

Teaching Staff – Changes to Email Access

Dear staff,

We are migrating teaching staff email accounts across to a new system, as a result there will be a minor change to email access. Here are the changes you should expect to see when accessing email after migration:

Via Outlook – when opening Outlook for the first time following migration you will be prompted to enter your username/password. You need to **use your email address as the username** and then your regular password. You can check the box to remember your credentials to prevent this from appearing again.

Via WebMail – when opening WebMail for the first time following migration you will be presented with a message showing a redirection to the Office 365 portal you are familiar with, please click on this to access WebMail.

Via Phone – following migration your email will not be accessible from your phone. You will need to remove your College email account and add it again on your phone after the migration has occurred. When doing so please use the following settings:

Server type – Exchange

Server – outlook.office365.com

Domain – leave blank

Username – your email address

Password – your regular College password

Any issues please log an IT Support ticket (<http://support.fsac.qld.edu.au>), email itsupport@fsac.qld.edu.au, or if these are not possible call 3372 0153.