

Student email upgrade to Office 365

Your questions answered

When will my account be upgraded?

During the week beginning Sunday 1 December. We've been advised by Microsoft it may take up to 5 days for all accounts to be processed.



How will I know if my account has been upgraded?

The overall colour scheme changes from orange to blue, along with the relocation of various functions in Outlook Web App (OWA).



What happens if I'm logged in when my account is being upgraded?

You may experience temporarily slow performance, but you will see the new interface next time you log in.

Which browsers does the upgraded service support?

You will need to use the latest version of whichever browser you choose. Internet Explorer 8 (IE8) will not be supported after April. Support for Windows XP ends at the same time.

Can I link this account to my personal email account?

No, the single sign-on technology used is not compatible with private email accounts; linking the accounts may result in loss of access.

Will I need to change the settings on my mobile device?

No, your current settings will continue to work, although the setup procedure is now much simpler if using IMAP, as you no longer need to find the name of your mail server:

Receiving using IMAP4	Server name: outlook.office365.com	Port: 993	Encryption method: SSL
Sending using SMTP	Server name: smtp.office365.com	Port: 587	Encryption method: TLS


More information

Further details on the email changes will be posted on My Manchester and also via the IT Services Twitter and Facebook accounts.

IT Services

www.itservices.manchester.ac.uk

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