Office 365 for Yale University
Frequently Asked Questions

What is Office 365 for University?

Office 365 is a cloud hosted platform for email, calendaring and Skype for Business (Microsoft Lync).

Office 365 provides all of the same features that Outlook and Lync clients have today along with a new web interface access for email and calendaring. Mailbox sizes will also be increased to allow for improved handling of larger email and calendars.

Is Office 365 safe to use?

Office 365 is secure and meets all the requirement set forth by the University’s Information Security Office.

Will Microsoft be able to access my data?

No, the University’s business associates agreement with Microsoft prohibits them from accessing Yale data.

What is going to happen to Yale’s Google services and Gmail?

All of Yale’s Google services will remain how they are today. Gmail will still remain as students email.

Transitioning to Office 365

How long will it take to move my email?

All migrations will begin at 11p.m. EST the night BEFORE your scheduled migration date. Your mailbox should complete migration the next morning. Results will vary based on the mailbox size. You will know your mailbox has completed migrating when you open the Outlook Client and receive this pop-up message:

Windows Users: “The Microsoft Exchange Administrator has made a change that requires you to quit and restart Outlook.”

Mac Users: “Outlook was redirected to the server autodiscover-s.outlook.com to get new settings for your account first.last@yale.edu.mail.onmicrosoft.com. Do you want to allow this server to configure your settings?” Click yes.
How do I restart Outlook?

Exit out of Outlook by clicking the X button in the top, right hand corner of the outlook client. You can also right-click the Outlook icon in your task bar. Wait 5 minutes for Outlook to completely shut down. Restart outlook by opening up the client.

Does my username change when using Office 365?

Office 365 will use your full @yale.edu email address as your user name. Your Net ID will not always connect. It is a recommended best practice to use your firstname.lastname@yale.edu email address as your user name for signing into the client and Outlook Web Access (OWA).

Do I need to change my Yale Password for Office 365?

Office 365 does not require you to change your password. Your Yale Net ID password is automatically associated with your @yale.edu email address for Office 365.

Where can I access my new Office 365 Account?

You can access your Office 365 account via:

- Outlook Web App (OWA)
- An email client on your computer (Outlook, Mac Mail, etc)
- A smartphone
- A tablet

For directions on how to set up email on your phone, visit our quick guides on the Office 365 Webpage.

My Outlook Web Access (OWA) looks different in Office 365.

See our quick guide on the Office 365 Webpage to see the steps necessary to access OWA during the Office 365 migrations.

To learn how to best navigate through Outlook Web Access, see Getting Started in Outlook Web App.