

Office365.... After The Move

Our region is now switched to Office365 for our e-mail. You can read CIT's [What's Different?](#) webpage for more information.

How did the day after go for you? Hopefully most of you didn't even notice the switch and that those of you with mobile devices were able to follow [CIT's instructions to update your settings](#).

I have heard from some of you about some issues, and I did have a couple myself but CIT has been doing a good job in documenting the well-known issues and their fixes. Read below about some common problems or [click here for CIT's "Known Issues and Troubleshooting Tips" webpage](#). If CIT doesn't have your issue listed, you can always contact the Cornell helpdesk: <http://www.it.cornell.edu/support/>

- **My Outlook 2010 address book isn't working the way it used to.**
Some options related to your Outlook 2010 address book may have been changed when your account was moved to Office 365, such as your default address book is now incorrect. Take these steps to [make your Outlook 2010 address book work more smoothly](#).
- **Outlook 2010 repeatedly prompts me for my credentials.**
You may have credentials stored in a format Office 365 can't read. This is most commonly seen when you try to connect to a Resource account (Exchange Group Account, Room account, or Equipment account). Take these steps to [clear the credentials in Outlook 2010 and \(optionally\) store new ones](#).
- If that doesn't fix the problem, then I suggest removing and re-adding that account.
 - Deleting that resource/group account:
 - Click the File tab.
 - Under Account Information, click Account Settings, and then click Account Settings.
 - Select the **group email account** that you want to remove (NOT your netid@cornell.edu account), and then click Remove.
 - To confirm removal of the account, click Yes.
 - Now **add that account back** in by [following these steps](#).