



**STATE of ALABAMA
DEPARTMENT OF AGRICULTURE AND INDUSTRIES
INFORMATION TECHNOLOGY SECTION
(334) 240-7200**

INFORMATIONAL Notice

10/26/2015

Subject:

Scheduled Office 365 Email Migration

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As you know, we have been working hard to upgrade the department to Office 365. The next step in this process involves upgrading your email on all your devices (such as your computer, phone, or tablet) to Office 365 **on the night of Wednesday, October 28th**. This upgrade will give you the following benefits:

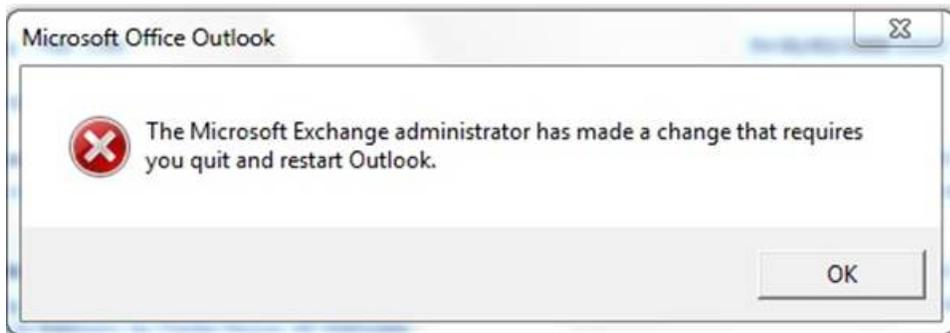
- Email in the cloud with UNLIMITED mailbox size (no more PST files)
- Skype for Business allowing Instant Messaging and “presence”
- Video conferencing
- SharePoint for collaboration and document management
- OneDrive (1 Terabyte cloud personal drive) coming soon.

Please read through the following instructions to learn how to complete this upgrade on all your devices:

Computer Instructions:

For best results, we ask that you shut down your computer before you leave work on Wednesday, October 28th. This shut down is not required for the change to take effect if shutting down your computer is not feasible for you.

While you should not have to do anything extra for this upgrade to take effect, there is a chance you will receive the following popup. If you do, please follow the steps below.



Please close and restart your Outlook 2010/2013. You will be asked to enter your logon credentials (please remember your login and password is the same as it was before your migration). Make sure to check the box "Remember my credentials". If you don't check this box, you will be asked to enter credentials every time you login into Outlook. If your password is changed, you will be prompted for credentials:



You should now be receiving your email from the Office/365 location! Please note the address to access OWA (Outlook Web Access) has changed. Ace.alabama.gov will no longer work. To access your email through the internet, please visit <https://portal.office.com>. This is a new version that is closer to Outlook in how it looks and functions.

Phone/Mobile Device Instructions:

If you access Alabama.gov mail on your Phone/Mobile Device, you will need to delete the current agi.alabama.gov account and add the account back with your information. Please follow the relevant instructions below to update the device.

Please note that this upgrade will encrypt your devices and secure them with a 4 digit PIN of your choosing. If you use your personal phone to check your work email, you will also have to secure it with a 4-digit PIN. As long as your device has your work email account on it, the 4-digit PIN is required. If you remove your work email account from your device, then the 4-digit PIN is no longer required. Please backup any pictures, contacts, or important information that you have on your devices before starting the encryption process. Your device will instruct you on the details of the encryption process. Please have your device fully-charged and plugged in before beginning this process.

Set up Exchange email on an Apple iPhone, iPad, or iPod Touch

1. If you have an email account: tap Settings > Mail, Contacts, Calendars – at the bottom of screen tap **"Delete Account"**
2. To setup the new account: tap Settings > Mail, Contacts, Calendars > Add Account.
3. Tap Microsoft Exchange.
4. Type the information requested in the Email, Username, and Password boxes. Type your full email address (for example, tony.smith@agi.alabama.gov) in the Email and Username boxes. Do not enter information on the Description Field. Do not enter information into the Domain field.

Password Use the password that you use to access your email account.

Exchange Server Use **outlook.office365.com** for your server name.

5. Tap **"Next"** on the upper-right corner of the screen. Your mail program tries to find the settings it needs to set up your account.

[Click here for more detailed help on setting up your email on iPhone, iPad, or iPod Touch.](#)

Set up Microsoft Exchange email on an Android Device

1. From the **Applications** menu, select **Email**. This application may be named **Mail** on some versions of Android.
2. If you have an existing Alabama email account on the device, the Alabama account will need to be removed. Removing the account / user, should be an option in your Email/Mail screen or drop-down. It will vary between Android devices. Contact the helpdesk if you have a problem. Once the account removed, continue.
3. Type your full email address, for example tony.smith@agi.alabama.gov and your password, and then select **next**.
4. Select **Exchange account**. This option may be named Exchange ActiveSync on some versions of Android.
5. Enter the following account information and select **next**.
6. **Domain\Username** Type your full email address in this box. If **Domain** and **Username** are separate text boxes in your version of Android, leave the **Domain** box empty and type your full email address in the **Username** box.

Password Use the password that you use to access your email account.

Exchange Server Use outlook.office365.com for your server name.

7. As soon as your phone verifies the server settings, the **Account Options** screen displays. The options available depend on the version of Android on your device. The options may include the following:
8. **Email checking frequency** the default value is Automatic (push). When you select this option, email messages will be sent to your phone as they arrive. We recommend only selecting this option if you have an unlimited data plan.
9. **Amount to synchronize** this is the amount of mail you want to keep on your mobile phone. You can choose from several length options, including One day, Three days, and One week.
10. **Notify me when email arrives** if you select this option, your mobile phone will notify you when you receive a new email message.
11. **Sync contacts from this account** if you select this option, your contacts will be synchronized between your phone and your account.
12. Select **next** and then type a name for this account and the name you want displayed when you send e-mail to others. Select **done** to complete the email setup and start using your account.

[Click here for more detailed help on setting up your email on an Android phone or tablet.](#)

Contact Information:

If you have questions, please contact the IT Help desk – (334) 240-7200 or help.desk@agi.alabama.gov

Please do not reply to this email, use the Contact Information provided.