g



**Step 1 (Configuration) Mail and Skype for Business**

Step by step user guide to complete the first part of migration for Mailbox and Skype For Business

Prepared by: ICT Team  
Version: 1.8  
Updated: Jenuary, 2018

Contents

[Introduction 2](#_Toc505248485)

[Prerequisites 2](#_Toc505248486)

[General 2](#_Toc505248487)

[New ESFDS account 2](#_Toc505248488)

[Mail 3](#_Toc505248489)

[Create a new Outlook profile 3](#_Toc505248490)

[Shared Mailboxes 9](#_Toc505248491)

[Add Shared Mailbox to your account 9](#_Toc505248492)

[Skype for Business - Lync 13](#_Toc505248493)

[Return to old Configurations 18](#_Toc505248494)

# Introduction

This document describes the actions required to:

* Activate your new ESFDS account
* Configure the new mail address “@dxcfds.com”
* Add any shared mailboxes to your account (if required)
* Log In to Skype for Business or Microsoft Lync using the new account
* Return to previous configuration

Please note:

* Your new email address will be similar to your existing address, the initial part (before @) will not change:
  + Current Email Address: john.smith@esfds.com
  + New Email Address: john.smith@dxcfds.com
* The new “@dxcfds.com” mailbox will not yet contain email, folders and other settings present on your current “@esfds.com” mailbox.
* This guide is applicable only for PCs where Microsoft Outlook is installed.
* This initial process is simply to configure and set up your account, you will need to continue to log on and use your old Email and Skype as you do today until the Go Live date of 24th February.

# Prerequisites

## General

To complete this procedure you wil need to have an internet connection.

Ensure that you have completed the enrollment for new account **ESFDS**\500XXXXX using the automated process and know your password.

**Ensure that your instant messaging system, (Skype for business or Lync) is not running until you have finished all steps.**

## New ESFDS account

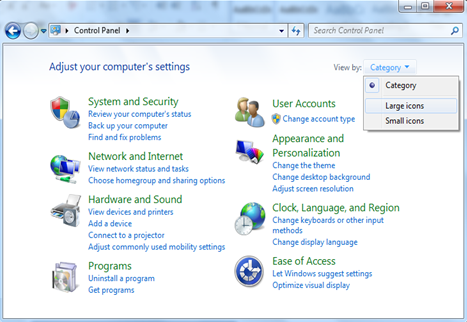
Before you can start the Microsoft Exchange and Skype for Business migration, ensure that you had been activated your new account. You should have received an email with all information needed to activate your new ESFDS domain account, if you have not already done so click on the link, and follow the instuctions to activate your new account.

# Mail

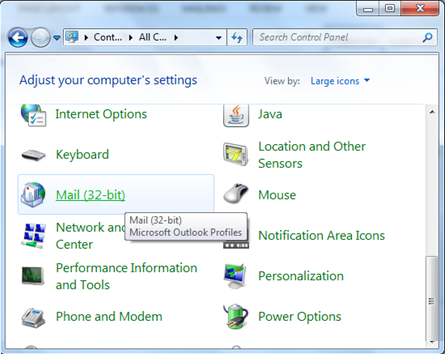
## Create a new Outlook profile

Ensure that your instant messaging system, (Skype for business or Lync) is not running and your Outlook client is closed.

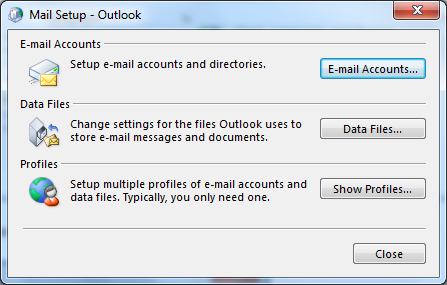
Go to the **Start Menu**, click on **Control Panel** and change the View by: from **Category** to **Large icons:**

****

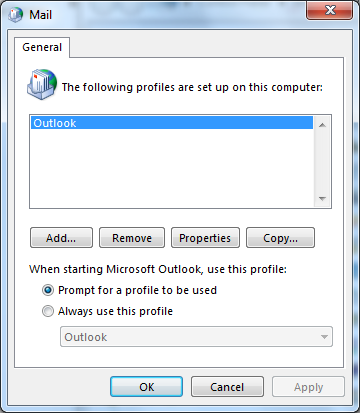
In Control Panel function list, search and select the icon **Mail (32-bit)**



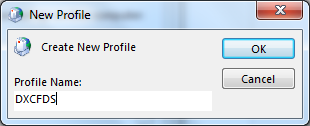
In Mail Setup – Outlook dialog, select **Show Profiles**:



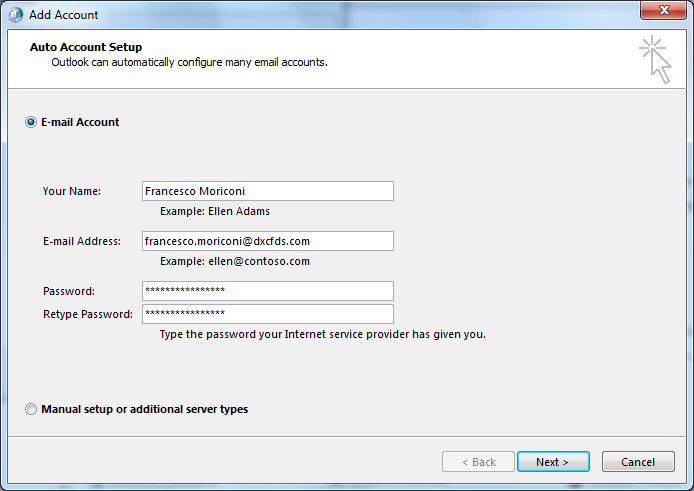
Then in the Mail dialog, click the **Add** button:



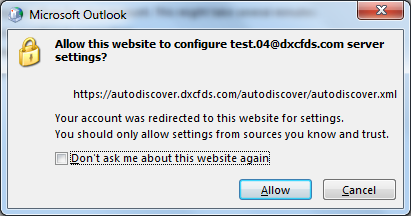
In the New Profile dialog, complete the profile name and then click **OK**:



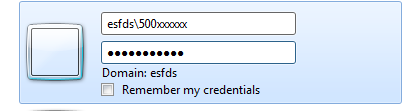
Then in the ‘Add Account’ dialog, complete the required data (name, new email address @dxcfds.com and password) and then press **NEXT** button:



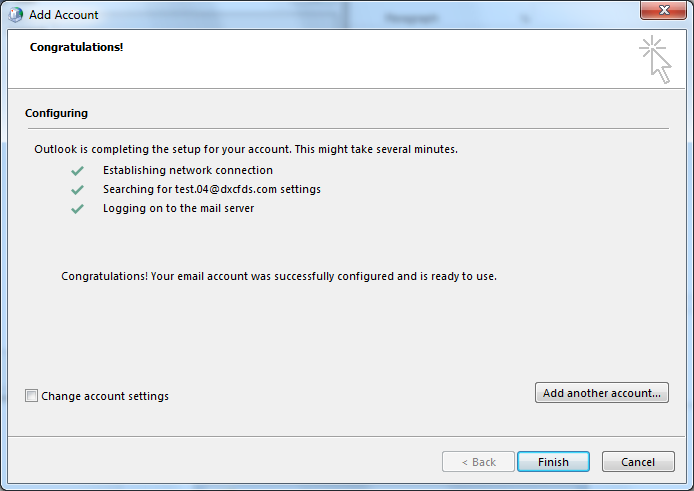
If the system displays the pop up below, press **Allow**:



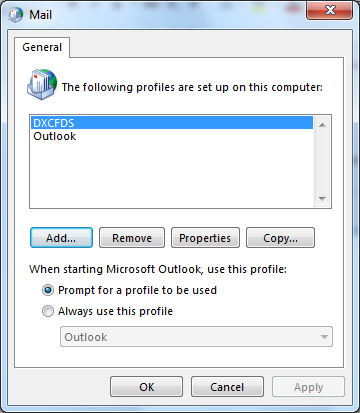
The system will then prompt for credentials, select **Use another account** and fill your **New Credentials for your new ESFDS account** and then press **OK** button; Note: The system might prompt a second time for the same credentials, this is expected, and you just need to enter the same credentials again.



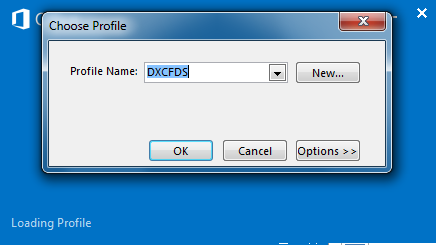
To complete your configuration, press **Finish**:



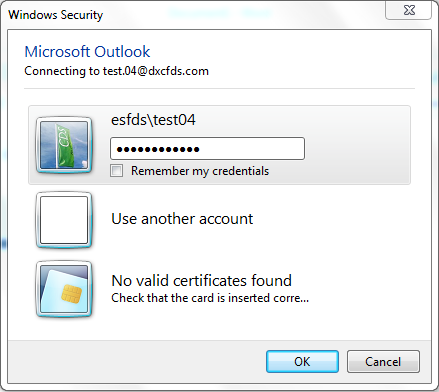
In Mail profile form, check **Prompt for a profile to be used** and then press **OK**:



Now start **Microsoft Outlook** again and select your new profile:



When prompted insert your new domain password and press OK:



Your new @dxcfds.com Mailbox will take a few minutes to be configured, please wait:

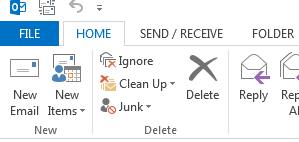


# Shared Mailboxes

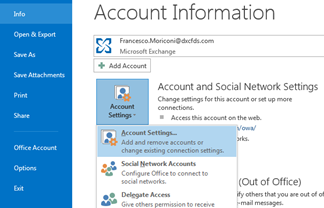
## Add Shared Mailbox to your account

If you use any shared mailboxes, follow the procedure below to configure the mailboxes into your mailbox.

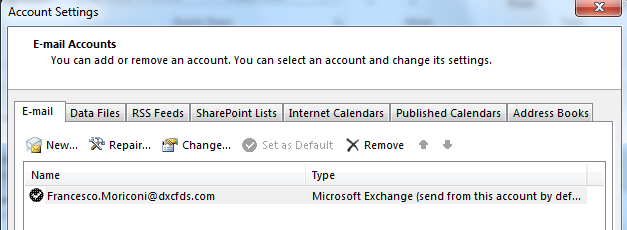
In Outlook select **File,**



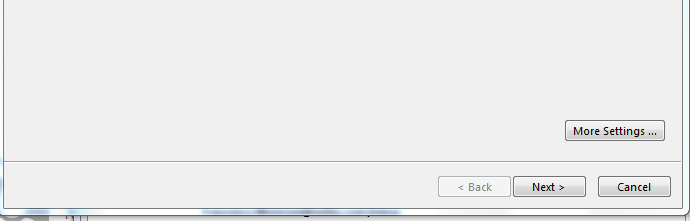
click on **Account Settings** button and choose **Account Settings**

****

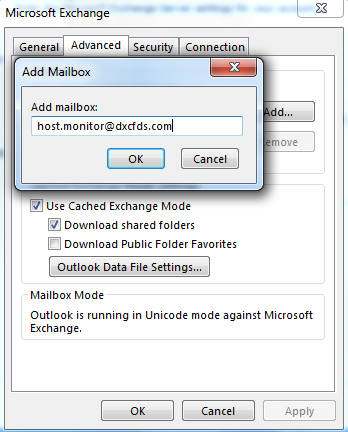
On the Email tab click **Change**



Choose **More Settings** and then click **Next**

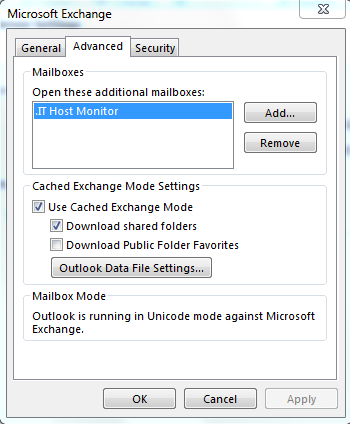


Select the **Advanced** Tab, and click the **Add** button. Insert the email address or display name of the Shared Mailbox you want to add and click **OK.**

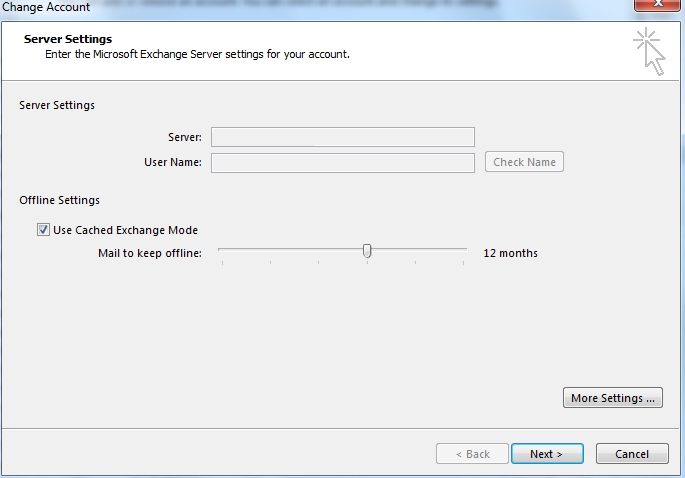


If you want to add any further shared mailboxes you can click add again and follow the procedure above for each mailbox you want to add.

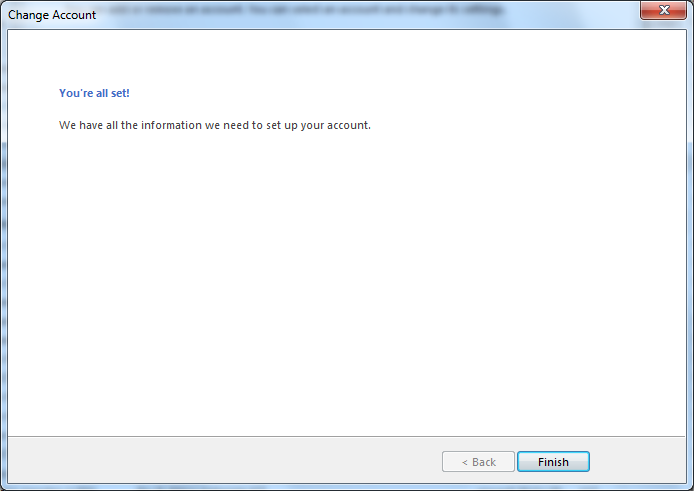
When you have added all of your shared mailboxes click **Apply** and **OK**



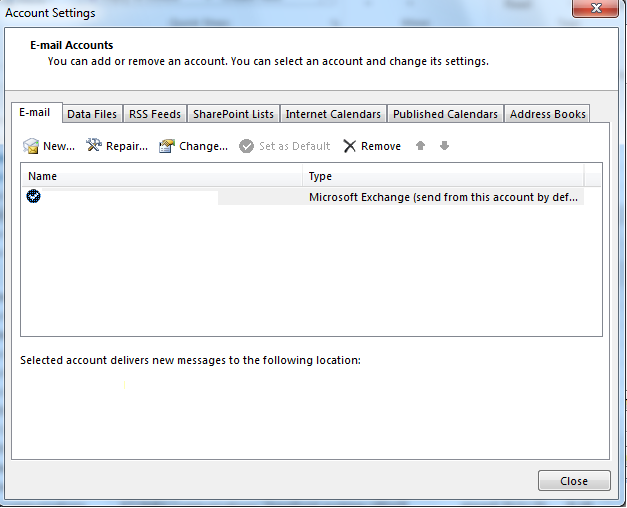
Click **Next**



Then Click **Finish**



Click **Close**



Any shared mailboxes you have added will be added to your accout. You should now Restart Outlook.

Please Note: There will be no emails in the shared mailbox at this stage, These will be migrated by the shared mailbox owner during the go live processes starting on 24th February.

# Skype for Business - Lync

This procedure is applicable for Skype for Business 2015 and Microsoft Lync version 2013 and 2010.

**Important:**  before starting the Skype configuration, you will need to install (3) digital certificates

To install the cerficates please click on file below:



Now the program is ready to install these digital certificates. Press **Install**

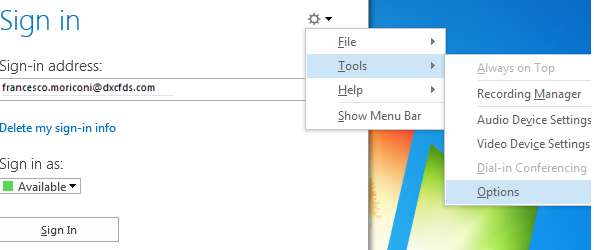


When the certificates have successfully installed you will see the image below, with all three stars in green.

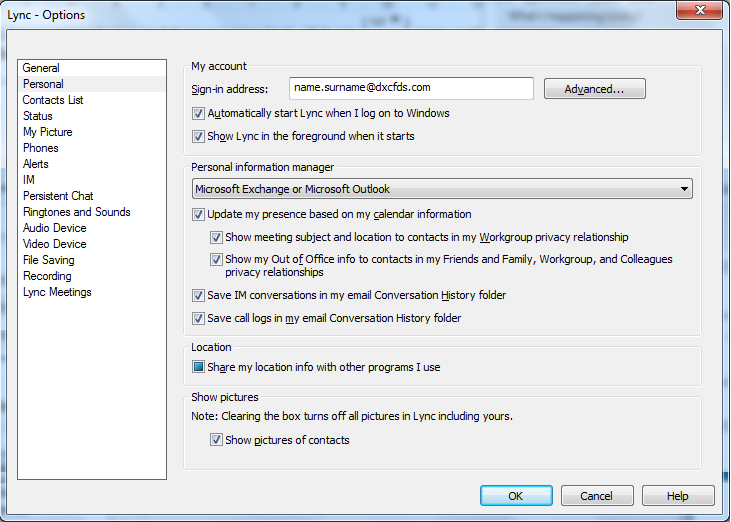
Press **Quit.**



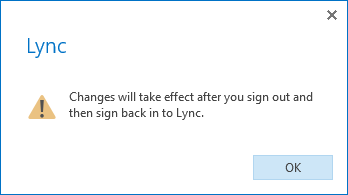
Open your instant messaging tool, click on  icon, select **Tools** and then **Options:**



Select **Personal** from the lefthand menu, complete your @dxcfds.com email address in **Sign-in address** field (e.g. [name.surname@dxcfds.com](mailto:name.surname@dxcfds.com)) and then **OK**:

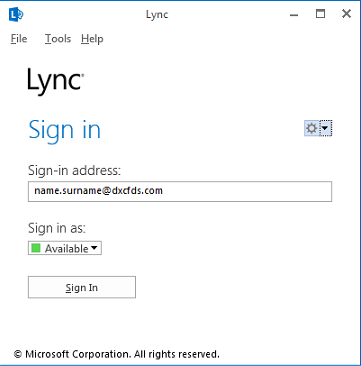


Click Ok to sign out

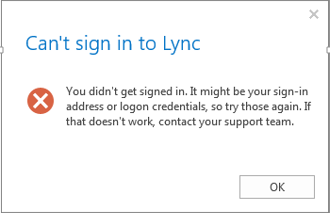


Close and Reopen Lync / Skype For Business.

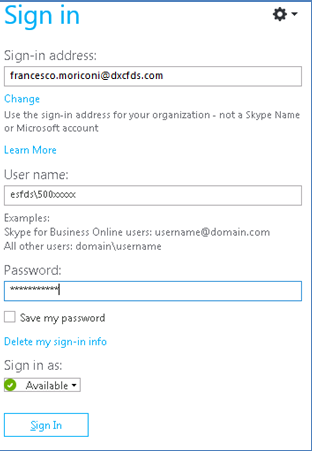
Your new mail address @dxcfds.com will be displayed in Sign-in Address field, then press **Sign In** button:



Note, you can receive the following error message. Press **OK**

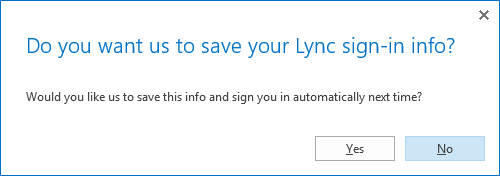


Insert your credentials and click **Sign In**



Skype will ask you to save the information about your account in order to use it automatically next time.

Click **Yes**.

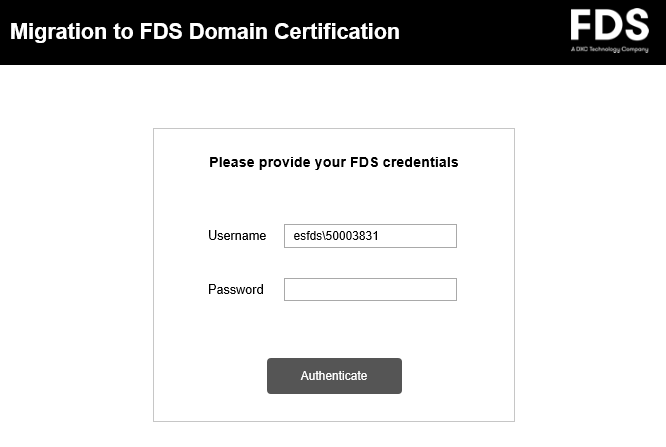


Now your new Instant Messaging configuration has been completed.

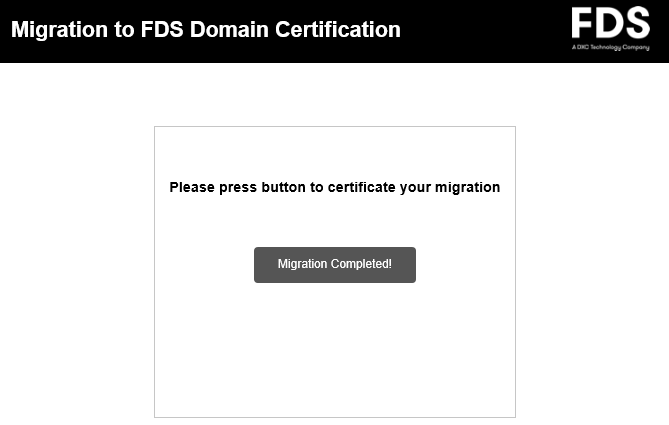
# Confirm Successful Configuration

In your dxcfds.com mailbox you will receive an automated Welcome email, which will contain a link to confirm the successful activation of your account.

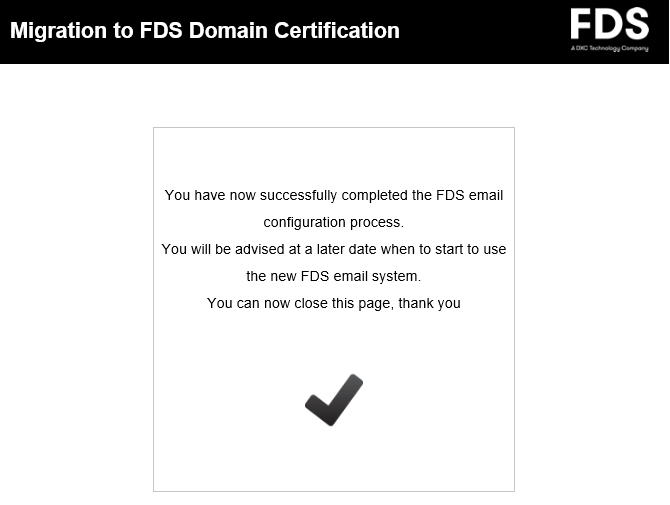
Please click on this link, and enter your new credentials when prompted



Then click ‘migration completed’.



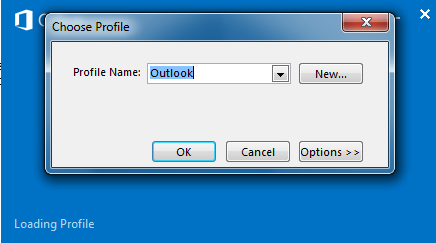
Close the window when prompted



# Return to old Configurations

It is essential that you return your configuration to the old settings in order to continue to work until 24th February when the Go Live process should be followed. This will ensure that you have continued access to email and instant messaging.

Close and reopen Outlook client choosing the old profile. Ensure you select this profile each time you open Outlook.



You also need to return to old profile in Skype for Business using the the old credentials:

Sing-In Address: **name.surname@esfds.com**

User Name: **hpcds\500xxxxxx**

Password: **your** **hpcds domain password**

**If you encounter any issues during this configuration please contact the Service Desk.**