

Your department or divisions mailboxes are being migrated as part of USWs move to greater use of Office 365/Exchange Online. You will have switched your PC off before you left for the day and your mailbox will have been migrated overnight. When you log back in and launch Outlook, it will re-configure itself to connect to Exchange Online. While it reconfigures Outlook may prompt you for a username and password a couple of times, after this is done correctly, Outlook will just connect each time without prompting. For most clients and devices your username will be your **@southwales.ac.uk** email address with your UNI password.

OWA

This is the direct URL for owa - <https://outlook.com/southwales.ac.uk>

Mobile Devices

The server address for mobile devices is **outlook.office365.com**, with your **@southwales.ac.uk** email address for the username and your **UNI** password. The Domain field can be left blank.

Desktop Client

PC – This works best with Outlook 2016 for the pc, if you haven't got this client yet, let me know and I will halt your migration.

Mac - There is an issue with Outlook for mac at the moment, so if you use this client you may want to wait before migrating.

Outlook Config

While Outlook reconfigures itself, you will be prompted a few times for credentials. The prompts you see will depend on what 365 services you have already logged into on your PC (Skype/OneDrive etc)

If you see this, change the username to your **@southwales.ac.uk** email address and enter your **UNI** password.



Outlook should then try to log you in via ADFS, you may see this screen first. Just type in your **@southwales.ac.uk** email address, and click on the password box, this will redirect to our ADFS login.



Office 365

Work or school, or personal Microsoft account

firstname.surname@southwales.ac.uk

Password

Sign in Back

Can't access your account?

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Microsoft

This is our ADFS login, type in your full **@southwales.ac.uk** address and **UNI** password.



University of South Wales
Prifysgol De Cymru

Sign in with your UNI username and password

firstname.surname@southwales.ac.uk

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Sign in

Any problems, please contact:
IT Service Desk on +44 1443 482882 or via our on-line system
www.southwales.ac.uk/customersupport