Exchange Email Migration to SUMail

Syracuse University is migrating from our on-premise Microsoft Exchange email service to SUMail, which is part of Office 365.

FAQs

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Why is my email being migrated?

SUMail is managed by the University and utilizes Microsoft’s cloud services. This service provides several benefits over previous email services, including:

- Increased mailbox sizes up to 100 GB
- Modern Outlook Web experience
- Increased security with multi-factor authentication
- Better spam, virus, and phishing protection
- More features available with Office 365 services (e.g. Planner, Shifts, Group Mailboxes)

I received an email to prepare my email account to migrate. What should I do?

- Staff and faculty that have not yet opted in to Microsoft Two-Factor Authentication (MFA) are encouraged to set it up prior to the migration.
- On any mobile device email applications (e.g. Outlook, Apple Mail, etc.), remove and re-add your account using your full email address as the user name.

To remove an account and add again:

- Launch Outlook on your mobile device.
- Go to Settings, then select the account you want to delete.
- Select Delete Account.
- Select Delete.
- The account is now removed.

For step-by-step instructions on adding an account, please visit SUMail Configurations

To remove an account and add again:

- Go to Settings > Mail > Accounts
- Select the account you want to delete.
- Select Delete Account.
- Select Delete Account again to verify.
- The account is removed and you can re-add by clicking Add Account as needed.

For step-by-step instructions on adding an account, please visit SUMail Configurations

- For optimum performance, we recommend turning on Cached Exchange Mode in Outlook on your desktop or laptop computer.

Is my email going to behave differently?
Your email will operate as it always has before. Your email address and password will stay the same.

The link to check your mail on the web will now be sumail.syr.edu. Additionally, you will need to use your full email address (NetID@syr.edu) to log into email-related applications and set up Microsoft Two-Factor Authentication (MFA) if you have not done so previously. Finally, you might need to remove your email account from the device you are using (computer, smart phone, tablet) and add it back before your email will sync again.

My email has migrated. What are my next steps?

You will receive two emails during the migration process. The first will let you know that the migration has started. The second email will arrive shortly before the migration is complete.

Once your account has been migrated to SUMail, you need to reconfigure certain applications that you previously used with your email account if you did not do so prior.

**Outlook for Windows**

- Once your move to SUMail is complete, please restart Outlook. If prompted for a user name and password, please use your full email address (NetID@syr.edu) and password.

**Mac Clients**

In order for your migrated mailbox to work with Outlook for Mac, you will need to remove your mail account, then re-add it.

1. Select Outlook > Preferences > Account
2. Click the plus (+) sign found at the bottom of the window > New Account
3. Type your email address > Continue
3. Type your password > Sign in

4. Type your password > Sign in
5. You will need to authenticate into your account using [Two-Factor Authentication (2FA)](link).
6. Once you authenticate your account, you will be rewarded with a green checkmark and an opportunity to add another email account to Outlook if you so choose. Otherwise, click Done.

In order for your migrated mailbox to work with Mail for Mac, you will need to remove your mail account, then re-add it.

1. In Mail, choose Mail > Add Account
2. Select an account type (Microsoft Exchange), then enter your account information
3. Enter in your @syr.edu email address and click Sign in
4. On the secondary pop-up choose **Sign in**

5. Type your password > click **Sign in**
6. You will need to authenticate into your account using **Two-Factor Authentication (2FA)**

7. Once you authenticate with 2FA, you will need to grant permission to Mail by scrolling down and clicking **Accept**
8. Once the account has been added, you can select what apps you would like to use with this account, then click **Done**.

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**Mobile Devices**

- You can review how to add your email account to most mobile devices here: [SUMail Configurations](#).

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**How do I access email from the web?**

- Outlook Web Access (OWA) can now be found here: [https://sumail.syr.edu](https://sumail.syr.edu).

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**Will everything in my mailbox be migrated?**

- Yes. All of your email, calendar, contacts, tasks, notes, and rules will be migrated into SUMail.

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**Outlook is not displaying any mail and/or some of my folders are empty. What happened?**

- In an effort to improve functionality, **University managed machines** (a machine provided to you by SU) have a feature called “cached mode” enabled. This allows Outlook to manage your mail locally, improving reliability.

- When launching Outlook after your migration has completed, you might see a notification appear in the bottom right corner of Windows that looks like one of the following:
• If you see either of these in the bottom corner or in your Notification Center, it is important to review the instructions on the notification. Upon first launch, you might need to close and reopen Outlook to continue downloading more messages. Additionally, Outlook may still need several minutes to download copies of your messages, depending on the size of your mailbox(es).

• When accessing folders after the migration, you might see a notification that says there are more items on the server. This means that Outlook is still in the process of downloading the mail inside your folders. To see your mail inside that folder before the download has finished, click the link that states “Click here to view more on Microsoft Exchange” and the remainder of the saved mail inside the folder will appear.

• At any time during the above processes, you can access your all of your messages on the web at sumail.syr.edu.

How do I connect to my shared mailbox?
Please refer to Connecting to a Shared Account in SUMail for instructions on connecting to shared mailboxes and calendars.

How do I decide what goes to Junk mail?

- Please refer to Managing Junk Filters in SUMail for instructions on making your Junk Filter settings more or less aggressive.

Can I connect my Handshake calendar to my SUMail calendar?

- Please refer to Syncing Handshake Calendar to SUMail for instructions on connecting your Handshake calendar to your SUMail calendar.

Getting Help

For support of the information above, staff and faculty should first contact their academic or administrative support personnel.