

MAT - Accessing your emails post Office 365 Migration

If you have issues with any of the below please contact IT at the following addresses:

TNA – ITHelpdeskTNA@e-services.freshservice.com

HLA – ITHelpdeskHLA@e-services.freshservice.com

GEA – ITHelpdeskGEA@e-services.freshservice.com

HHA – ITHelpdeskHHA@e-services.freshservice.com

Please note if you're emailing in from a personal email we will need to verify your identity before we hand out login information so please provide your DOB / Address as part of your initial email.

Thank you

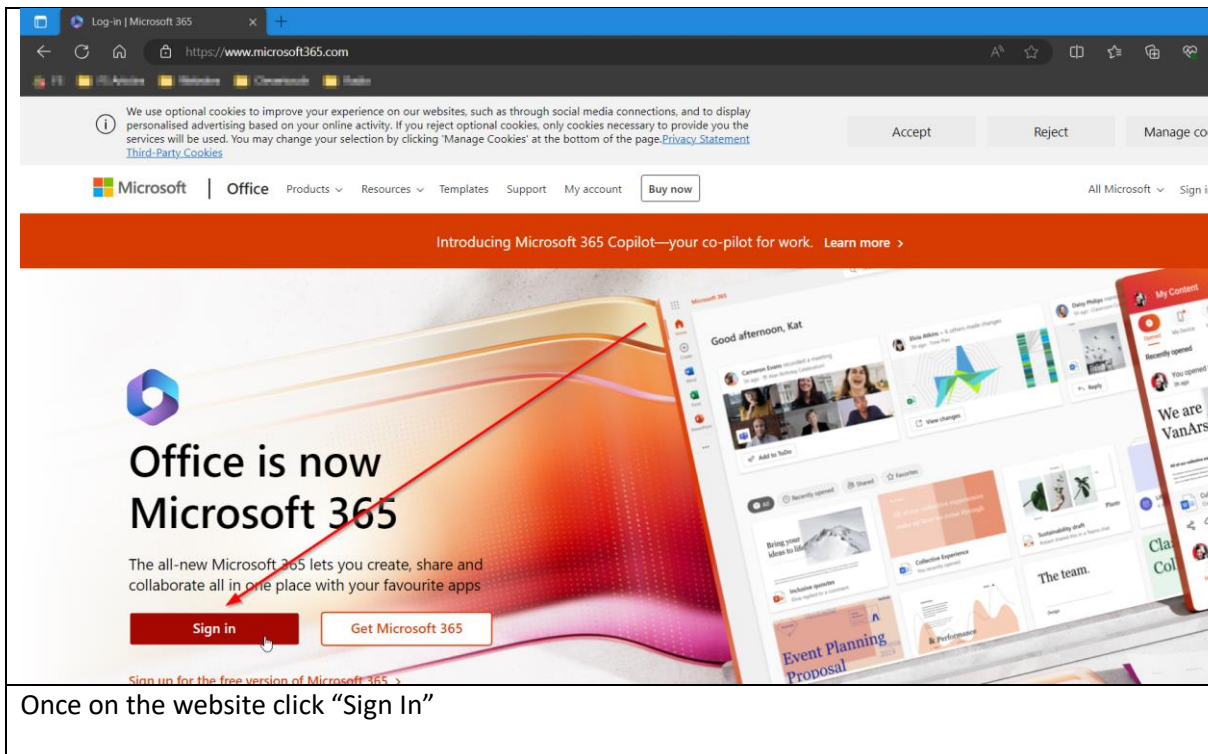
In a nutshell it should just be a **case of logging back in to your Office 365 account**. The **login details will remain the same**, this means that your **email is still Firstname.Surname@midlandat.co.uk** and your **Password will remain the same**

(If you require a password reset please contact IT as you would normally – emails at top)

Most likely your **laptop will remember your old account from the College system**, in order to ensure you are fully working on the new emails you need to **delete/forget any reference of that account**. You may see it appear as FirstnameSurname@livenwhcac.onmicrosoft.com. If you **see this anywhere please use the "Sign out and Forget Option"**, same goes for any reference to Firstname.Surname@midlandat.co.uk, which although sounds counter productive (as it is technically the correct email address), **this is trying to connect to the College system**, therefore **we need to remove any reference to it and login entirely fresh**.

Web Apps:

Microsoft 365 Web apps, such as **Outlook Web app (OWA)** is a lite version of Outlook and is accessed via **Google**. You can access this from www.microsoft365.com and **logging in with your @midlandat.co.uk email and password**. Please ensure you've **removed any saved accounts before doing so otherwise it may redirect to the incorrect 365 system.**

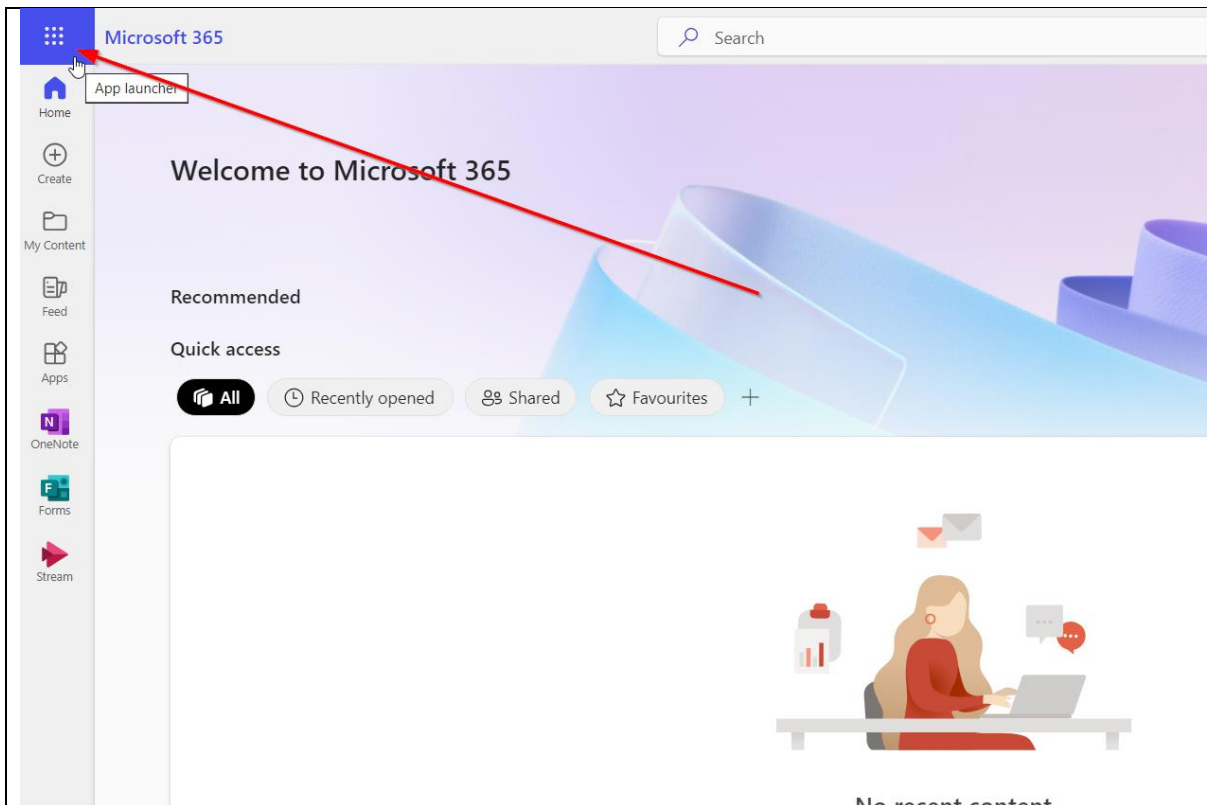


Once on the website click "Sign In"

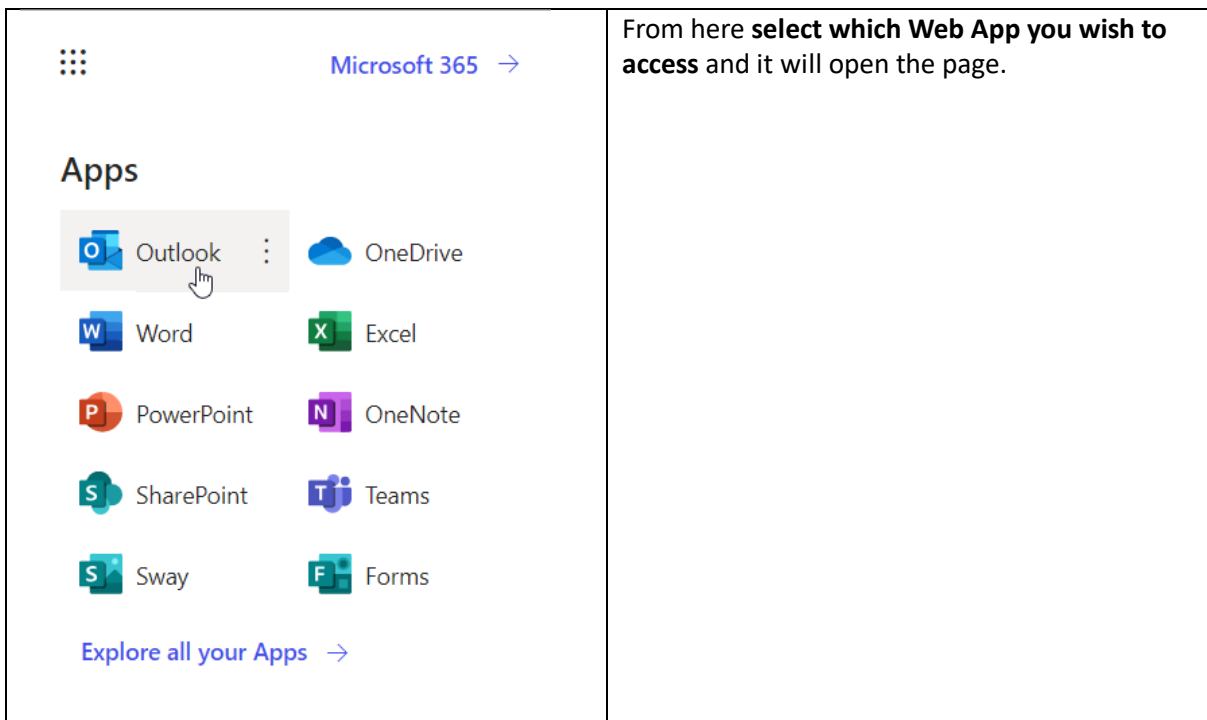
The screenshot shows the Microsoft account selection interface. At the top left is the Microsoft logo. Below it is the text "Pick an account". A list of accounts is shown, with the first one being "midlandat.co.uk". To the right of this account is a three-dot menu icon with a red circle containing the number "1" and a hand cursor pointing to it. Below the list is a "+ Use another account" option. To the right of the account list is a "Forget" button with a red circle containing the number "2" and a hand cursor pointing to it.

If it prompts any email accounts, **press the 3 dots and select "Forget"**. The exact wording may be slightly different such as "Sign out and forget".

Ensure you login fresh!



Once logged in (**You may be prompted to setup MFA first time around, more information on that below**) you should see a similar page, simply **press the 3x3 dots top left of the page to open the next menu.**



From here **select which Web App you wish to access** and it will open the page.

