

POST-MIGRATION EMAIL

From: Alex Wong

Subject: Your email account has migrated to the cloud

MESSAGE:



<<YOUR NAME>>,

KU IT has migrated your KU email account to the cloud. Thank you for your patience during this change. Now that it is complete, you can make the most of the new features a cloud-hosted email account offers, including:

- More storage capacity (50GB instead of 3GB).
- Better integration with the Microsoft Office 365 platform, including applications such as OneDrive, SharePoint and OneNote.
- Enhanced security through an integration with Microsoft's Advanced Threat Protection, which provides more robust protection against spam, phishing and other threats.
- Greater reliability and accessibility because your data is mirrored at several locations in the cloud.

Mobile Devices

You may need to complete some final steps to complete the transition, including:

- Delete and re-install the existing KU email account on your mobile devices using account name format of KUOnlineID@home.ku.edu (e.g., a123b456@home.ku.edu).
- Reconnect any other native applications, that also sync to the KU mail server, such as your calendar. Connect these using the same format of KUOnlineID@home.ku.edu (e.g., a123b456@home.ku.edu).

Visit our [website](#) for complete list of steps and additional details.

Checking Email Online

- Go to outlook.office365.com rather than mail.ku.edu to check your email online from now on. [Learn more...](#)
- If you use multi-factor authentication to log in to KU systems, you will also need to use it to log in to online email.

If you experience any issues with your email account (e.g., messages sitting in your Outbox, the room reservation process not working appropriately, etc.), please contact the IT Customer Service Center at 785-864-8080 or itcsc@ku.edu.

Sincerely,

Alex Wong

 Alex Wong
Chief Technology Officer
KU Information Technology