



Office 365 Post-Migration Guide

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Prerequisite

You must enroll in [Multi-Factor Authentication \(MFA\)](#). State Office 365 account holders cannot access email or any Office 365 services until enrolled in MFA. Instructions are [here](#).

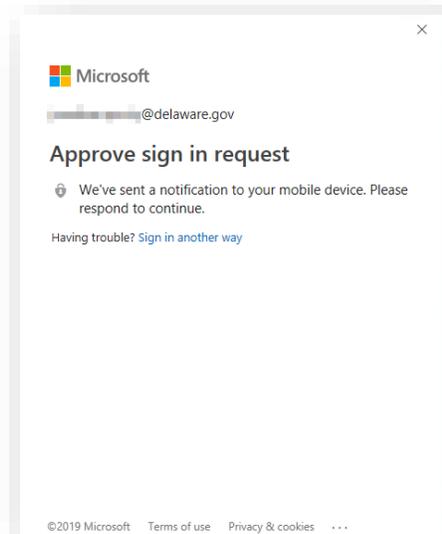
Outlook Desktop Client Setup

1. After your mailbox has been migrated, you may receive a pop-up notification in your Outlook client. Click **OK** and restart the Outlook client.



2. After the Outlook client has restarted, you will receive a Multi-Factor Authentication prompt. NOTE: How you receive this notification varies, depending on how you set up MFA.

Approve the sign in request.

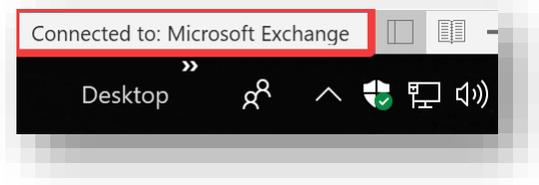


You can now access [Outlook on the Web](https://outlook.office365.com/owa/delaware.gov) at <https://outlook.office365.com/owa/delaware.gov>

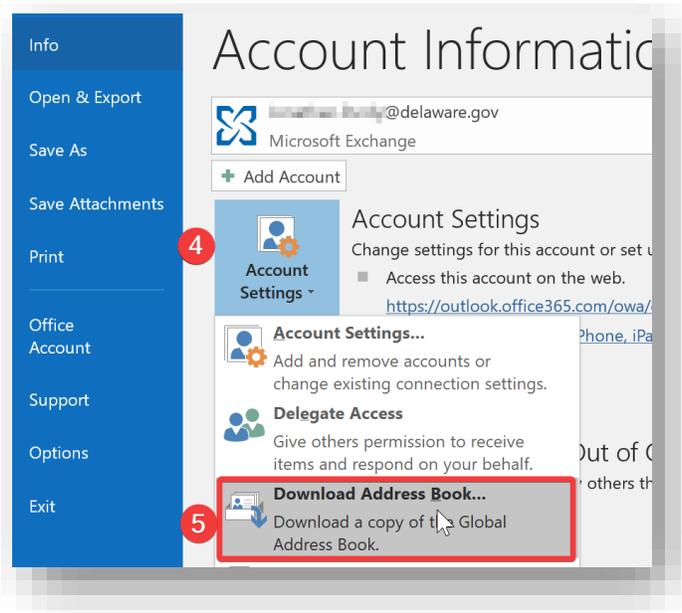


- This next step could happen quickly, or it could take up to 15 minutes, so please remain patient. Once the Outlook client loads, look at the lower right-hand corner of the Outlook window for the status information. It may say "Trying to connect..."

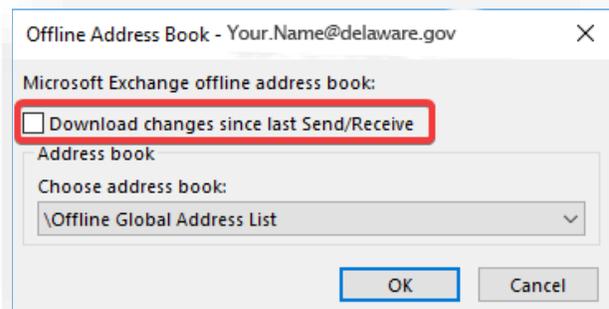
The Outlook client is attempting to establish a connection with your cloud mailbox. Please remain patient. Once the Outlook client successfully connects to your cloud mailbox, you should see **Connected to Microsoft Exchange** in the status window. You can then proceed to step 4.



- Click the **File** tab in your Outlook Client. Click **Account Settings** box
- Select **Download Address Book**.



- Uncheck** Download changes since last Send/Receive, then click **OK**.

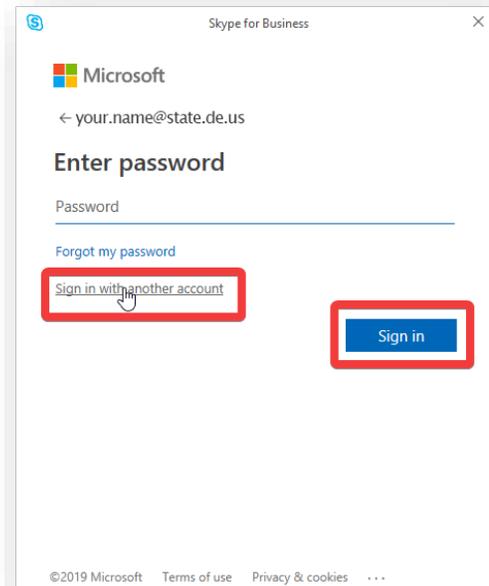




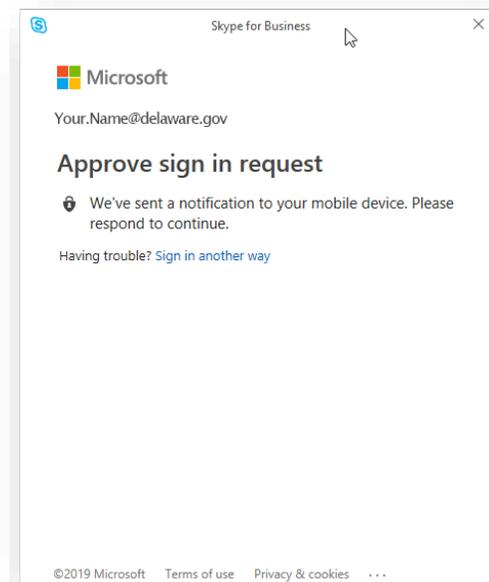
Delaware is moving to Office 365

Skype for Business Desktop Client Setup

1. You will receive a pop-up notification in the Skype for Business client, asking for your password. You will need to click the **Sign in with another account** link and input your State email address (firstname.lastname@delaware.gov), then click **Sign In**.



2. The Multi-Factor authentication prompt will display. Once you approve the request, the Skype for Business client is fully configured for Exchange Online.





Mobile Device User Email Access

Outlook on the Web (OWA) Users

If you intend only to use a mobile device's web browser to visit Outlook on the Web (Formerly OWA) to check email, remember that the URL has changed to:

<https://outlook.office365.com/owa/delaware.gov>

You should also familiarize yourself with the [ADFS Password Change Procedure](#) as you cannot change your password through Outlook on the Web.

Guidelines for Mobile Mail App Users

Any mobile device (i.e. phone or tablet), personal or state-owned, accessing state email through an email application, must enroll in [Mobile Device Management](#). Instructions for enrollment are [here](#)

Please see below to determine which post-migration actions you may need to take to assure access to email from a mobile phone or tablet.

iOS Options 	Android 
iOS users can use: <ol style="list-style-type: none">1. iOS native mail app2. Outlook for iOS3. Third party mail app that supports Modern Authentication	Android users can use: <ol style="list-style-type: none">1. Outlook for Android2. Third party mail app that supports Modern Authentication

Additional Resources

- [ADFS Password Change Procedure](#)
- [Introducing Multi-factor Authentication \(MFA\)](#)
- [Introducing Mobile Device Management \(MDM\)](#)