E-Mail - Exchange Online

What is Exchange Online?

Exchange Online is a cloud-based email system that is primarily used by businesses. It is part of Microsoft 365 and offers:

- Send and receive emails
- Manage calendars
- Save contacts
- Organize tasks

What are the advantages of Exchange Online?

- **No need for your own server infrastructure**
  Jade University does not need to provide its own server infrastructure for Exchange, which reduces the administrative maintenance effort required, among other things.
- **Improved security features**
  - Encrypted data transmission and storage
  - Option of multi-factor authentication (MFA)
  - Additional mechanisms to protect against spam, viruses, and phishing
- **Synchronization across all devices**
  Emails, calendars, contacts, and tasks are always up to date, whether you are working on a PC, smartphone, or tablet.
- **Team collaboration**
  - Shared calendars and mailboxes
  - Sharing of contacts and tasks
  - Integration with Microsoft Teams, SharePoint, and OneDrive
- **Scalability**
  No expansion of your own server infrastructure is necessary as user numbers increase

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Why switch or migrate to Exchange Online?

Currently, the available IT resources are running out due to constantly increasing demands. The necessary renewal of IT resources for the Exchange system would incur significant additional costs. In addition, higher security measures such as multi-factor authentication (MFA) are not feasible, increasing the risk of the university becoming the victim of a cyberattack.

Therefore, as part of the introduction of Microsoft 365 at Jade University, all mailboxes will be

migrated to Exchange Online during the semester break by the end of the 2025 summer semester.

How will the migration to Exchange Online proceed?

The migration of Exchange OnPremise mailboxes to Microsoft Exchange Online is scheduled to take place in coordinated “waves” by the end of the 2025 summer semester. The “waves” are formed based on departments, status groups, and other factors.

Prior to the migration, affected users will receive an email with the planned date and further information. The migration process will then run fully automatically in the background at the announced time. Access to the Exchange mailbox will still be possible during the migration. The actual switchover of the mailbox will only take place after all mailbox elements have been completely migrated.

When using the Outlook desktop app on Windows or MacOS devices or the Outlook mobile app for iOS or Android, the changeover should have no effect. The Outlook desktop app may prompt the user to restart the application once.

In contrast, when using other email clients (Apple Mail, Google Gmail, Thunderbird, etc.), a new setup is required. To do this, the previous account must be removed from the respective app and then added again. Links to the instructions can be found in the section How do I set up my email client?

What access options does Exchange Online offer?

Exchange Online offers various access options to enable flexible, location-independent working. The most important ones are:

1. **Outlook (desktop app)**
   - The classic Outlook application for Windows or macOS
   - Full range of functions: emails, calendar, contacts, tasks
   - Ideal for office workstations

2. **Outlook on the web (OWA)**
   - Access via browser: https://outlook.office.com/mail/?domain_hint=hs-woe.de
   - No installation required
   - Almost all features as in the desktop app
   - Perfect for on the go or external devices

3. **Outlook Mobile App**
   - For iOS and Android
   - Synchronizes emails, calendars, contacts
   - Push notifications for new messages
   - User-friendly and secure

4. **Apple Mail (iOS/macOS)**

- Apple Mail directly supports Microsoft Exchange accounts
- Synchronizes emails, calendars, contacts, reminders, and notes
- Supports modern authentication (OAuth)
- Restriction: Does not support shared mailboxes

5. **Gmail app (Android)**
   - Access via Microsoft Exchange ActiveSync (EAS)
   - Synchronizes emails, calendars, contacts, reminders, and notes
   - Supports modern authentication (OAuth)
   - Restriction: Does not support shared mailboxes
   - Restriction: Calendar and contact synchronization may be limited depending on the Android version and manufacturer

6. **Other email programs (IMAP/SMTP)**
   - Access via standard protocols such as IMAP and SMTP
   - Works with programs such as Thunderbird
   - Restriction: not all features are available (e.g., no calendar, no contacts)

How do I set up my email client?

Microsoft provides instructions for the access options described in the previous section:

- **Outlook Desktop (Classic) app for Windows**: https://support.microsoft.com/de-de/office/hinzuf%C3%BCgen-eines-e-mail-kontos-zu-outlook-f%C3%BCr-windows-6e27792a-9267-4aa4-8bb6-c84ef146101b#picktab=classic_outlook

- **Outlook desktop app for MacOS**: https://support.microsoft.com/de-de/office/hinzuf%C3%BCgen-eines-e-mail-kontos-zu-outlook-f%C3%BCr-mac-6aeec61b-86af-40af-8ffe-985d0fc82ddb

- **Outlook app for iOS**: https://support.microsoft.com/de-de/office/einrichten-der-outlook-app-f%C3%BCr-ios-b2de2161-cc1d-49ef-9ef9-81acd1c8e234

- **Outlook app for Android**: https://support.microsoft.com/de-de/office/einrichten-von-e-mail-in-der-outlook-f%C3%BCr-android-app-886db551-8dfa-4fd5-b835-f8e532091872

- **Apple Mac OS X Mail**: https://support.microsoft.com/de-de/office/einrichten-von-e-mail-in-mac-os-x-mail-de372dc4-9648-4044-a76c-e8a60e178d54

- **Apple iPhone/iPad iOS Mail App**: https://support.microsoft.com/de-de/office/einrichten-eines-outlook-kontos-in-der-ios-mail-app-7e5b180f-bc8f-45cc-8da1-5cefc1e633d1

- **Google Android email app (Gmail or Samsung)**: https://support.microsoft.com/de-de/office/einrichten-von-e-mails-in-der-android-e-mail-app-711

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For other alternative clients, please use the following instructions:

- **Mozilla Thunderbird with IMAP**:
  To set up an Exchange Online account in Thunderbird, you must configure Thunderbird manually, as Microsoft has disabled “username/password” login in Exchange Online and enforces OAuth2/Modern Authentication. You will need the settings for IMAP and SMTP as well as the correct user data and must select OAuth2 as the authentication method.

  Here are detailed instructions:
  1. Start account setup:
     - Open Thunderbird and select “Add Account” or “New Account.”
     - Select “Email Account” and click “Next.”
     - Enter your name and email address and click “Next.”
  2. Manual configuration:
     - Select “Manual setup” or “Manual configuration” and enter the following data:
     - Incoming mail server (IMAP):
       - Protocol: IMAP
       - Host name: outlook.office365.com
       - Port: 993
       - Connection security: SSL/TLS
       - Authentication method: OAuth2
       - Username: Your login ID (PC login) in the form loginname@hs-woe.de (e.g., ma1234@hs-woe.de)
     - Outgoing mail server (SMTP):
       - Server name: smtp.office365.com
       - Port: 587
       - Connection security: STARTTLS
       - Authentication method: OAuth2
       - Username: Your login ID (PC login) in the form loginname@hs-woe.de (e.g., ma1234@hs-woe.de)
  3. Finish:
     - Select IMAP for the inbox and click “Finish.”
     - You will be redirected to log in to your Exchange Online account, where you will need to log in via OAuth2 authentication.
     - After successfully logging in, the account will be set up in Thunderbird.

- **Evolution for Linux**:
  When you start Evolution for the first time, you will be greeted by the Evolution startup wizard.
  - **“Welcome” window**:
    - Click on the “Next” button
  - **“Restore from backup file” window**:
    - If you have a backup file from an older installation, you can select it here. Otherwise, click the “Next” button.
  - **“Identity” window**:
    - Full name: Enter your first and last name here.
    - Email address: Enter your Jade University email address here.
    - Organization: Jade University
    - Retrieve email server properties based on the email address entered: deactivated
    - Click on the “Next” button

- **“Retrieve emails” window**:
  - Server type: Exchange Web Services
  - Username: Enter your email address at Jade University here.
  - Computer address: https://outlook.office365.com/EWS/Exchange.asmx
  - OAB address: https://outlook.office365.com/OAB/bd056099-e421-46df-aa2b-8cf764192bf1/
  - Authentication: OAuth2 (Office365)
  - Click on the “Next” button
- **“Receiving Options” window**:
  - Automatically synchronize remote emails locally in all folders: activated
  - Click on the “Next” button
- **“Account Summary” window**:
  - The entry in the Name field identifies this account in Evolution – you can accept the default setting here.
  - Click on the “Next” button
- **“Finish” window**:
  - The configuration is complete – click on the “Apply” button to establish a connection to your Exchange Online account.
- **“Authentication request for Microsoft 365 account” window**:
  - Username: <Your email address>
  - Password: Your password in the PC network system
  - When asked “Do you trust hs-woe.de?”, click the “Next” button
  - For the requested permissions, click the “Accept” button
- Evolution will then connect to your Exchange Online account and the data will be synchronized between the Exchange Online servers and Evolution.

How can I access a shared mailbox?

If you have permission to access a shared mailbox, you can only do so via the Outlook app (desktop, mobile, or online).

Instructions for setup can be found here:

- **Outlook Desktop App for Windows**: https://support.microsoft.com/de-de/office/%C3%B6ffnen-und-verwenden-eines-geteilten-postfachs-in-outlook-d94a8e9e-21f1-4240-808b-de9c9c088afd#picktab=classic_outlook

- **Outlook Desktop App for MacOS**: https://support.microsoft.com/de-de/office/%C3%B6ffnen-sie-einen-freigegebenen-e-mail-kalender-oder-personen-ordner-in-outlook-f%C3%BCr-mac-6ecc39c5-5577-4a1d-b18c-bbdc92972cb2#id0edd=outlook_for_mac

- **Outlook on the web**: https://support.microsoft.com/de-de/office/%C3%B6ffnen-und-verwenden-eines-geteilten-postfachs-in-outlook-d94a8e9e-21f1-4240-808b-de9c9c088afd#picktab=outlook_on_the_web

- **Outlook Mobile App for iOS or Android**: https://support.microsoft.com/de-de/office/hinzuf%C3%BCgen-eines-freigegebenen-postfachs-zu-outlook-mobile-f866242c-81b2-472e-8776-6c49c5473c9f

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How can I view my storage space?

You can view your storage usage online at https://outlook.office.com/mail/?domain_hint=hs-woe.de. Go to the File → Settings → Account → Storage menu item.

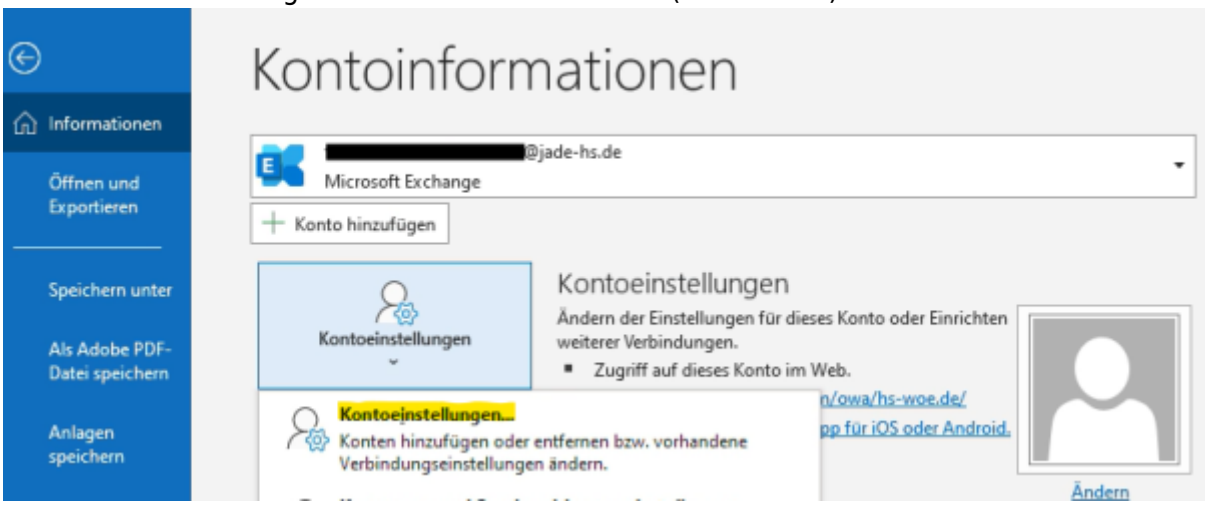
What can I do if I receive error messages after migration?

Outlook for Windows repeatedly asks for a password when accessing a shared mailbox after migration

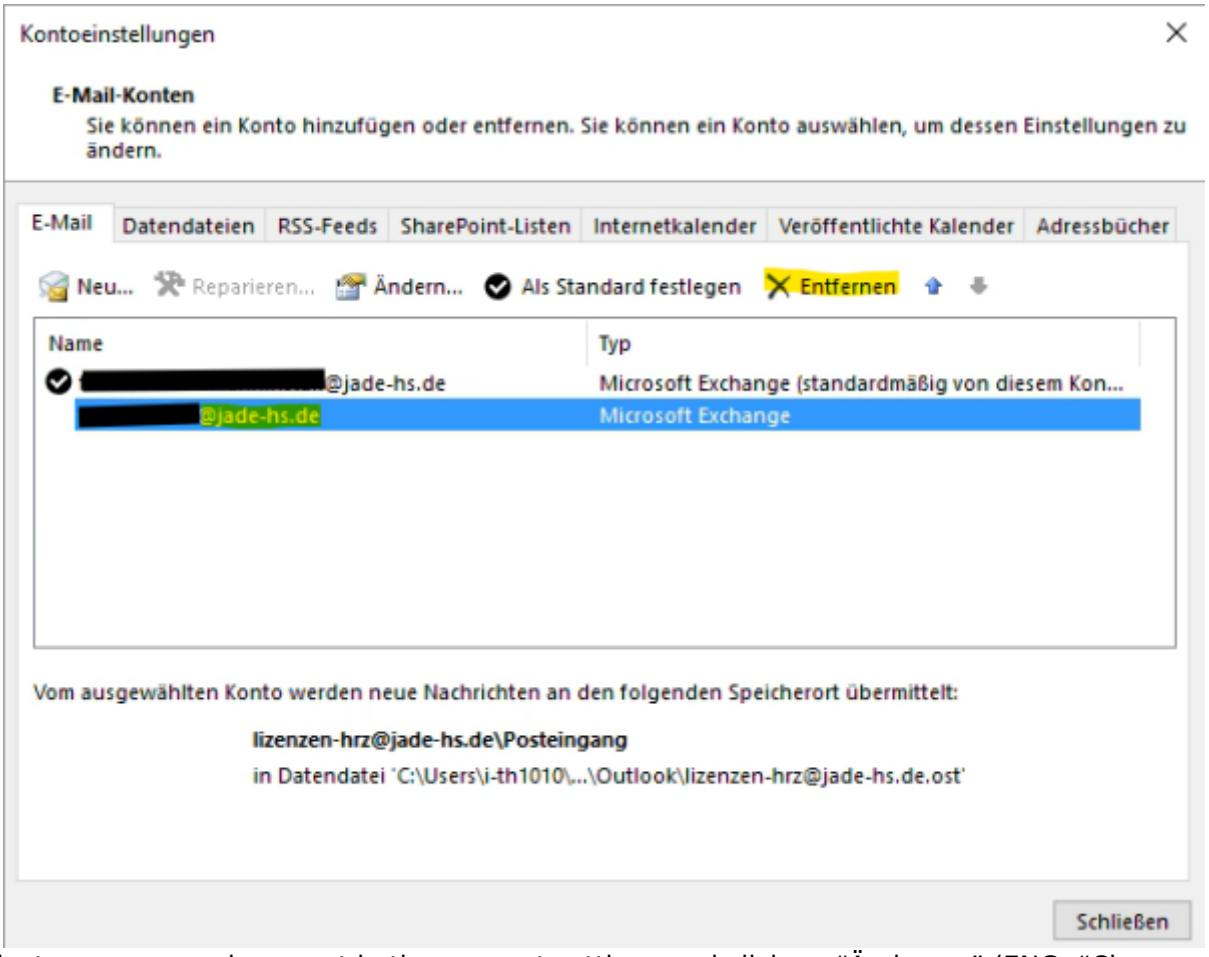
If you have access to a shared mailbox and have integrated it into Outlook for Windows using the previous method before migration, you must first remove this mailbox from the configuration and then add it again as an additional mailbox to be opened.

The following steps must be carried out in detail:

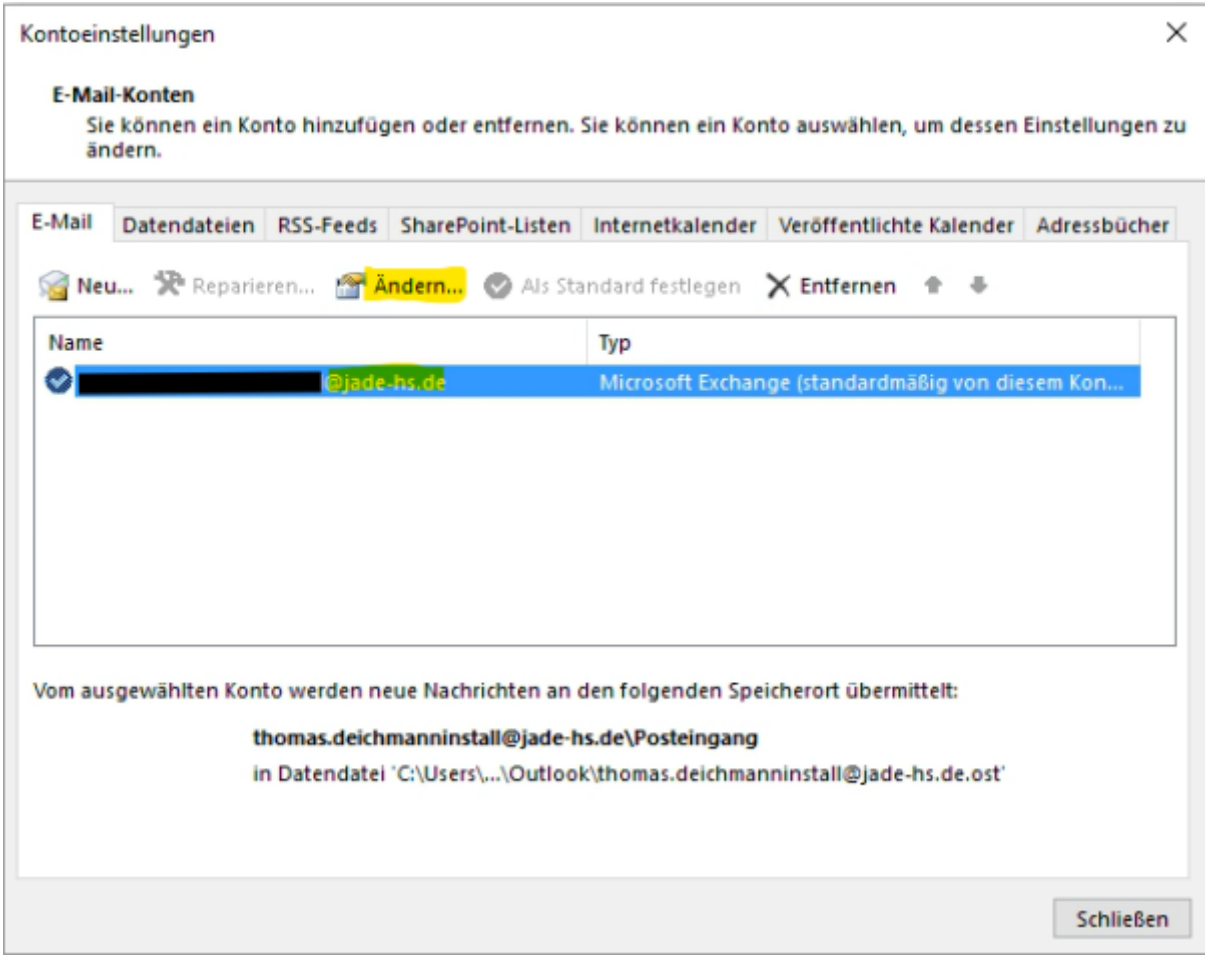
1. Open the account settings in Outlook via the “Datei” (ENG: “File”) menu



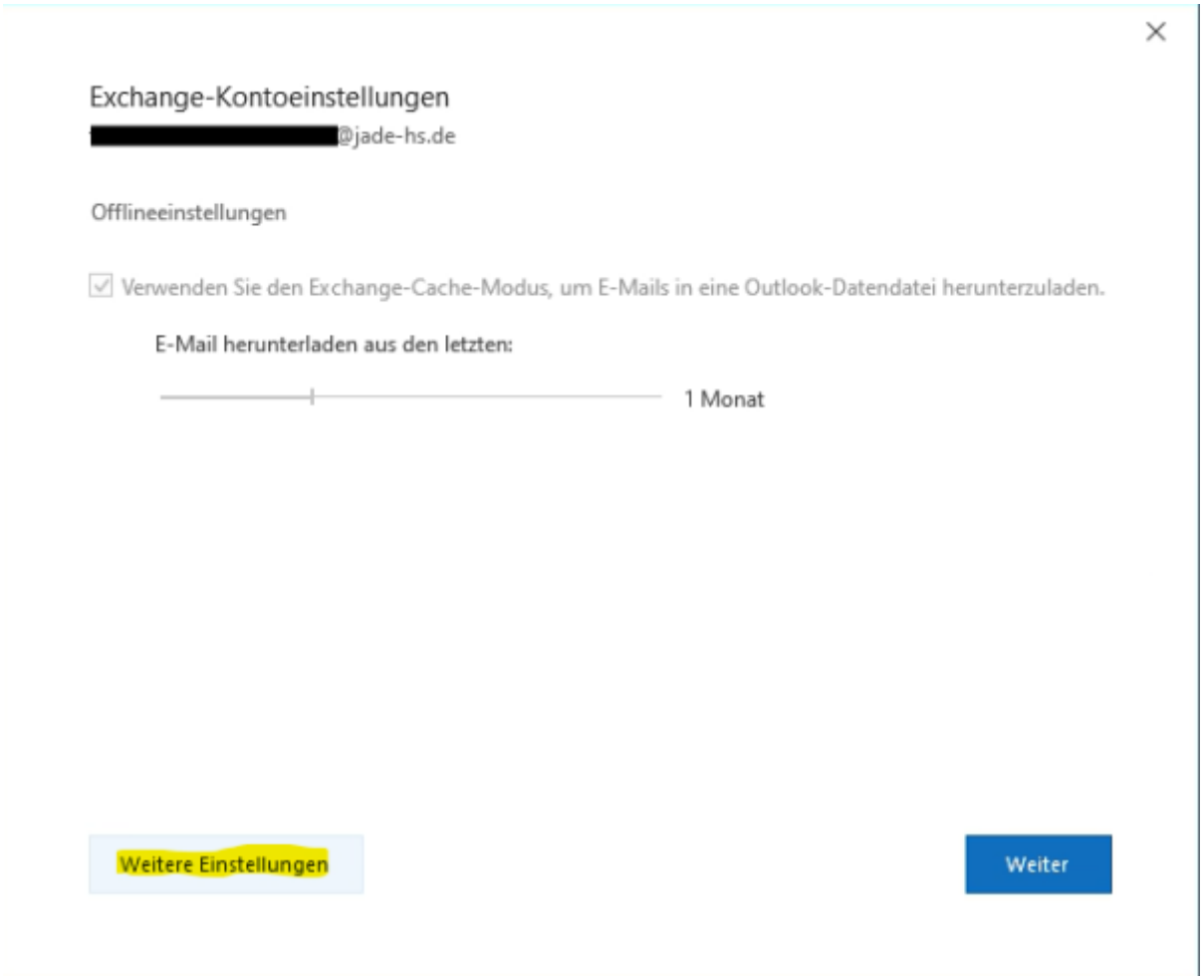
2. In the account settings, first delete the shared mailbox that was integrated using the previous method by selecting it and deleting it using the “Entfernen” (ENG: “Remove”) option



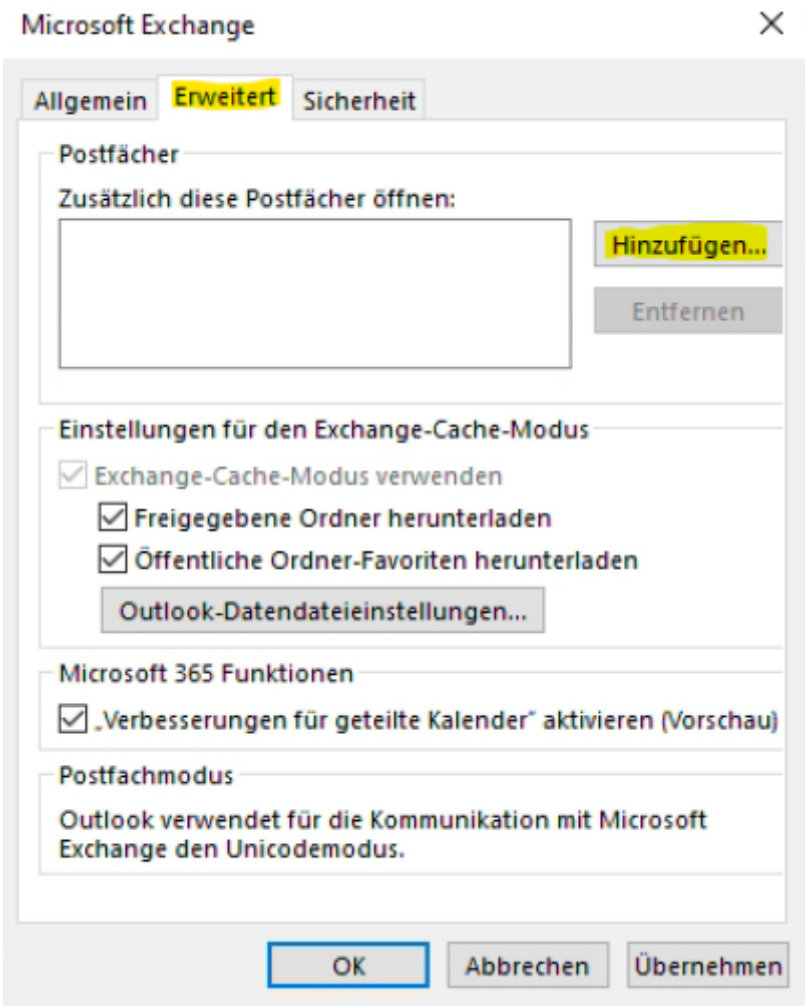
3. Select your personal account in the account settings and click on “Ändern...” (ENG: “Change...”)



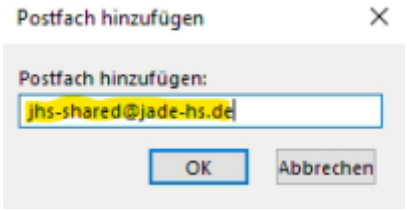
4. In the Exchange account settings, select “Weitere Einstellungen” (ENG: “More settings”)



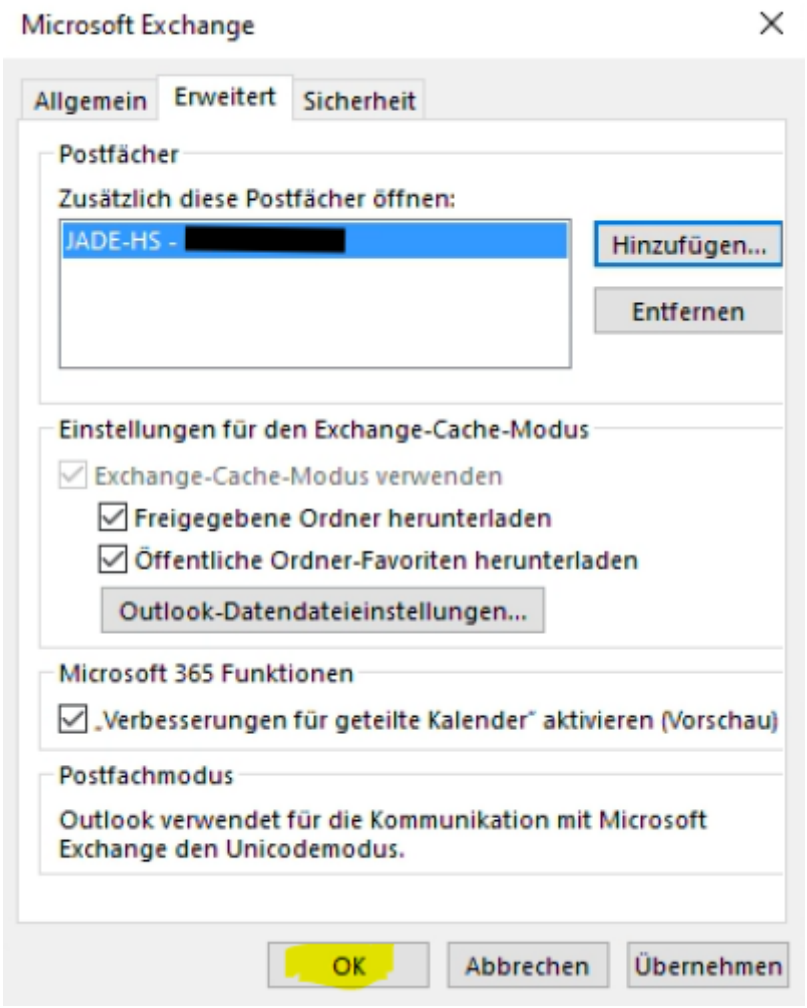
5. In the “Microsoft Exchange” window, go to the “Erweitert” (ENG: “Advanced”) tab and click on “Hinzufügen” (ENG: “Add…”) next to the “ Zusätzlich diese Postfächer öffnen” (ENG: “Additionally open these mailboxes” section“).



6. In the “Postfach hinzufügen” (ENG: “Add Mailbox”) window, enter the email address of the shared mailbox and confirm your entry with “OK”



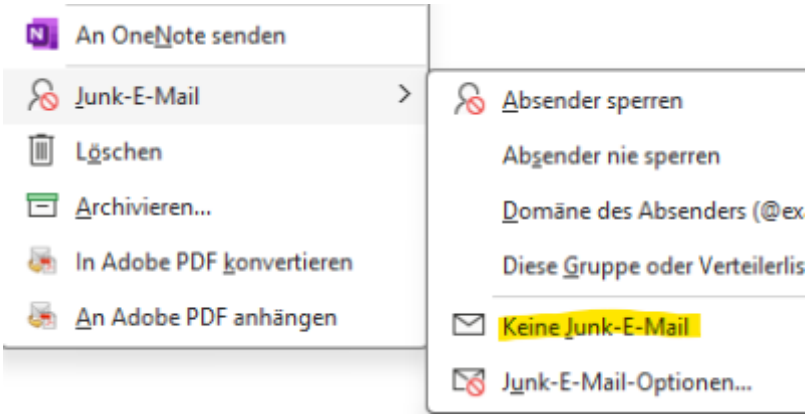
7. The desired shared mailbox should then be listed in the “Zusätzlich diese Postfächer öffnen” (ENG: “Open these Mailboxes as Well”) list, and you can close the Microsoft Exchange window by clicking “OK.”



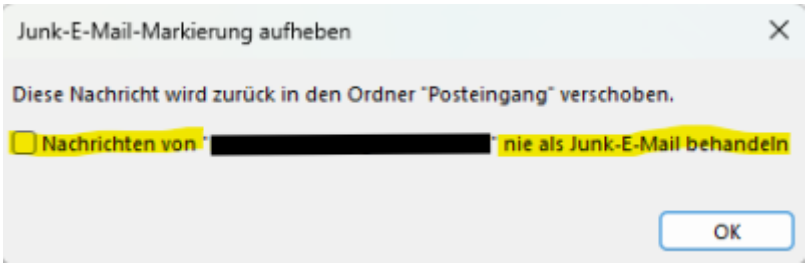
8. Then confirm the changes in the “Exchange Kontoeinstellungen” (ENG: “Exchange Account Settings”) window by clicking “Weiter” (ENG: “Next”) and then “Vorgang abgeschlossen” (ENG: “process completed”).
9. As a final step, close the “Kontoeinstellungen” (ENG: “Account Settings”) window by clicking the “Schließen” (ENG: “Close”) button and restart Outlook if necessary.

Since the migration, some emails are ending up in the junk email folder

To classify an email that has been accidentally classified as junk email as a “normal” email, it must be selected with the right mouse button. In the context menu, select “Junk Email” and then classify the email in question as a normal email via “keine Junk-E-Mails” (ENG: “Not Junk Email”).



This will move the email to your inbox, but please note that by default, the sender's email address will be classified as trustworthy. If you do not want this to happen, you must disable the option “Nachrichten von “absender@domaene.xyz” nie als Junk-E-Mail behandeln” (ENG: “Never treat messages from “senders@domaene.xyz” as junk email”).

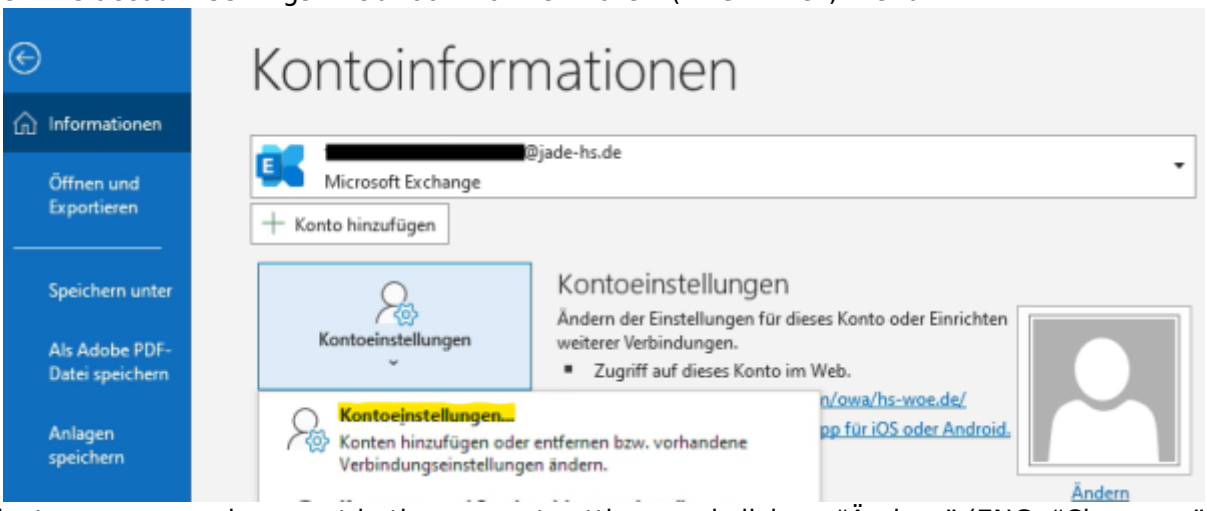


Since the migration, access to public folders no longer works

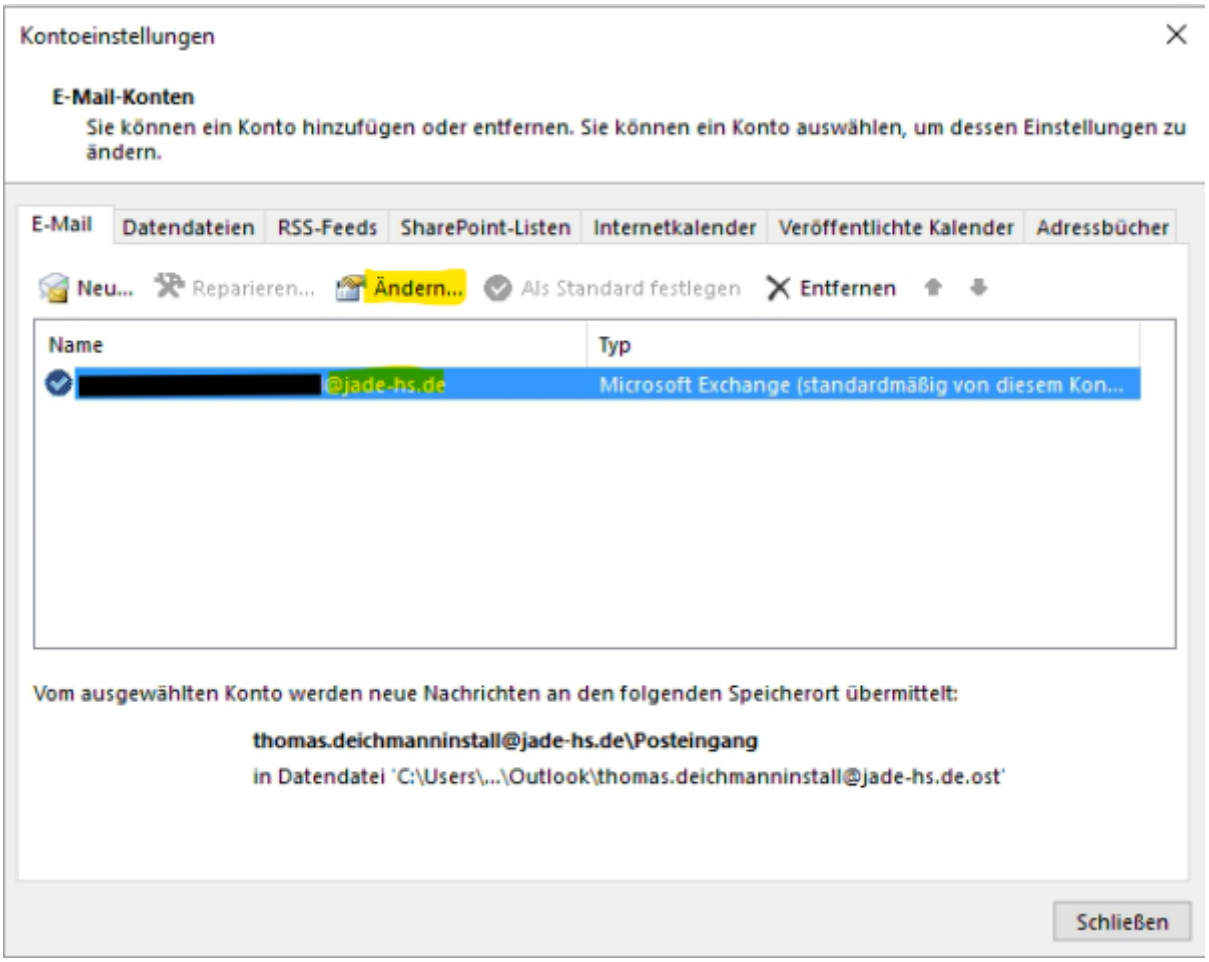
In this case, some options must be enabled in the Outlook configuration.

To do this, follow these steps:

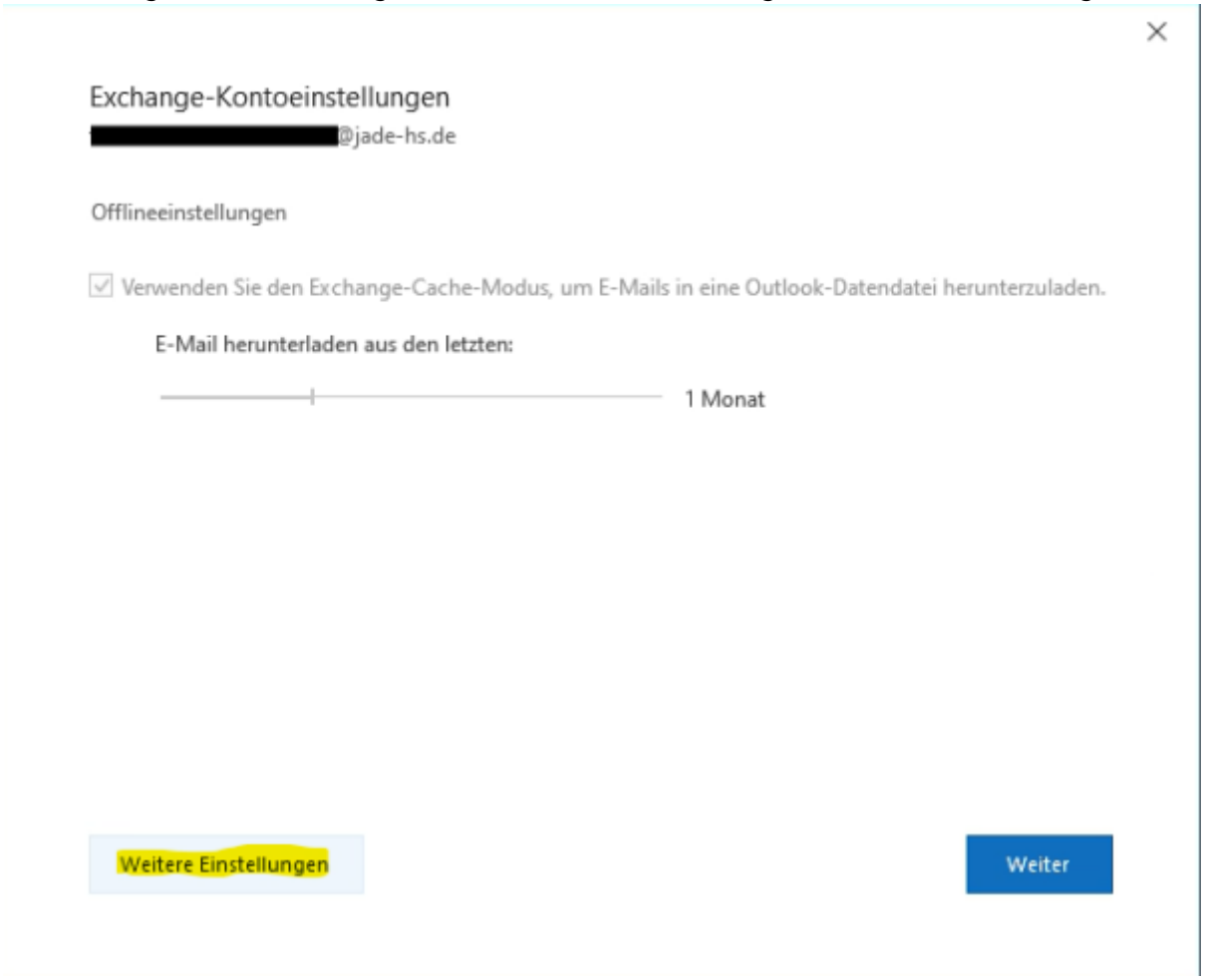
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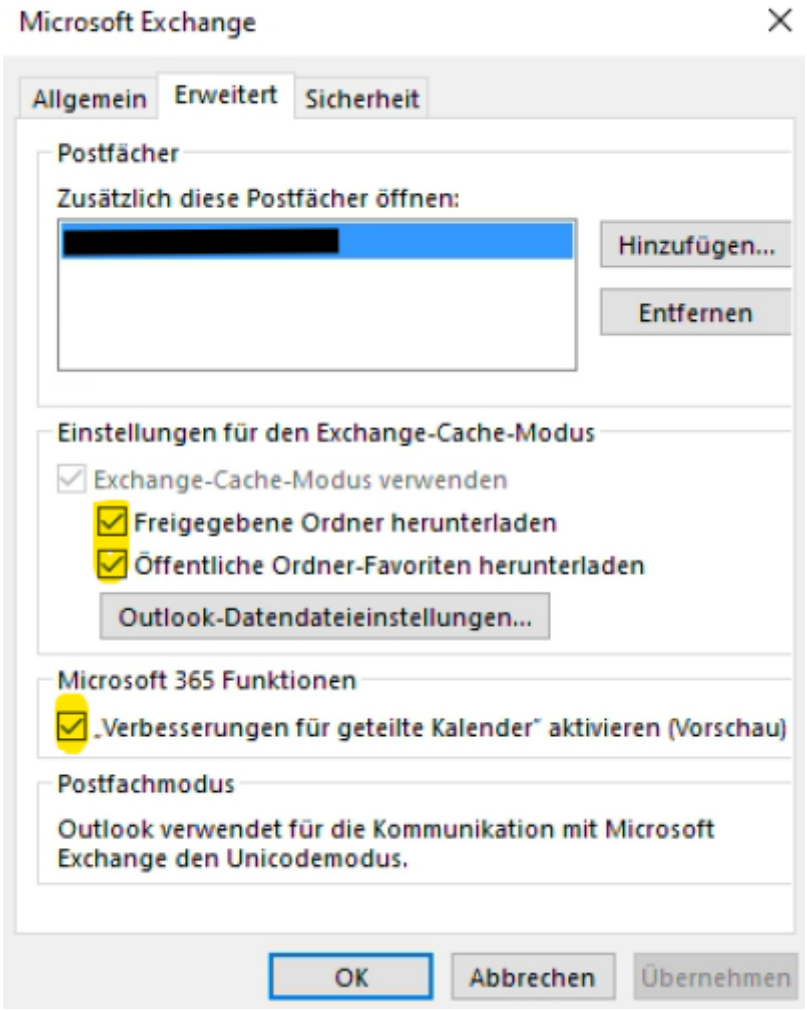
2. Select your personal account in the account settings and click on “Ändern” (ENG: “Change...”)



3. In the Exchange account settings, select “Weitere Einstellungen” (ENG: “More settings”)



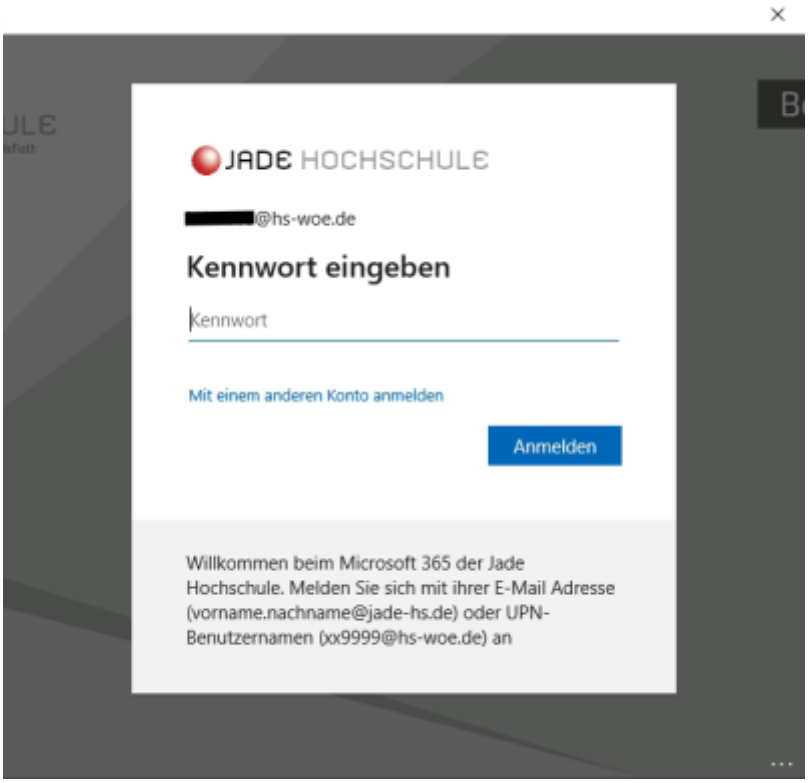
4. In the “Microsoft Exchange” window, go to the “Erweitert” (ENG: “Advanced”) tab and, in the “Einstellungen für den Exchange-Cache-Modus” (ENG: “Exchange Cache Mode Settings”) section, check the boxes for “Freigegebene Ordner herunterladen” (ENG: “Download shared folders”), “Download public folder favorites” and in the Microsoft 365 Features section, check the box next to “Verbesserungen für geteilte Kalender aktivieren” (ENG: “Enable improvements for shared calendars”)



5. You can then close the Microsoft Exchange window by clicking “OK” and confirm the changes in the “Exchange-Kontoeinstellungen” (ENG: “Exchange Account Settings”) window by clicking “Weiter” (ENG: “Next”) and then “Vorgang abgeschlossen” (ENG: “process completed”)
6. As a final step, close the “KOntoeinstellungen ” (ENG: “Account Settings”) window by clicking the “Schließen” (ENG: “Close”) button and restart Outlook.

On the virtual desktop, Office applications (Outlook, Word, Excel, etc.) ask for the password when they are started for the first time

When you start an Office application for the first time after logging in to the virtual desktop, the following window appears and prompts you to enter your password



This phenomenon is related to licensing for migrated users and cannot be disabled at this time. However, we are continuing to work on eliminating this phenomenon.

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