TO: Sociology Faculty and Staff
FROM: Bob Jackson, IT Manager
DATE: March 31, 2014
SUBJECT: Office 365 Migration – How it Applies to Sociology

Duke is in the process of moving its central email system from the DukeMail (acpub) and Exchange environments to Microsoft Office 365, a cloud-based service. This service is designed to meet the needs of students, faculty and staff across the university and health system.

Since most of the Sociology faculty and staff use the Sociology Department email system, the question arises as to how this will affect you?

- **Users of Sociology email should experience little or no effect.** Most, typically, do not use the central email system. Nothing in the Sociology email system is being migrated. No reconfiguration of desktops, laptops, tablets or smartphones to access Sociology email is required by this migration. It will be important to confirm that mail sent to your <netid>@duke.edu address is still being forwarded to your Sociology address.

- **Users of DukeMail or Exchange services will be subject to this migration.** After migration all incoming email will be delivered to your Office 365 account under the same <netid>@duke.edu email address and password. Depending on the email clients and devices you use, there will be automatic or minor manual changes required to access your mail.

Now to address some of the most pertinent questions:

**When is this migration occurring?**

For Sociology faculty and staff, the migration will start at **10 PM on Wednesday, April 9**. The majority of accounts will migrate overnight and be complete by Thursday morning. Only those with large volumes of mail and folders in the DukeMail or Exchange systems will take longer. Usage data indicates those of you who use Sociology mail have little to migrate.

**What gets migrated?**

If you have a DukeMail account only, the mailbox and folders are migrated to Office 365.

If you have an Exchange account only, the mailbox and folders are migrated to Office 365.

If you have both types of account, the mailbox and folders of Exchange are migrated first. Then the mailbox and folders of the DukeMail account are merged into one folder structure called “DukeMail_O365” that will appear in Office 365.
Mail forwarding, if set in DukeMail and/or Exchange, should transfer to Office 365. Confirming this is of particular importance to users of Sociology email, Gmail or other email systems. This is done by going to the Account Self-Service portal at http://oit.duke.edu/selfservice and authenticating, then opening the MANAGE YOUR EMAIL section and examining the “Forward your mail” settings.

**What is the status of your DukeMail and Exchange accounts after the migration?**

Those accounts become inactive and can no longer be used. All incoming mail will now be delivered to your Office 365 account or forwarded to Sociology or other designation you have set.

**What is the status of your Duke full name alias address?**

This will be unaffected. It will continue to deliver mail to either the default <netid>@duke.edu address or to your Sociology email address, if so configured through the Account Self-Service portal.

**For those who will use Office 365, how do you proceed after the migration?** [This does not apply to users of Sociology email.]

The university implementation of Office 365 provides several modes of access. For immediate mail access we recommend use of the Office 365 webmail client (also known as the Outlook Web App) available at the central http://mail.duke.edu site through the green OFFICE 365 link.

Then - depending on the platform, devices and email clients you use - link the detailed documentation, provided at http://mail.duke.edu or directly at http://oit.duke.edu/email-accounts/office365/after.php, to reconfigure as needed. A few caveats:

- The recommended Outlook clients for Windows and Mac have auto-discovery features that make the transition easier.
- Mac Mail / iCal / Mac Calendar users will need to setup new accounts that will populate with your mailbox and folders.
- Users of other email clients, such as Thunderbird, will need to reconfigure with new IMAP and SMTP settings.
- Users of tablets and smartphones will need to reconfigure their accounts. Procedures differ for iOS and Android devices. See specific links for these devices below.

**What further assistance will be available?**

Rob, Jesse and I understand the importance of email to all in carrying out work responsibilities. On Thursday, April 10 we will be available to provide assistance to those of you with Duke email issues. As questions occur to you leading up to this transition, please ask them. We will be assisting Psychology and Neuroscience with their transition two days before, so hope to be well-versed. Indications are that this migration is being carefully handled by OIT, so we anticipate minimal disruption.