Dear IU retirees,

UITS is moving all faculty and staff Exchange email accounts to Exchange Online. This move will improve IU's email security.

The move is going well and no email has been lost during the migration. However, we are noticing that retired faculty and staff are encountering a couple of problems that are different from what current employees are experiencing. We wanted to reach out to assist you.

Save these instructions in an offline location or print them out in case you have trouble accessing email.

First, bookmark: emailmigration.iu.edu.
This site offers quick links and videos with solutions to common issues with the migration.

Second, if you haven't yet migrated, and you haven't yet set up Two-Step Login with Duo, you may need to do that. Two-Step Login is a security tool that IU uses. The second device helps confirm your identity and protects your personal information. Get started with Two-Step Login (Duo) at IU. https://kb.iu.edu/d/bfgm

If you run into trouble and find that you need to re-set your passphrase, this KB document, https://kb.iu.edu/d/ataz has step-by-step directions. If you are unable to reset it, contact the UITS Support Center, https://kb.iu.edu/d/abxl

After your migration, this list shares solutions for common issues following migration:

- **Desktop mail (Outlook, Apple mail, etc.):** Close the program, reopen, and log in with [username]@iu.edu even if your primary email address is [username]@[campusname].edu. You do **not** need to change your primary email address as part of the Exchange Online migration.
- **Mobile device:** Remove and re-add your account with [username]@iu.edu.
- **Web application:** Go to mail.iu.edu and log in using [username]@iu.edu. If you access your email from the web frequently, bookmark this address before your migration.

Additional details and information about the Exchange Online migration can be found here: kb.iu.edu/d/ahza. We also recommend that you bookmark this Knowledge Base document for future reference.

Still need help? Contact the UITS Support Center: kb.iu.edu/d/abxl.

Best regards, UITS Support Center