password to the mail server then you will need to do a manual repair. Follow the instructions below to repair your email account in outlook.

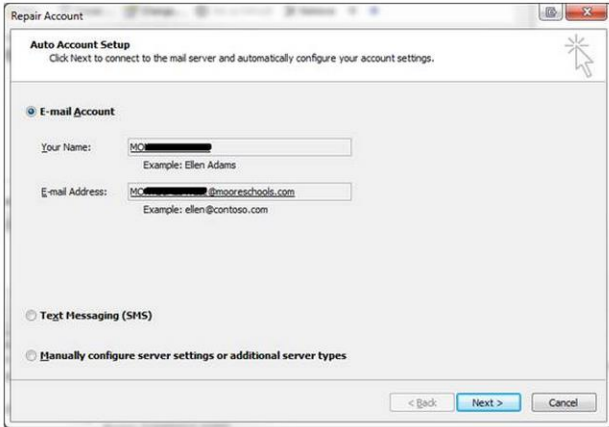
NOTE: This repair is for those using Outlook 2010 or 2013. If you have an older version of Outlook let your site tech know or put in a help ticket to get the newer version.

Open Outlook and if it asks for username and password and it will not take it click cancel. Go to File tab and click the Account Settings button. The Account Settings window will open.

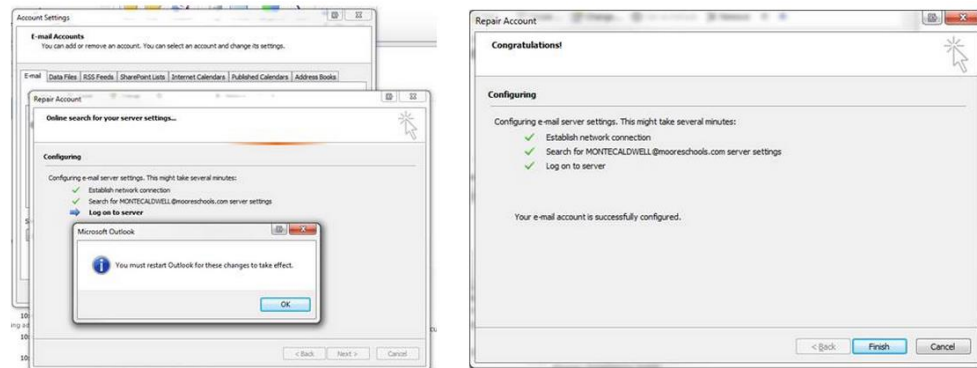
Make sure your email address is highlighted. Click Repair.



Click NEXT.



This re-Configures your email server settings. When it has completed the repair you will get a message that you must restart Outlook. Click OK and Finish.



Close and reopen Outlook. Your email should be working properly now.

If it still doesn't work then take a screen shot of the error or problem and submit a help desk ticket.

<http://mpshelpdesk/servicepro/>

Monte Caldwell
Systems Administrator
Technology Department
Moore Public Schools
Ext. 4011