

Microsoft 365

Student Email Migration

<https://go.ucf.edu/studentemail>



PROJECT OVERVIEW

WHAT IS CHANGING?

@ucf.edu email accounts will replace Knights Email for all active UCF students.

Newly enrolled students no longer receive/create @knights.ucf.edu email accounts and a @ucf.edu account is automatically created for them.



SUPPORT FOR NEW STUDENT EMAIL USERS

WHY THE CHANGE?

Consolidating accounts into a single system will improve communication & collaboration between students, faculty & staff. This process will also enhance platform security, governance & administration.

BENEFITS & EXPECTATIONS



Faculty/staff can collaborate with students using Teams Channels, Meetings, Webinars and more



Faculty/staff and students can access the email directory in Outlook (Global Address List) to find faculty and student emails



Students can upload files directly from OneDrive to Webcourses@UCF and faculty/staff can share OneDrive files with students



Faculty/staff can collaborate and share working files with students using SharePoint



Students can see their Teams/Outlook calendars in Webcourses. Faculty can create a shared notebook in OneNote that links to a Webcourses course for collaborative shared learning.

ISSUES WITH MS AUTHENTICATOR



1. Make sure you download the MS Authenticator application. [For instructions, read this KB article.](#)
2. Do not delete it from your device. If you deleted the application, contact IT Support to reset it.
3. Set up your phone number as a backup method.

SEEING A BLANK PAGE WHEN LOGGING IN



1. To resolve this, visit <https://outlook.office.com/mail>
2. If the screen loads blank, click in the address bar and delete everything after <https://outlook.office.com/mail> and hit ENTER.
3. You may need to do this twice, but once it loads correctly you should not experience the issue again.

CAN'T ACCESS NEW EMAIL ON MOBILE DEVICE



It is strongly recommended that you download the Outlook app to access email on your device, as this is supported by UCF IT. Follow [these instructions](#) to add your new email.

SEEING AN "ERROR 500" MESSAGE



Follow the instructions detailed in [this KB article](#) to resolve this common issue.

VISIT THE PROJECT SUPPORT PAGE FOR ADDITIONAL HELP

<https://go.ucf.edu/emailsupport>

