

Starting Tuesday, January 3, until January 10, all faculty/staff Exchange email and calendars will be [migrated to the Microsoft Office 365 cloud](#).

When your account is migrated, you will experience a 30-minute interruption to your email and calendar service. Calendar sharing and delegation will not work between accounts if one is in the cloud and the other is not yet migrated. Sharing and delegation will be restored once all accounts are migrated.

What do I need to do?

- **Before the migration**, you will not need to take any action.
- **After you are migrated, restart Outlook**. You will know when to do this because Outlook will ask you to allow settings changes and restart.
- **For web-based email and calendaring**, you will go to outlook.office.com. You will no longer access Outlook Web App at exchange.uark.edu.
- **Some iPhone/iPad users** will need to change their email app settings. Make sure the Username field includes your full UARK email address. If you continue to have issues, try removing and re-adding your Exchange account.
- **Android users** will need to change their email app settings so that the Username field contains: uark.edu\username. The Server name field should say: outlook.office365.com. Setup will vary between different Android versions. Users with older versions of Android will need to install a new security certificate.
- **Other email apps** such as Thunderbird will require a manual settings change, which can be found at techarticles.uark.edu/95 under Exchange Online.
- **Email distribution groups** can no longer be managed in the Outlook Web App. These groups will have to be managed through Active Directory. Contact the IT Help Desk to make sure you have the appropriate permissions to use Active Directory Users & Computers.

Contact the IT Help Desk (479-575-2905 or askit.uark.edu) if you need any assistance after your account is migrated.

Thank you,

IT Services

University of Arkansas