

Hello College of Science and Engineering colleagues (except Psychology who will move with MVLS),

Information Services are upgrading your email to a much bigger mailbox (50Gb!), a better interface and great collaboration features. The IT Helpdesk will let you know a few days before, and will remind you just before the upgrade too, with all the information you'll need. Sometimes staff don't notice, so this is what you need to know.

You may not need to do anything at all, though your PC may ask you to restart Outlook

You MAY need to delete, then re-configure, your account settings on mobile devices

You WILL need to delete, then re-configure, your account settings on Macs

You WILL need to delete, then re-configure, your account settings on IMAP clients

find out how at:-

gla.ac.uk/it/staffemail/upgrade/

Please hang fire asking for help if:-

- shared mailboxes do not appear immediately. They may take a while to first appear and could appear at different times. Please wait 3 hours for them all to appear before calling helpdesk
- shared mailboxes with staff outside your department are not yet upgraded (MVLS) [read about how you can access pre-upgrade shared mailboxes until everyone else is upgraded too](#)
- you use Office 2011 for Mac It is no longer supported. The minimum Outlook for Mac version for Exchange Online is 2016. Download up-to-date Office for Mac at office365.gla.ac.uk

Schedule

Upgrades will be over two days.

Note: Psychology will not move now, they will move with MVLS later.

Monday 25 March	Tuesday 26 March
Geographical & Earth Sciences	College Office Engineering
Mathematics & Statistics	Chemistry Physics & Astronomy
SUERC	Computing Science
College Honorary staff	

How to get help

Call x4800 say you've been upgraded today	Helpdesk will assist you
School IT Offices	Call x4800 or drop in to your school IT team
Computing Science	Call x 3102/5455 or drop in support@dcs.gla.ac.uk

Now you are on Exchange Online

Get webmail at office365.gla.ac.uk login with your @glasgow.ac.uk email address

- set automatic locks on mobile devices (pin, fingerprint scanner and/or facial recognition; *not* pattern)
 - upload your photo so it's easier to collaborate with colleagues
 - get tips on how to collaborate better and save time (from link above)
- i** staff on the pre-upgrade service **cannot** access your mailbox/calendar until they are upgraded. Upgrades are taking place every few weeks, and we will work to upgrade College of MVLS next.