

Reset your passwords to sync to the new Email Account

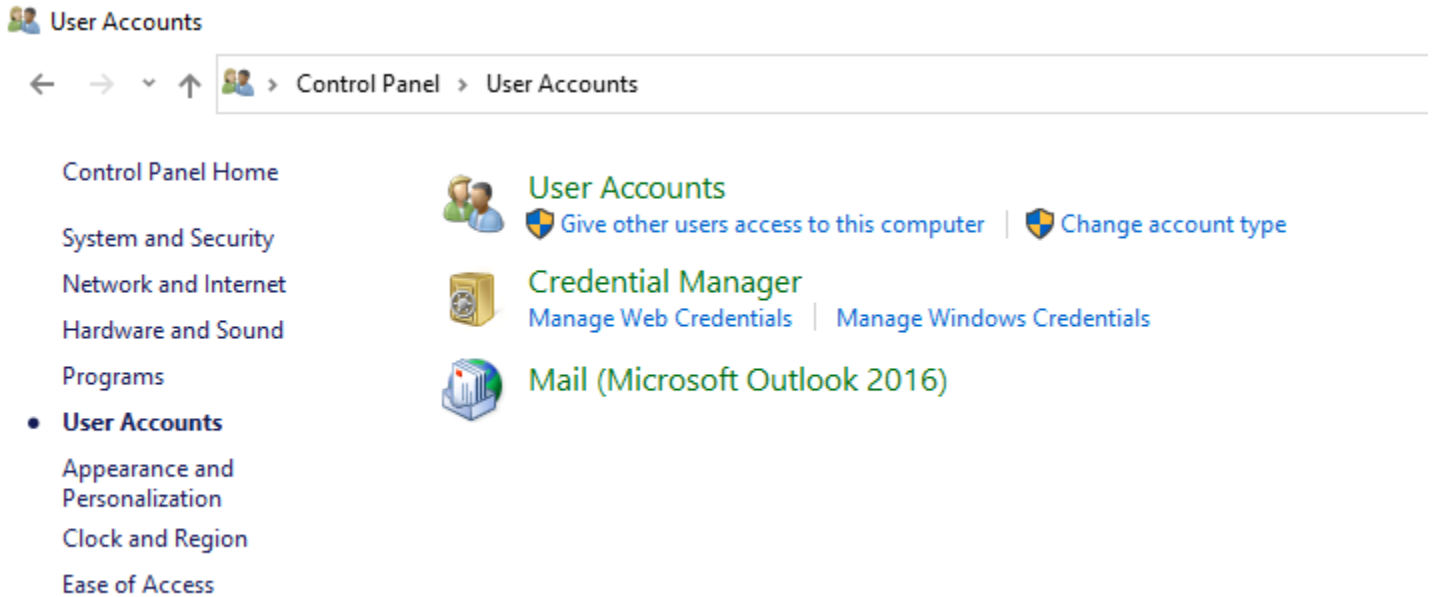
After your account has been migrated to Office 365:

- You will need to do a [password reset](#) to sync your @hsc password with your WVU Medicine accounts.
- Email and contact information from your @wvumedicine.org account will be imported into your new @hsc mailbox. Existing email and contact information may not show up immediately in your new @hsc account but will after the import process has been completed.
- Email sent to your @wvumedicine.org email address will deliver to your @hsc mailbox.
- SOLE will be updated with your new email address to reflect the @hsc address.
- Faculty and residents who post to listservs using their @wvumedicine email address *may* need to update the listserv administrator with the new @hsc.wvu.edu address if they post messages.
- WVUM staff will continue to use @wvumedicine.org.

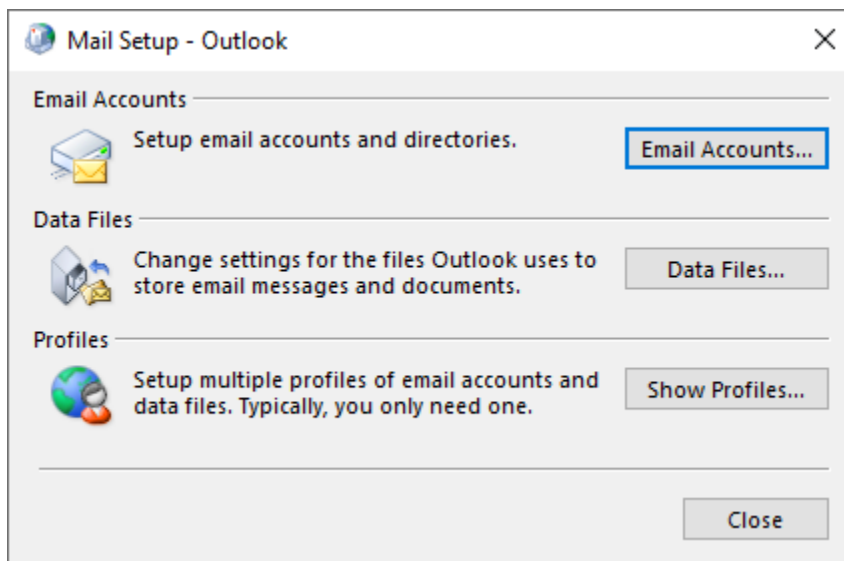
Removing the old Outlook Profile

If you are an existing user with a @wvumedicine.org account, you will need to remove your Outlook profile before following the directions below. To remove your older profile, follow these directions first.

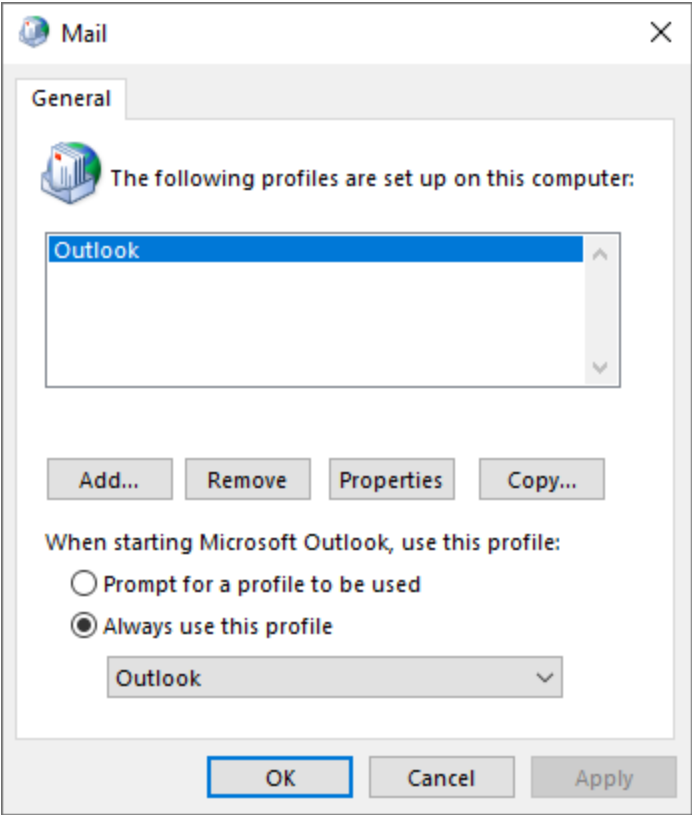
1. Click start, type in **Control Panel** and press enter, then choose **User Accounts**, then click **Mail (Microsoft Outlook)**.



2. Then click **Show Profiles**



3. Then select the profile listed, then click **Remove**.

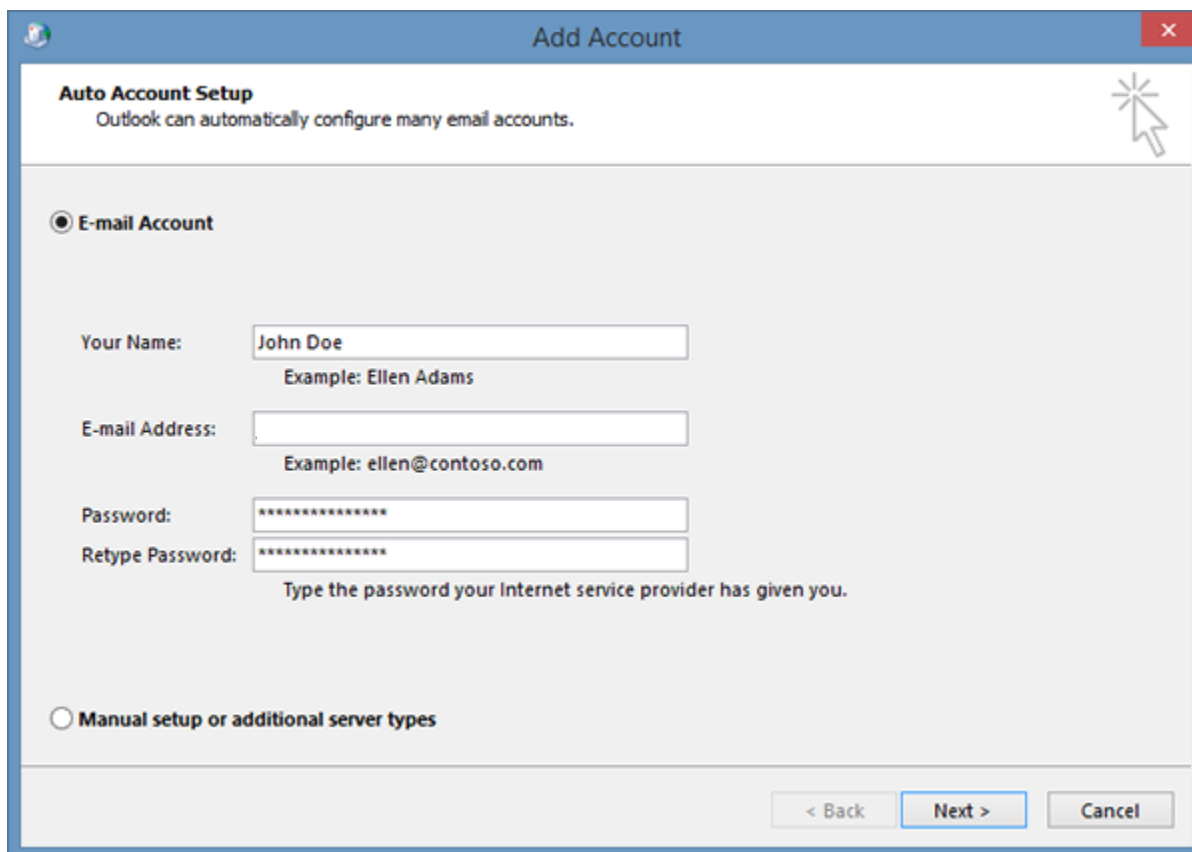


Configure Outlook for Windows

1. Open Outlook.
2. At the Welcome screen, click **Next**.
3. When asked if you want to set up Outlook to connect to an email account, select **Yes** and then click **Next**.
4. Provide the needed information in the **E-mail Account** section and then click **Next**.

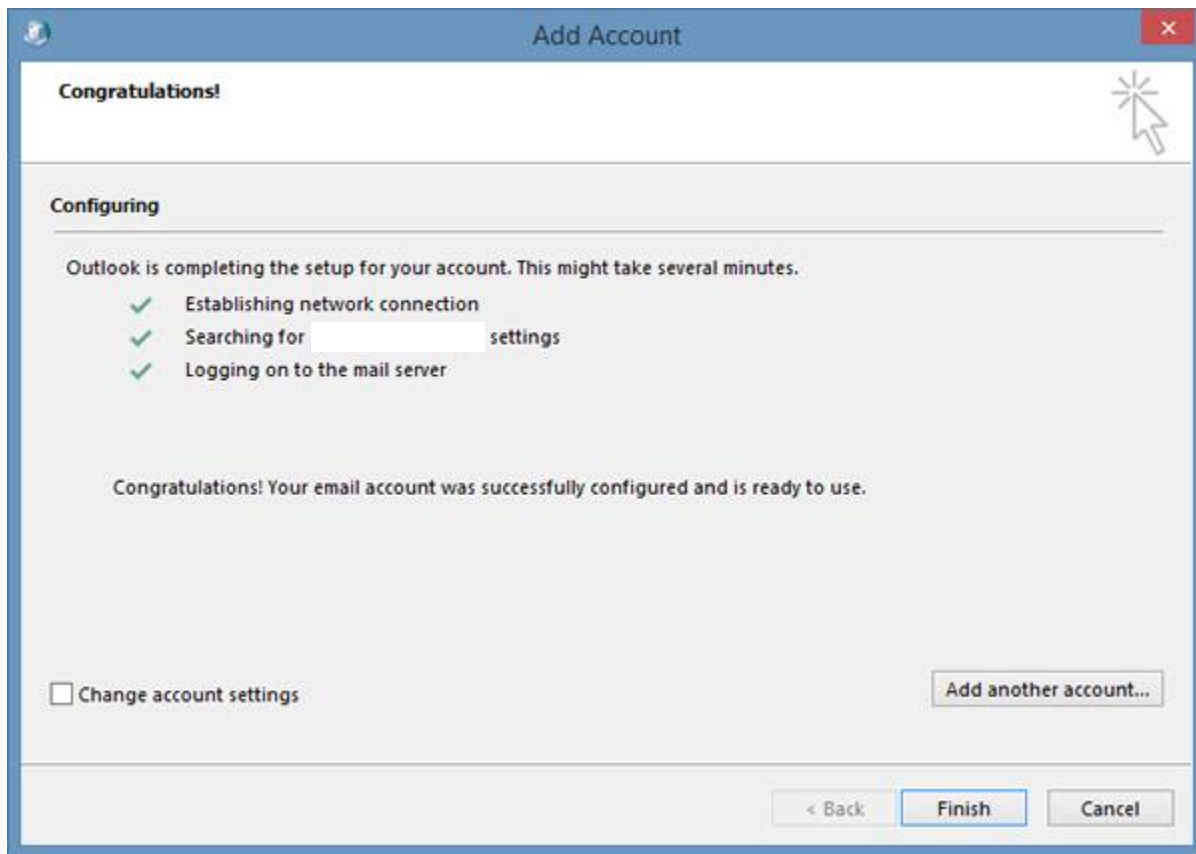
Note: If the information is pre-populated incorrectly, please change it to reflect the above descriptions.

1. **Your Name:** (Your first and last names)
2. **E-mail Address:** (Your Login username followed by @hsc.wvu.edu)
3. **Note:** If the email address is not accepted, try entering username@hsc.wvu.edu.
4. **Password / Retype Password:** (Your Login password)



The screenshot shows the 'Add Account' dialog box in Outlook. The title bar reads 'Add Account'. Below the title bar, there is a section titled 'Auto Account Setup' with the text 'Outlook can automatically configure many email accounts.' and a mouse cursor icon. Underneath, there are two radio buttons: 'E-mail Account' (which is selected) and 'Manual setup or additional server types'. The 'E-mail Account' section contains four input fields: 'Your Name' (with 'John Doe' entered and 'Example: Ellen Adams' below it), 'E-mail Address' (with 'Example: ellen@contoso.com' below it), 'Password' (with asterisks), and 'Retype Password' (with asterisks). Below the password fields is the text 'Type the password your Internet service provider has given you.' At the bottom of the dialog box, there are three buttons: '< Back', 'Next >' (highlighted in blue), and 'Cancel'.

5. **Note:** The first time Outlook connects to the Office 365 system, it is expected to take a few minutes. Future connections will be much faster. It is normal for the program to give an appearance of not responding during this time, and it could take as much as 15 minutes or more in some cases. Please allow it to continue to run for as long as it needs to do so.
6. When Outlook displays "Congratulations! Your email account is successfully configured and ready to use," click **Finish**.



7. You may need to restart Outlook for the changes to take effect.