

## Frequently Asked Questions version 15-05-2023

### Overview (Click to go the answer):

We're having trouble locating your account. Which type of account do you want to use?

The Microsoft Exchange administrator has made a change that requires you quit and restart Outlook.

I am receiving an authentication pop-up, which username and password should I use?

Webmail shows 'Something did not work. We could not find a mailbox for this user'

Why is the Outlook Calendar not visible in teams after the move of my mailbox?

My mailbox has not been moved to Exchange Online, but I am getting some authentication pop-ups from Outlook.

I'm seeing weird email addresses when opening a contact from the address book.

My mailbox searches seem incomplete

Outlook is responding very slow

Is my mailbox moved to Exchange Online or not?

I am getting a pop-up asking for my username and password, but my mailbox is not yet migrated.

I am unable to set permissions to my calendar.

I have a forward configured for my e-mail. Does this still work after migrating?

Will Public Folders still be accessible?

I am using a shared mailbox. Can I still use this while my mailbox is moved to Exchange Online?

I am unable to add or remove users from distribution groups.

I am missing contacts and my calendar on my phone right after moving my mailbox.

I am seeing someone else's calendar on my phone.

My Outlook rules don't seem to work anymore

**We're having trouble locating your account. Which type of account do you want to use?**

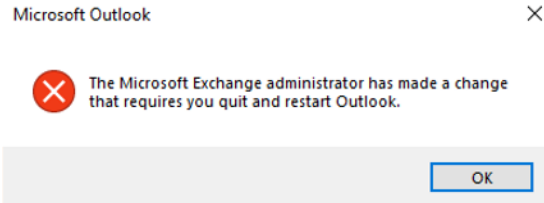
Click on 'Sign in with another account' and use your UM email address



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**The Microsoft Exchange administrator has made a change that requires you quit and restart Outlook.**

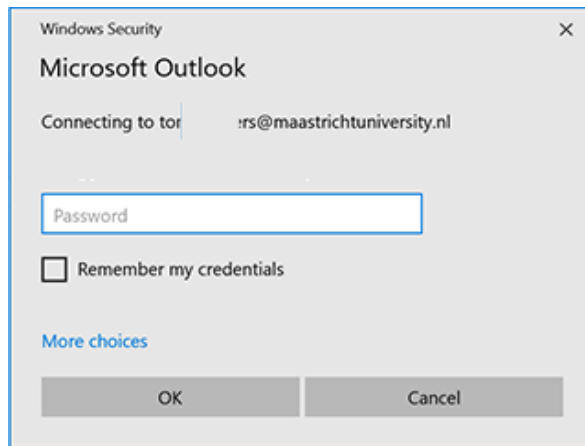
This not an actual error but expected behaviour. If you have any connections like a shared calendar, shared mailbox, or something similar, you will get this 'error' when a mailbox has been moved.



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### I am receiving an authentication pop-up, which username and password should I use?

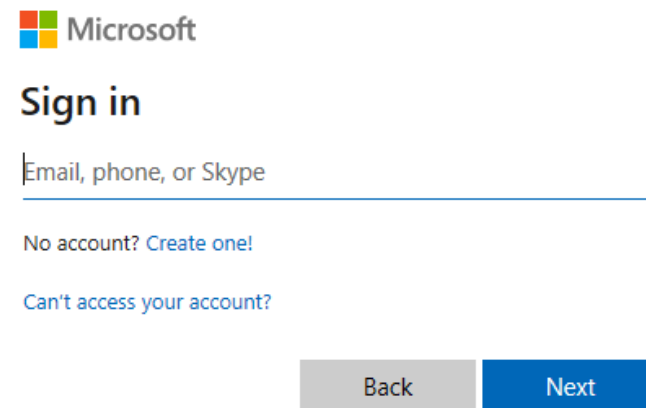
For each of the following pop-ups, use the corresponding information



This is the so-called 'Basic Authentication' pop-up. This data is used for applications that are still in our own UM e-mail environment.

Please use: your **username** and password (similar to what you use to log in to your workplace). Don't forget to select "Remember my credentials".

You may have to click on "More choices" > "Other account"

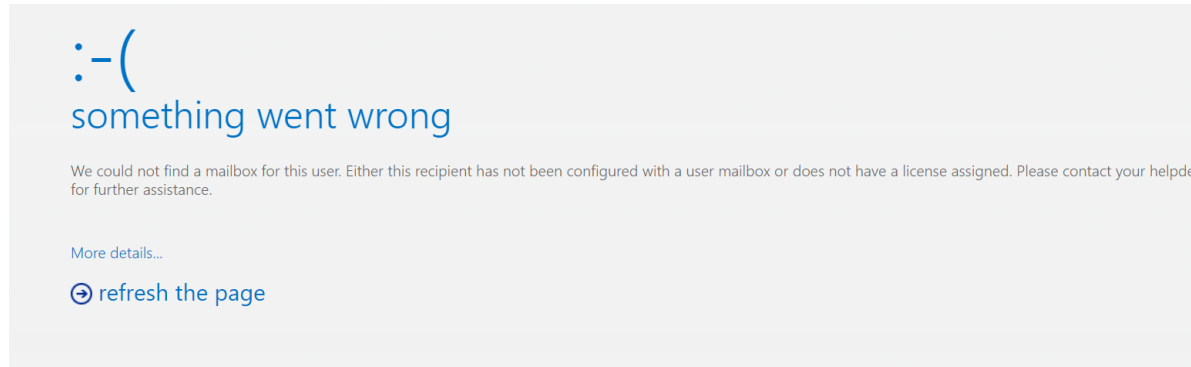


This is the "Modern Authentication" pop-up, or OAuth2 authentication. Here you need to use your e-mail address and password. If applicable, this will also require second factor authentication.

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## Webmail shows 'Something did not work. We could not find a mailbox for this user'

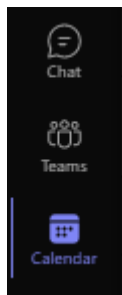
Please remove your browser cookies as described in this [knowledge base item](#) in the Self Service Portal.



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## Why is the Outlook Calendar not visible in teams after the move of my mailbox?

If your mailbox just has been moved to Exchange Online, it can take up to 3 days before the Microsoft Teams client shows the Outlook Calendar in the ribbon.



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**My mailbox has not been moved to Exchange Online, but I am getting some authentication pop-ups from Outlook.**

If your mailbox has not been moved to Exchange Online yet but you have any connections like a shared calendar, shared mailbox, or something similar which already has been moved to Exchange Online, you may get a pop-up asking for credentials. Please use your UM email address and UM password to log on.

Note: This should only happen once. If this occurs more often, please file an inquiry to ICTS Servicedesk.

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**I'm seeing weird email addresses when opening a contact from the address book.**

If your mailbox has not yet been moved to Exchange Online, the contact list will be built differently than when your mailbox has been moved. The mailboxes that have been moved no longer have a mailbox on our own UM environment. This contactlist consists of mailboxes that are in the same environment as the mailbox of the person requesting information about the contact. Moved mailboxes are therefore not included here. To prevent people from not being found in the list, the system automatically creates a contact with an e-mail address at which the mailbox can be reached. This address will not be used for sending emails, it will simply remain the primary email address.

Such addresses end in '@maastrichtuniversity.mail.onmicrosoft.com'.

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**My mailbox searches seem incomplete**

Scroll to the bottom of the search results and click 'Click here to view more on Microsoft Exchange'

There are more items in this folder on the server

[Click here to view more on Microsoft Exchange](#)

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### **Outlook is responding very slow**

Please enable 'Cached Exchange Mode' using the following steps:

Click 'File'

Click 'Account settings' 2x

Click your email address twice

Check 'Use Cached Exchange Mode to download email to an Outlook data file' and use the slider to set the period from which the messages will be downloaded. (Advice 3 months)

Click 'Next' to save the settings and restart your Outlook.

Offline Settings

Use Cached Exchange Mode to download email to an Outlook data file

Download email for the past:

—————|————— 3 months

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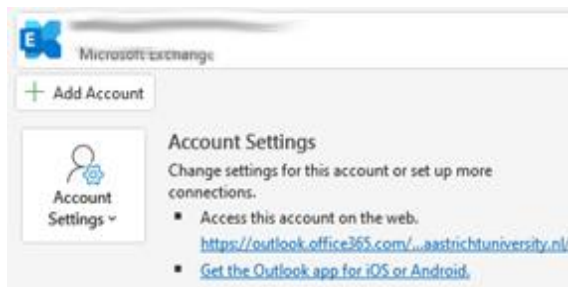
### **Is my mailbox moved to Exchange Online or not?**

Check your Outlook setting to see if your mailbox is in Exchange Online or still in-house:

Click 'File'

If 'Access this account on the web' contains 'outlook.office365.com' your mailbox is migrated to Exchange Online.

If 'Access this account on the web' contains 'mail.maastrichtuniversity.nl' your mailbox is still in-house.



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**I am getting a pop-up asking for my username and password, but my mailbox is not yet migrated.**

This may be the case if you have a calendar or mailbox connected from a user already being migrated to the cloud. Please fill in the username and password to connect to this mailbox.

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**I am unable to set permissions to my calendar.**

Settings permissions is only possible for users having the mailbox in the same platform. So, both in Exchange Online or both in-house. You will have to wait with settings these permissions until the other mailbox and yours are on the same platform.

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### **I have a forward configured for my e-mail. Does this still work after migrating?**

Yes, this will still work. But there is an explanation and warning needed:

If you have made a service request to forward your email messages to a '@mumc.nl' address and this is fulfilled by Servicedesk-ICTS the forward will be disabled when moving your mailbox. Shortly after completion this forward will be enabled again by ICTS. During the migration some message can be delivered to your UM mailbox. After migration has completed, always check your UM mailbox for missed messages.

If you created a forward using an Outlook rule there is nothing you must do.

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### **Will Public Folders still be accessible?**

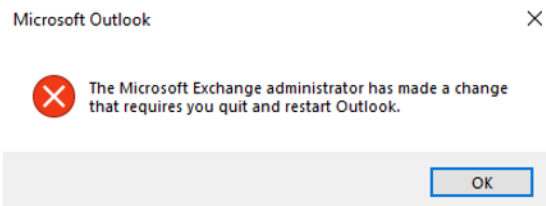
Yes, public folders will still be accessible. But they will not be migrated to Exchange Online. Soon we will have a look into the usage of Public Folders and propose an alternative. For example, Office 365 groups or Microsoft Teams.

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### **I am using a shared mailbox. Can I still use this while my mailbox is moved to Exchange Online?**

Yes, you will still be able to use shared mailboxes. They will be moved to Exchange Online after every regular mailbox has been moved. This movement may cause the error below to appear. But you just need to follow the instructions and restart Outlook.





**I am unable to add or remove users from distribution groups.**

This functionality is not provided by Exchange Online anymore. We will be looking for a solution in the future.

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**I am missing contacts and my calendar on my phone right after moving my mailbox.**

I may take some while before your calendar and contacts are completely synchronised. Your mailbox message will take precedence.

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**I am seeing someone else's calendar on my phone.**

Somewhere in the past you may have accepted a calendar sharing invite from this user. These calendars are being added to your mobile devices. If this is not needed, you are free to delete them.

*Note: You are not seeing something you are not allowed to, the permissions are active on the user's mailbox.*

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**My Outlook rules don't seem to work anymore**

This can happen to 'Client-Only' rules. These are rules that only can be executed when the Outlook client is active. Microsoft does not guarantee these will still be operational after moving your mailbox. Server-side rules will be migrated in a working state. So please check the 'Client-Only' rules after the move of your mailbox.

*Note: Check these rules by using the Outlook client. If updating the rules in Outlook Web App (OWA) read the warning messages very careful.*