

**Q. What is happening with my Beaumont Health email?**

**A.** For increased security, Beaumont IT is migrating email to Office365 or adding the Outlook Icon to BH-Apps.

**Q. What does migrating my mailbox to Office365 mean?**

**A.** IT will move your mailbox from the Beaumont IT email system to Beaumont's cloud environment.

**Q. When is this happening?**

**A.** Email migration to Office365 will occur throughout 2020. Some users have been prioritized due to their dependency on External Outlook Web Mail, which was disabled on Jan. 31.

**Q. Why was I given the Outlook Icon via BH-Apps instead of being migrated to Office365?**

**A.** Migrating to Office365 takes time and requires analysis of the email box size. To ensure that those accessing Beaumont email outside of the Beaumont network can access quickly, an Outlook icon via BH-Apps may be provided.

**Q. Can I access my email during the migration?**

**A.** Yes, during the migration you won't notice anything different. You will see a notification from Outlook when your migration is complete, and if it is open, to restart Outlook. If you use either Outlook or Outlook Web, you will receive notification from Beaumont IT that your mailbox will be migrated to the cloud and what actions you need to take, if any. You will also receive notification prior to the completion of the migration so you will be aware of when it will occur.

**Q. Can I use my current Outlook desktop application client? What Outlook clients are supported?**

**A.** If your Outlook desktop application is Microsoft Office 2016 or later, it is compatible with Office365. It is advised that anyone using Microsoft Office 2010 update to Office365. Although Office 2010 may work, it predates Office365 and will not give you the best experience going forward. Earlier versions of Outlook are not supported.

**Q. If I have an online archive, does this move as part of the migration?**

**A.** Your archive will also be migrated in the process and will be accessible once migration is complete.

**Q. How much space do I get for email in Office365?**

**A.** Depending on licensing, there is a 2 GB limit that may be applied to your mailbox. If you exceed this limit, you will get a notification to delete email until your mailbox is back under the 2 GB limit. **Until this is addressed, you will not be able to send or receive emails.**

**Q. Will shared mailboxes still function the same as they do now?**

**A.** Yes.

**Q. Will I still be able to access my email through Outlook Web Access at mail.beaumont.org?**

**A.** Once your mailbox has been migrated to Office365 you will no longer be able to access Outlook Web Access via mail.beaumont.org as in the past. Once migrated, to access your mail via the web, simply login to our Office365 portal at <https://portal.office.com>. You **MUST** login with your firstname.lastname@beaumont.org and click the Outlook icon. Please do not attempt to login with @beaumont.edu or @contractor.beaumont.org

**Q. Will email space ever become unlimited?**

**A.** It is unlikely that email space will become unlimited. In the future, Microsoft may increase the email box size. The online archive is unlimited in size, so older email can always be archived there to free up space in your primary 50 GB mailbox.

**Q. How do I set up my phone to connect to email once it is migrated?**

**A.** To setup your iPhone, please reference [iPhone Setup](#). (NOTE: Due to many variations of Androids, we cannot list all the different setup instructions. However, the same configuration settings still apply).