Email in the cloud

UAB IT is migrating employee email to Office 365, a cloud-based system that offers new tools and continuous upgrades to improve the service and environment.

Please refer to this flyer or to the web page uab.edu/Office365 to prepare for the migration and to access self-help tools in the event that you have problems with your email after the migration.

Pre-migration preparations:

- Upgrade to Office 2016 for the best performance. *(Estimated time: 30 minutes)*
- **Activate the “cached mode”** in your email so your email is not impacted by performance issues. *(Estimated time: 5 minutes)*
  
  To enable cached mode:
  1. Go to File click the Account Settings button and select Account Settings
  2. Select the account with Microsoft Exchange as the Type, then click the Change button
  3. Under Offline Settings, check the box for Use Cached Exchange Mode
  4. Click Next, Finish.
- Confirm or set your user name in the format “BlazerID@uab.edu” for ALL of your devices. *(Estimated time: 1 minute)*
- Close Outlook before the migration. UAB IT will send all employees an email when the migration begins.

During the migration:

- Refer to the UAB Systems Status page at status.uab.edu for updates.

After the migration:

- After you are notified your email has been migrated to Office 365 cloud email, test all of your devices to make sure you can send and receive emails, and that no messages are stuck in your outbox. If you have no problems, you should be ready to go.
- If you do have problems, please contact AskIT at 205-996-5555 so that we can help get email working on your devices.
- You can access your email via the web at mail.uab.edu.