

Subject: Your Email will move to Microsoft Exchange Online on October 2nd

Hi All,

The [M365 Foundational Services Project](#) has begun at UBC, starting with migrating our email service to Microsoft Exchange Online. This will enhance security, reliability, and integration with other collaboration tools as we expand M365 use across the university.

Your email migration will occur at **2am PST October 2nd, 2024**.

Key Points:

- **Migration Date:** October 2nd, 2024 @ 2am PST.
- **Action Required:** Please shut down Outlook by the end of **October 1st, 2024**.

After your email has been migrated to Microsoft Exchange Online, webmail will be available to you 24/7 at a new webmail link, **outlook.office.com**.

If you use your phone to connect to FASmail, after the migration you'll need to **follow these instructions for Exchange Online:**

- **Android:** <https://m365.ubc.ca/email-setup-android>
- **iOS:** <https://m365.ubc.ca/email-setup-iOS>

To prepare for the migration, you need to:

- Clean up your mailbox by deleting old content and exporting large files.
- Ensure your Operating System is updated to the latest version: Windows 10 or later
- Ensure Microsoft Office is updated to the latest version: 2021 or later
- Ensure all mailing lists are up-to-date (if you own a FASmail distribution list through webmail)

Instructions on how to do these tasks: <https://m365.ubc.ca/pre-migration>

How-to videos and tutorials:

<https://m365.ubc.ca/videos>

Post-migration changes:

- **Laptop/desktop users:** If prompted with a login window, log in with your firstname.lastname@ubc.ca and CWL password, and verify your identity through the Duo security authenticator prompt to continue to access your mailbox.
- **Mobile users:** You will need to reconfigure UBC email on your mobile device.
- **Mail forwarding:** If you use mail forwarding, you may need to reconfigure your email forwarding rules. Please note that auto-mail forwarding to commercial email systems such as Gmail will no longer be supported after you migrate to comply with UBC's IT security standards.



- **Voicemail users:** You will receive a separate email within 48-hours after your migration to reset your PIN and re-record your greeting post-migration
- **Webmail:** Access to webmail after the migration will be at **outlook.office.com**

Support:

If you need assistance, please contact the IT Service Centre Helpdesk at [hxxps://it.ubc.ca/helpdesk](https://it.ubc.ca/helpdesk)

Replace hxxps: with https: when copying and pasting into a browser

Sincerely,

Mark Belsito

Senior Product Manager

Information Technology | Communication & Collaboration Services

The University of British Columbia | Vancouver Campus | Musqueam Traditional Territory

Diana Yoon

Senior Project Manager

Information Technology | Program Delivery | Office of the CIO

The University of British Columbia | Vancouver Campus | Musqueam Traditional Territory