Dear ANU staff,

As advised on 21 November, ANU will be upgrading our email system starting 18 December.

The upgrade is expected to be a seamless transition from a staff perspective. However, in the unlikely event that you do lose access to your email account from your desktop, we encourage you to access it via the Outlook Web Application (OWA) and contact the ANU Service Desk to report the incident. To access OWA, please refer to the following instructions [http://itservices.anu.edu.au/email](http://itservices.anu.edu.au/email)

For the different types of email users, your experience should be as follows:

**Webmail Users**

If you access your ANU email account remotely from [https://outlook.com/owa/anu.edu.au](https://outlook.com/owa/anu.edu.au) your access will remain the same post the Wave 15 upgrade. However, you will notice a change in the look and feel for OWA.

**Microsoft Outlook Users (Windows and Mac)**

After your email account is upgraded to Wave 15, Outlook will automatically reconfigure and reconnect your email account. You may be prompted to close and re-open Outlook.

Please refer to this self-help link if you experience difficulties with Outlook and accessing your email after the upgrade: [http://itservices.anu.edu.au/email](http://itservices.anu.edu.au/email)

**IMAP Email Client Users**

Once your account is upgraded, please update your **Incoming** and **Outgoing** server settings to:

- **Incoming**
  - Server hostname: outlook.office365.com

- **Outgoing**
  - Server hostname: smtp.office365.com

**Mobile Devices**

If your ANU email account is configured to your mobile devices, these should also automatically update and connect your email account after the upgrade. If your device doesn’t configure itself, check the Server Information Settings for your email account.

- **Server**: outlook.office365.com

If you are experiencing any issues after your email account has been upgraded or if you require assistance, please contact the ANU Service Desk on 6125 4321.


This upgrade may take longer than a week to complete so please be patient during this transition and we apologize in advance for any inconvenience this may cause.

Thank you for your co-operation

ANU Email Project Team