

What to do before, during and after your inbox is migrated to Office 365

What to do the day before you're migrated

- **Make sure you know the email account details.** You'll need to know the email address and password as you may be logged out. If you have delegated access (not direct access) then this shouldn't be affected.
- **Save your email signature** in a document, text note etc as you may lose this.
- **Save your auto-reply / out of office** message as you may lose this.

During the migration your email account will remain available. We will let you know, prior to the migration, what day and time your account will be migrated.

What to do after you're migrated

- **A pop-up may ask you to restart Outlook. Please close Outlook completely, wait a moment and then re-open it.**
- You'll need to sign into the email account again if you had direct access. Outlook will probably prompt you to enter your password. If you are having trouble, please [follow this guide](#).
- If you have the email account added to your Outlook phone or tablet app, you'll need to re-enter the password as you'll probably be logged out. [Here's the settings you may need to enter](#).
- You may also need to re-add your signature and auto-reply / out of office message (if applicable).

Important information and troubleshooting

I've lost my email signature or auto-reply / out of office text

ITS do not store your email signatures or auto-reply / out of office text, therefore we cannot recover this if it is lost during the migration.

- [How to set an email signature in Outlook](#)
- [How to set an auto-reply / out of office message in Outlook](#)

If you do not know your own account password

- You can reset it yourself using Sussex Direct by clicking ['forgotten password'](#)
- You can give ITS a call and we can provide you with a new password over the phone
- Visit us at Shawcross with photo ID between Monday to Friday, 9am - 5pm

If you do not know a role-based (shared) email account password that you own

If you do not know the password set by either yourself or ITS, please call IT Services. We will be able to reset the password over the phone after asking some security questions.

If you do not know a role-based (shared) email account password that you have access to

Please ask the account owner for the password. If the owner is not contactable, you'll need to ask your second line manager (your manager's manager) to send a written request to IT Services to reset the account password.

What happens if I have delegated access to an account (not direct access)?

Delegated access to these accounts (inbox, calendars, tasks, contacts, notes) should not be affected and your access should remain the same. However, if you are experiencing difficulties please contact IT Services with a screenshot of the error message you are receiving, if possible.

If you're still experiencing issues accessing your email account, please [contact IT Services](#).