

Mailbox upgrade including guidance on installing the new Outlook App

The next phase of [our journey towards Microsoft 365](#) involves the upgrade of all mailboxes to Microsoft Exchange Online. This will move your e-mails to an online 'cloud' environment, delivering an enhanced user experience that will integrate seamlessly with the latest version of Microsoft Office 365 Apps for Enterprise.

As there are over 8,000 mailboxes to upgrade across the trust, the upgrade to Microsoft Exchange Online has been taking place in phases. If your mailbox has not yet been upgraded, please be aware that all remaining mailboxes have been scheduled to be upgraded outside core working hours between **8pm on Friday 2 July and Sunday 4 July 2021**. During this time, your mailbox may be temporarily unavailable.

What do I need to do to prepare?

Following the upgrade, there will be no change in how you access your e-mails on your laptop. However, in order to access your e-mails from your trust mobile device (such as an iPhone, iPad or Android device), you will need to install a new Outlook app. This should be installed ahead of the upgrade, so that once the upgrade is complete you can access your e-mails from your mobile device using this app.

Installing the Outlook app



Please check if your device has the new Outlook app (pictured left) already installed.

App installed

If the Outlook app is installed, please do not open Outlook on your mobile device until your mailbox has been upgraded as your e-mails will not appear. Once upgraded, you will be able to access your e-mails from the new Outlook app.

App not installed

If the app is not installed, please install the Microsoft Outlook app ahead of the upgrade.

You can install the app via the App Store (<https://www.apple.com/uk/ios/app-store/>) for iOS devices, or via the Google Play Store (<https://play.google.com/store>) for Android devices.

Once installed, please do not open Outlook on your mobile device until your mailbox has been upgraded as your e-mails will not appear. Once upgraded, you will be able to access your e-mails from the new Outlook app.

Problems accessing your e-mails?

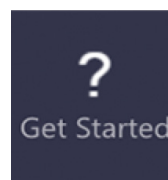
If you experience a problem accessing your e-mail following the upgrade, please follow the steps below.



1. From your computer desktop, double click on the icon pictured left. This should recreate your e-mail profile and enable access.

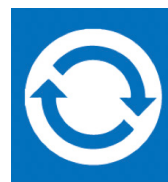


2. If you are still unable to access your e-mail, please contact [your IT Service Desk](#) and use the online web version of Microsoft Outlook to access your e-mail as an interim measure. You can access this by clicking on the OWA icon on your computer desktop (pictured left) or by visiting: <https://mail.merseycare.nhs.uk/owa> From here, you will be prompted for your domain\user name and a password. **Please enter mctdom\ before your username.**



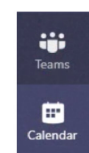
Digital learning resources

Within Microsoft Teams, there is a Get Started link providing access to useful [digital learning resources](#) to support your use of Microsoft Teams and Microsoft Office applications.



Syncing your contacts and calendars

Guidance on how to sync your Outlook contacts and calendars with your mobile device can be found within the [digital learning resources](#).



Integration with Teams

Following the upgrade, you will notice that a new 'calendar' icon will appear in Microsoft Teams, where you will be able to create and join meetings. If the icon is not visible, a restart of Microsoft Teams may be required.