

Information Technology Services

Action Required: Changes to your NAU Inbox this week

Greetings,

You are receiving this email because your NAU inbox will be migrated to Microsoft Exchange Online this upcoming **Tuesday, March 28th before 8 AM**. We ask that you take the following steps to ensure a seamless transition.

What will I need to do?

ITS asks that when you complete work prior to the night before your migration date, you close out and exit your Outlook client or email browser.

If you use a Windows PC, you will need to restart your Outlook application and sign back in using your email credentials. If you use a Mac device, you will need to remove your email profile from Outlook and re-initialize your account by logging back in with your email credentials. If you use Outlook on your mobile device, you will also need to remove your account and log back in.

If you check your NAU email using a web browser, you can access your inbox at outlook.office365.com after your migration.

Please note that when logging back into your account, be sure to use your qualified NAU email address, which is formatted as (**FirstName.LastName@nau.edu**).

What if I don't know how to remove my email account to sign back in?

ITS has prepared comprehensive Knowledge Base articles to help guide newly migrated users through the entire process of removing an email profile and re-initializing the account. [ITS' Knowledge Base Articles for newly migrated Exchange users](#). Additionally, you can find more information regarding this change on [ITS' Exchange Online Migration Webpage](#).

ITS recommends that you bookmark these resources in case they are needed after your inbox has been migrated.

If you encounter any difficulties at any point during the setup process, the ITS Service Desk is available for assistance by phone at **(928) 523-3335**, or by email at ask-its@nau.edu.