This guide provides information on the Graduate Center’s faculty and staff email migration to CUNY’s M365 cloud.

### Who will be impacted by this migration?
This section describes who will be impacted by the faculty and staff email migration.

1. Faculty and staff whose primary affiliation is the Graduate Center.
2. Faculty and staff who have an EMPLID and who have a GRD01 EMPL status in CUNYfirst.
3. Faculty and staff who do not have a CUNYfirst EMPLID but require a GC email address in the cloud will need to be created as POIs by HR and have a GRD01 EMPL status in CUNYfirst prior to our migration.

### What is the new account creation freeze period?
This section describes the freeze period that GC IT is implementing for new accounts.

1. A freeze on new email account creation begins **Monday, January 30rd through Friday, February 17th**. This encompasses email account creation for all users, including POIs, as well as shared (non-human) mailboxes.
2. New email account creation requests (including POIs) must be received no later than **Thursday, January 26th** to be processed prior to the freeze period.

### How can users prepare for the February 9th migration?
This section describes what users can do to prepare for the faculty and staff email migration.

1. Print your calendar items for the week of February 6th and the week of February 13th.
2. Notify any critical contacts that your email is migrating on February 9th and inform them this may cause delays in your response.
3. Export or print out your contacts so you have a copy if needed.

### What should users do on February 9th?
This section describes what users can do to prepare for the faculty and staff email migration.

1. Go to [https://outlook.com](https://outlook.com) or [https://outlook.live.com/owa](https://outlook.live.com/owa) on February 9th to access your new mailbox.
2. Click **Sign In** at the top of the window. A window similar to the following appears:

3. Enter your **CUNYfirst username (firstname.lastname##@login.cuny.edu)**. A window similar to the following appears:

4. **Enter your CUNYfirst credentials (CUNYfirst username and password).** Click Login. If you set up your multi-factor authentication (MFA) information previously, a window similar to the following will appear. If you have not set up MFA, you will be prompted to do so. The system will walk you through the steps.
5. Once you have verified your identity, a window similar to the following may appear:

![Outlook window](image)

6. Click the checkbox for “Don’t show this again” and click Yes. Your new GC mailbox should open.

7. Before you can access your email from your local Outlook client or any of your mobile devices, you must configure a new Outlook profile on each device. Go to our landing page for instructions on how to create this profile on your various devices ([M365 Faculty and Staff Email Migration | CUNY Graduate Center](https://bit.ly/37n9gev)).

8. Contact IT Services ([itservices@gc.cuny.edu](mailto:itservices@gc.cuny.edu)) if you are unable to access your email account on February 9th. Remember to try accessing your email via the web first.

**What changes will occur once we migrate?**

This section describes what changes will occur once the Graduate Center faculty and staff email is migrated to the CUNY M365 cloud.

1. Users will go to [https://outlook.com](https://outlook.com) or [https://outlook.live.com/owa/](https://outlook.live.com/owa/) to access their new cloud mailbox on February 9th. Users must use their CUNYfirst credentials (@login.cuny.edu) to login.

2. MFA (multi-factor authentication) is enabled in the cloud. Users will be prompted approximately every two weeks to re-authenticate with the cloud. These MFA notifications may pop-up in the background on your device. Make sure you re-authenticate when prompted to retrieve your latest email messages. For more information, see the MFA section on our landing page [M365 Faculty and Staff Email Migration | CUNY Graduate Center](https://bit.ly/37n9gev).

3. Users will not be able to send or receive email messages or attachments that are 35MB or larger in size.

4. Personal mailbox delegations will not migrate. If you have given someone else access to your mailbox or calendar, you will need to recreate those delegations.

5. Rules created in Outlook will not migrate. They will need to be recreated.
6. Color categorization (Category designations) of mail items will not migrate.

7. Your personal contacts or contact groups may not migrate. You may need to recreate them.

8. The Global Address list (GAL) will be inclusive of all CUNY campus faculty and staff email accounts. As a result, the display names of all shared mailboxes will begin with "GC", except for ASRC mailboxes that already begin with the acronym "ASRC". This will not affect the actual email address. The Global Address List will also contain the names of all faculty and staff for all migrated campuses.

9. You will be able to access your email online and from your local desktop client. Accessing your email online provides added features, including the ability to select a different “Send From” email address if you have email addresses at other CUNY campuses. You cannot change your “Send From” address via the local desktop client.

10. Users will only be able to post to a listserv from the email account that they registered on the listserv.

11. Sending messages containing sensitive information (PII data) is not recommended. If you try to send a message containing sensitive information, you will receive an alert message (a warning message) from Microsoft.

12. The Graduate Center stopped supporting less secure email authentication protocols. This change impacts username and password authentication for IMAP and POP3 Office365 email functionality. Basic Authentication is an outdated authentication standard that allows and poses serious security risks to the Graduate Center community and their privacy. Any apps connecting to Graduate Center email that do not use a technology called Modern Authentication will no longer be able to connect. You can find a listing of compatible apps on our landing page.

13. The Microsoft Windows Report button will replace the Report Phish button, enabling you to report spam and phishing.

What about users with multi-campus affiliations?
This section describes what users with multiple campus affiliations can expect after the migration.

1. CUNY is creating one physical mailbox in the unified tenant per active user.

2. The user’s primary email address will be determined by their primary campus affiliation in CUNYfirst.

3. Secondary email addresses are permitted if the HR departments for those secondary campuses have marked the individual’s EMPL status as active for their campus.
What will happen to my legacy GC mailbox?
This section describes what will happen to the legacy GC mailboxes.

1. GC IT is copying email data to the cloud. The original email data will remain in the user’s legacy archive GC mailbox.
2. Legacy GC mailboxes will be retained for a transitional period in an archive state. You will be able to access your legacy mailbox via this web address: [https://wa.gc.cuny.edu](https://wa.gc.cuny.edu) for a period of three months.

What support will be provided by GC IT?
This section describes the post go-live support.

1. Contact IT Services ([itservices@gc.cuny.edu](mailto:itservices@gc.cuny.edu)) if you are unable to access your email account on February 9th. Remember to try accessing your email account on the web first. You may also want to try accessing it via different browsers.
2. GC IT will provide links to all FAQs, training guides, and other documentation on the project landing page [M365 Faculty and Staff Email Migration | CUNY Graduate Center](https://m365.facultyandstaff.cuny.edu). Please take advantage of these on-demand resources as well.
3. Please keep in mind that over one thousand GC faculty and staff are transitioning to email in the cloud on February 9th. IT Services may not be able to respond to your request immediately. We appreciate your patience as we anticipate a high volume of calls.