**Weichert, Realtors**

**Office 365 Migration**

**Frequently Asked Questions (FAQ)**

**What is Office 365?**

Office 365 is a bundle of services from Microsoft that includes many online tools and software programs. This platform enables additional account storage space and increased vendor support from Microsoft. As part of the service, Microsoft offers hosted email messaging solution that delivers the capabilities of Microsoft Outlook as a cloud-based service. It gives users a rich and familiar access to email, calendar and contacts allowing access by PC's, Mac's, web browsers and mobile devices.

**Can I continue using my Outlook client?**

Absolutely! Your Outlook client will continue to work just like it did in the past, however, you might have to confirm a few settings in order to make it work with the new system.

**What steps do I need to take to ensure my email client (Outlook) continues to work after migration?**

Please refer to page two (2) of this FAQ.

**What steps do I need to take to ensure my smart phone continues to receive email after migration?**

Please refer to page three (3) of this FAQ.

**How do users benefit from 365 migration?**

While users will not experience a change from their current desktop Outlook e-mail look and feel, there are some improvements:

- Individual mailbox storage capacity will increase substantially.
- The company will benefit from the broader, stronger anti-virus and spam protection provided by Microsoft Office 365.
- Support is expanded for additional browsers, i.e., Firefox, Safari and Chrome.
- Off-campus users who currently access OWA will now have an interface that appears nearly identical to the desktop version of Outlook.
- Incoming messages identified as spam will be sent immediately to the user's Junk Mail folder where any legitimate messages can be retrieved at any time.

**Will my email address change?**

No, you will keep your existing email address.

**How do I access Outlook Web Access?**

Outlook Web Access (OWA) can be accessed by navigating to: http://outlook.office365.com/

# Microsoft Outlook Configuration

After your account has been migrated to Office 365, your Outlook client might not work correctly when it starts for the first time. Fortunately, getting back in business is quick and painless.

Please follow the simple procedure below:

1. Start Outlook normally.
2. Wait for the following message to appear (this step might take a few minutes):
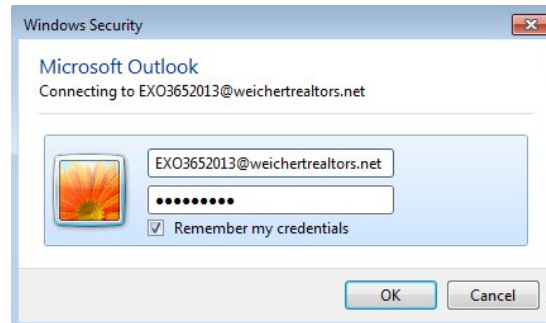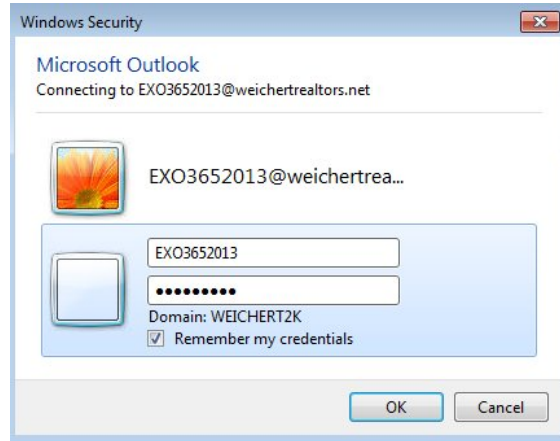


3. Make sure your full email address is entered into the 'User Name' field and your windows password (same as the one you use for your VDI or email) is entered into the 'Password' field. Select the check mark next to 'Remember my password' and hit OK.
4. You will see the following message appear:
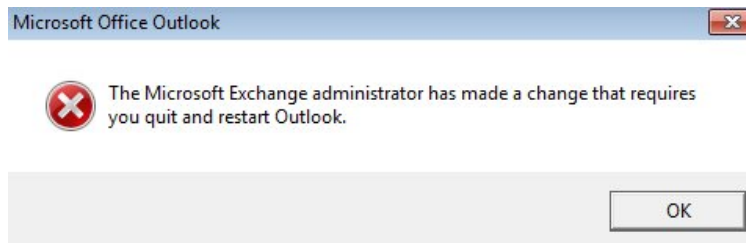


5. Hit OK and allow Outlook to start normally.
6. You will see the following dialog box in which you will select 'Use another account' option:
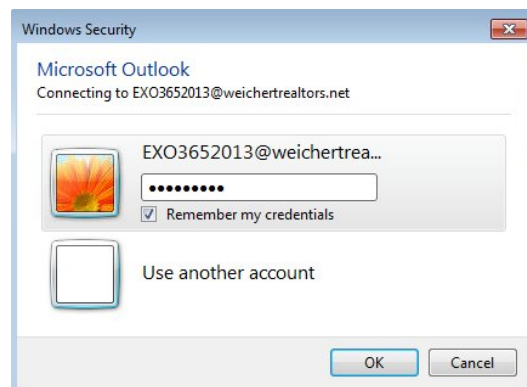
7. Enter your Windows ID (without the @weichertrealtors.net part) and password as requested and click OK:



8. You might once again see another dialog box asking for your email address and password. Make sure your full email address is entered into the 'User Name' field and your windows password (same as the one you use for your VDI or email) is entered into the 'Password' field. Select the check mark next to 'Remember my password' and click OK:



9. Your Outlook client is now configured to work with the new system.


*Important note – if you have a shared mailbox configured in Outlook, you may end up getting repeatedly prompted to sign in even after Outlook has been set up to work with the new system. If that happens, try clicking the "Cancel" button.

# iPhone / Droid Configuration

On both iPhone and Droid smartphones, please remove your Weichert email account and add it as a new Exchange mailbox.

**On iPhone devices:**

1. Navigate to 'Settings' screen.
2. Enter 'Mail, Contacts, Calendars' section.
3. Open your Weichert email account.
4. Scroll down and hit 'Delete Account'
5. Confirm deletion and navigate back to 'Mail, Contacts, Calendars' section in order to set up a new account.
6. Enter 'Add Account' screen.
7. Select 'Exchange'.
8. Enter your full email address along with your domain (Windows) password. You can give your account a nickname in the 'Description' field.
9. Your iPhone should configure your mailbox automatically. If the automatic configuration process fails, you will need to type in your information manually:
   - Email: Your full email address (eg. xxx@weichert.com)
   - Server: outlook.office365.com (in case of failure, try autodiscover.weichertonline.com)
   - Domain: leave blank
   - Username: Your full email address (eg. xxx@weichert.com)
   - Password: Your domain password (the same one you use to log into Windows / VDI)

**On Droid devices:**

1. Try using Autodiscover method first:
   - In System Settings, under Accounts, select +Add Account.
   - Select the option for Exchange. It may be listed as Work or Corporate.
   - Configure your Exchange account in the provided fields.
     - Email Address: Your full email address (e.g., xxx@weichert.com)
     - Password: Your domain (Windows) password
     - Your Android phone will try to set up your email account automatically

Note: If you experience problems, try it twice in case there was a mistype. Give autodiscover a chance to work.

2. If Autodiscover fails, try using manual method by entering the manual setup option available on most devices. Use the following settings (some of these fields may not appear on your device):
   - Email address/Username: Your email address
   - Server address/Server: outlook.office365.com (in case of failure, try autodiscover.weichertonline.com)
   - Domain: Leave blank
   - Username: Your email address with a forward slash / in front of it (eg. /xxx@weichert.com)
   - Password: Your domain (Windows) password
   - Port: 443
   - Enable/check the option for "This server requires an encrypted SSL connection", or select "SSL/TLS" as the security type
   - Tap Next and choose which items you would like to synchronize, then select Done.
   - Finally, you may be prompted to choose a name for the account you have just added.

Note: If you experience problems, try this twice in case there was a mistype. If both autodiscover and manual methods fail to work, reboot your device and try again.