



UMail account migration transitions to uNID-based strategy

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Starting **Friday, July 9, 2021**, UIT will begin to migrate remaining University of Utah UMail accounts from Microsoft Exchange Server (hosted on campus) to Microsoft Exchange Online (hosted online by Microsoft infrastructure) based on their university IDs (uNIDs). Previously, accounts had been migrated based on ORG IDs.

Until the entire university migrates to Exchange Online, users may experience some temporary UMail issues. **Campus IT staff and other IT professionals are encouraged to familiarize themselves with [the known issues and their respective IT Knowledge Base help articles](#) so they can better assist users as they migrate to Exchange Online.** U community members may also seek support through [the Exchange Online Migration Microsoft Teams channel](#).

Users will receive a targeted email 24 to 48 hours prior to the initiation of their account migration. The total time for the migration depends on the size of the mailbox(es) to be moved and amount of data to be transferred to Microsoft servers. Extremely large mailboxes can take a number of days to transfer.

The migration of campus UMail accounts should be complete prior to the start of fall semester. Hospital accounts will be migrated afterward.

The upgrade is part of the effort to modernize the U's communication technology and better meet the needs of those working, learning, and teaching remotely. For more information about the project, please refer to the following articles:

- [UMail migration to Microsoft Exchange Online \(cloud\)](#)
- [UMail migration to Exchange Online begins June 1](#)
- [UMail migration issues? Try these troubleshooting tips.](#)

For additional details or support, your local IT support staff may be able to assist, or you may contact your respective help desk:

- **Main Campus UIT Help Desk:** Call 801-581-4000, option 1, or submit a ticket to helpdesk@utah.edu
- **University of Utah Health ITS Service Desk:** Call 801-587-6000 or submit a ticket to ServiceDesk@hsc.utah.edu



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