What you need to know for student email upgrades

We’re updating student email to Microsoft Office365, which will give you more space and cloud drive storage. There’s some things you’ll need to know as we upgrade:

- **How will I know when my e-mail will be migrated to Office 365?**
  Beginning on July 31, groups of students will begin receiving e-mails from the helpdesk notifying them that their mailbox will be moved the next day and an estimated time frame of completion.

- **Will I have access to my e-mail during the migration?**
  During the migration process students can continue to access their e-mail through Outlook Web Access or the email.txwes.edu login page. When the migration is complete users will see a redirection link when logging into their email from email.txwes.edu. They will need to click the link which will redirect them to the Office 365 login page. There could be a brief service interruption during the last phase of the migration process.

- **Will I have access to all of my previous e-mail?**
  Yes, all previous e-mail will be migrated with the exception of very large e-mail items. Large video files are examples of items that would not be migrated as these items should typically not be transferred through e-mail and can cause the migration process to fail. Typically only a small group of users may have items that cannot be migrated.

- **How do I log in to Office 365 when the migration is complete?**
  Students will login at the Office 365 login page with their Texas Wesleyan E-mail Address and Password. The Office 365 login page is located at Mymail.txwes.edu.
I’ve logged in to Office 365, where do I go to access my E-mail and Office Applications?
E-mail can be accessed by clicking on the **Outlook** link in the top right hand corner of the page. Students can access their One Drive and Office Applications by clicking the **OneDrive** link from the top right hand corner of the page. Video instructions for how to use OneDrive are located in the link below.


Will I need to reconfigure my mobile device once e-mail has been migrated?
Yes, Office 365 use servers located in the Microsoft Cloud. Your mobile device will have to point to these servers. Instructions for Android and iOS devices can be found in the links below.
