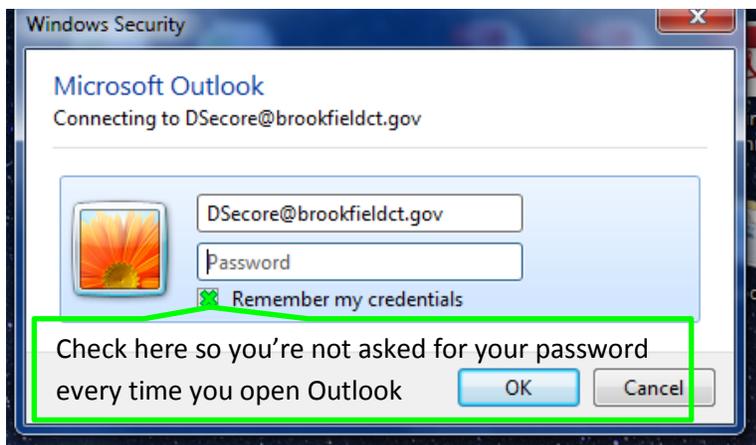


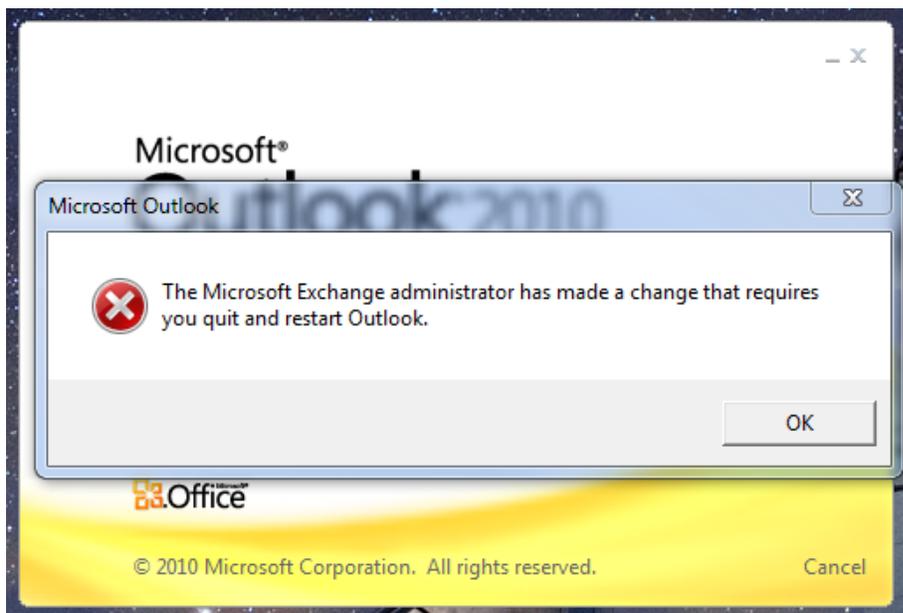
# Changes – migrating from Exchange server (internal) to Office 365 (external)

## Outlook

The first time you load Outlook after your mailbox is migrated, you will be prompted with a “Windows Security” dialog. Many of you have seen it before, when we’ve had server issues. Verify that your email address is shown on the “Connecting to” message at the top, then use your email address as the username and your normal password for logging into your computer.



As Outlook starts loading, you should see a notification that some settings have changed. Click OK, and Outlook will continue to load. Once you can see your inbox, close Outlook and re-open it for the final settings to take effect and you are ready to use your email as normal.



# Changes – migrating from Exchange server (internal) to Office 365 (external)

## Outlook Web Access (WebMail)

If you had previously been accessing your email through Outlook Web Access at <http://mail.brookfieldct.gov> (shown to the right), then you will encounter an error message like the one below if you try logging in there after your account has been migrated. The new address for web-based access to your email is <http://outlook.office365.com> where you will log in with your full email address and your normal password.



**i** The Outlook Web App address <https://mail.brookfieldct.gov/owa> is out of date.

To get the correct address, contact your helpdesk.



Sign in with your work or school account

Keep me signed in

[I don't have access to my account?](#)

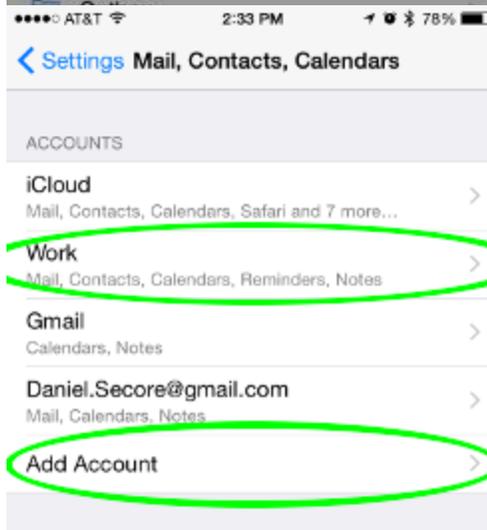
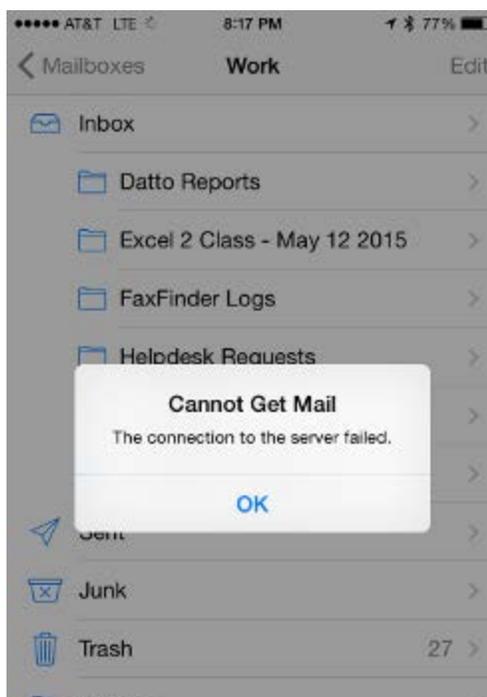
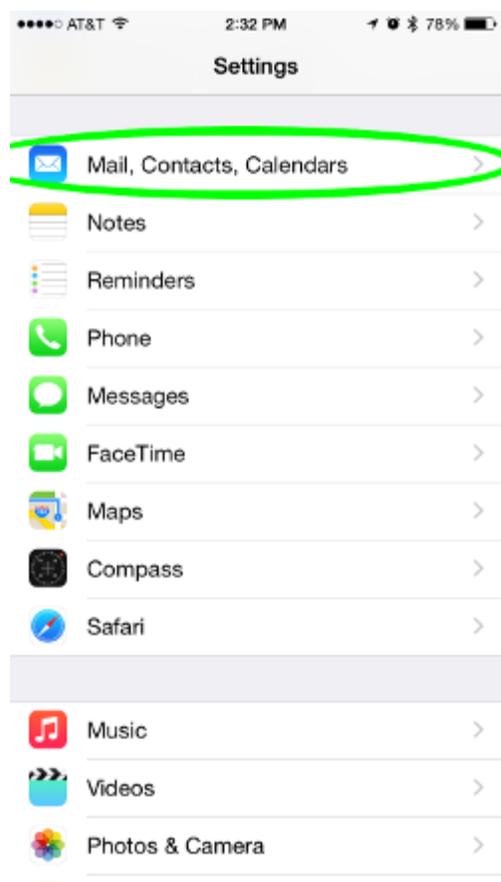


Your work or school account can be used anywhere you see this symbol. © 2015 Microsoft. [Legal](#) [Privacy](#) [Feedback](#)

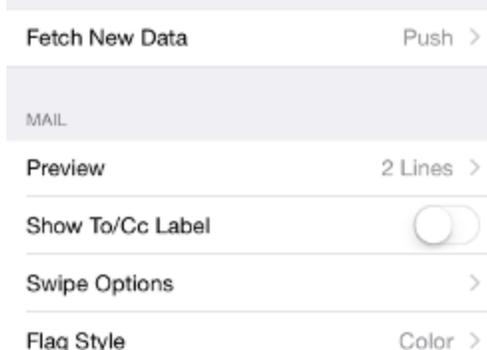
# Changes – migrating from Exchange server (internal) to Office 365 (external)

## iPhone / iPad

If you already had been receiving work e-mail to your phone, you may encounter an error message stating that your phone can't connect to the server. To repair the connection (or to set up your work email on your phone), open your Settings menu and select "Mail, Contacts, Calendars"



If you're setting up work e-mail on your phone for the first time, select "Add Account". Otherwise, choose your work e-mail account (may be named "Exchange" or your e-mail address. In my case, I had labeled it "Work" when I set it up on my phone).



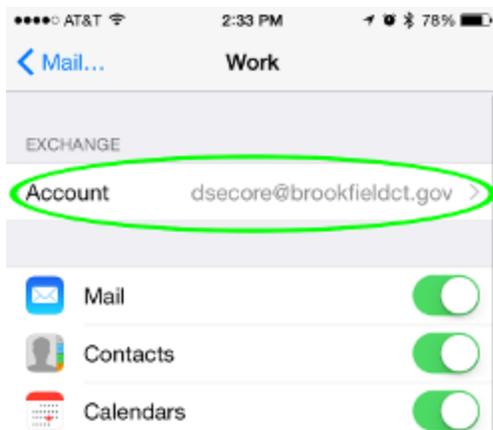
# Changes – migrating from Exchange server (internal) to Office 365 (external)

## New E-mail account

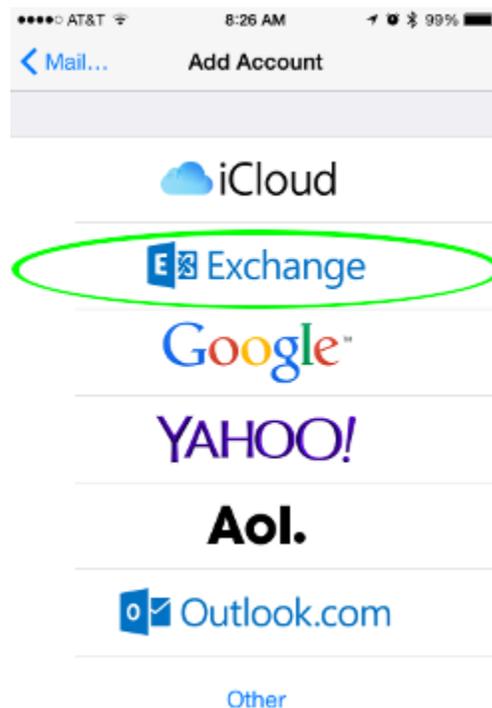
To connect to your work-email, choose “Exchange” as the account type.

## Existing E-mail account

From your existing e-mail’s settings screen, click on the “Account” line with your e-mail address.

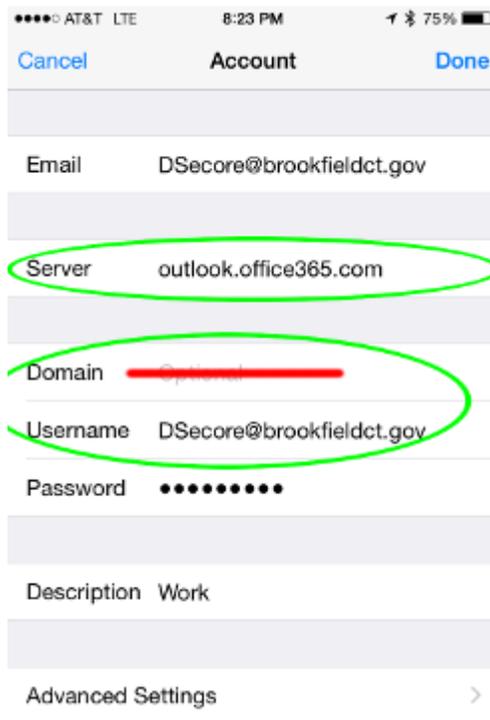


-OR-



The following screen may look slightly different at first, depending on whether you’re adding a new account or repairing an existing one. Adding a new account will initially only ask for Email, Password and Description, but \*may\* switch to the same view as repairing an existing email if it can’t connect and verify your account at first.

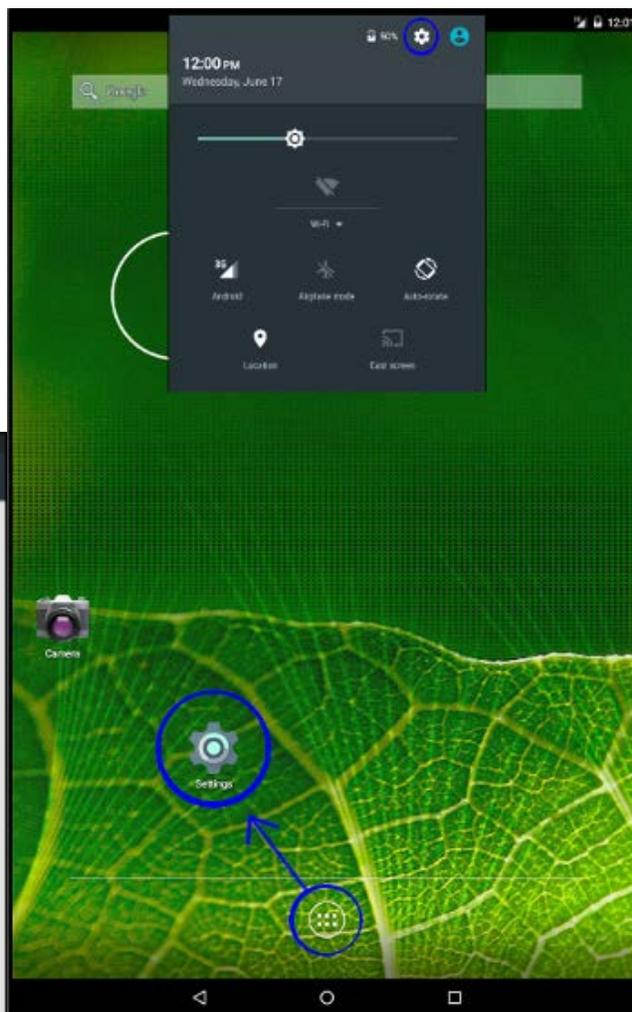
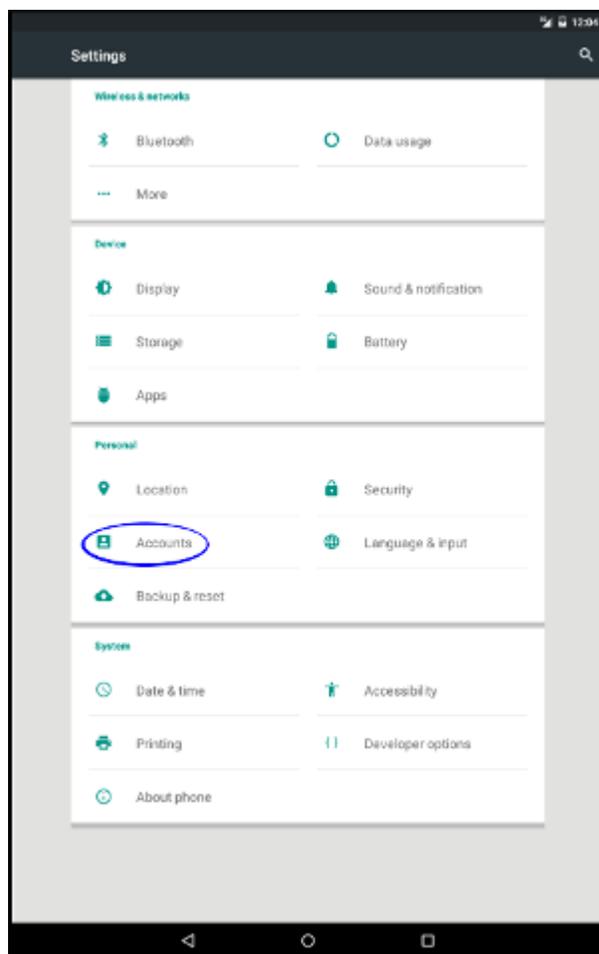
If you’re updating an existing e-mail account, the important parts to verify are the Server and Domain/Username. The server should be changed from “mail.brookfieldct.gov” to “outlook.office365.com”. The Domain field should be left blank, and your username is your email address. Click “Done”, and your phone will verify the connection to the server.



# Changes – migrating from Exchange server (internal) to Office 365 (external)

## Android Phone / Tablet

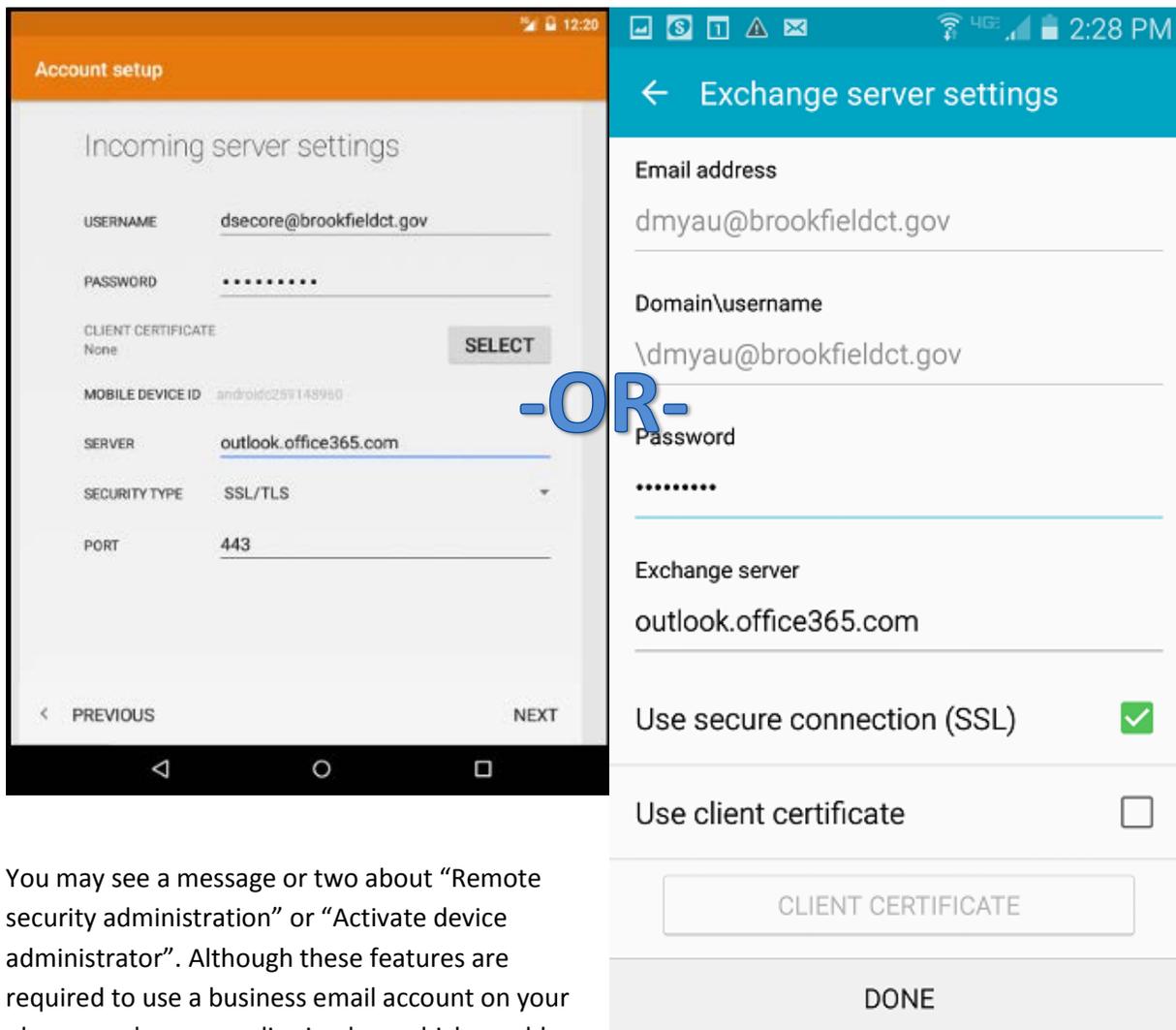
The appearance and location of settings may vary slightly from device to device (e.g. Samsung Galaxy vs. HTC One), but the basic process is the same between different Android devices, and similar to iPhone/iPad configuration. Locate the Accounts section of your Settings menu (Settings is usually accessed through either your application list or the swipe-down menu at the top right of your notification bar).



From the Accounts screen, select your existing email account to update, or choose “Add Account” and select the “Exchange” account type. For an existing account, you need the Server Settings page, typically under an Advanced Settings option on the account’s main page.

# Changes – migrating from Exchange server (internal) to Office 365 (external)

Again, the settings screen may vary between devices, but the settings to verify are the Server address, as well as your Username (and Domain, if the device includes this setting). The Domain should be left blank if it is a separate field, or if the field is marked “Domain\username”, just use your full email address. The Server should be “Outlook.Office365.com”.



You may see a message or two about “Remote security administration” or “Activate device administrator”. Although these features are required to use a business email account on your phone, we have no policy in place which would result in any of the mentioned security functions being used.