

IHMC Migration from Kerio to Exchange

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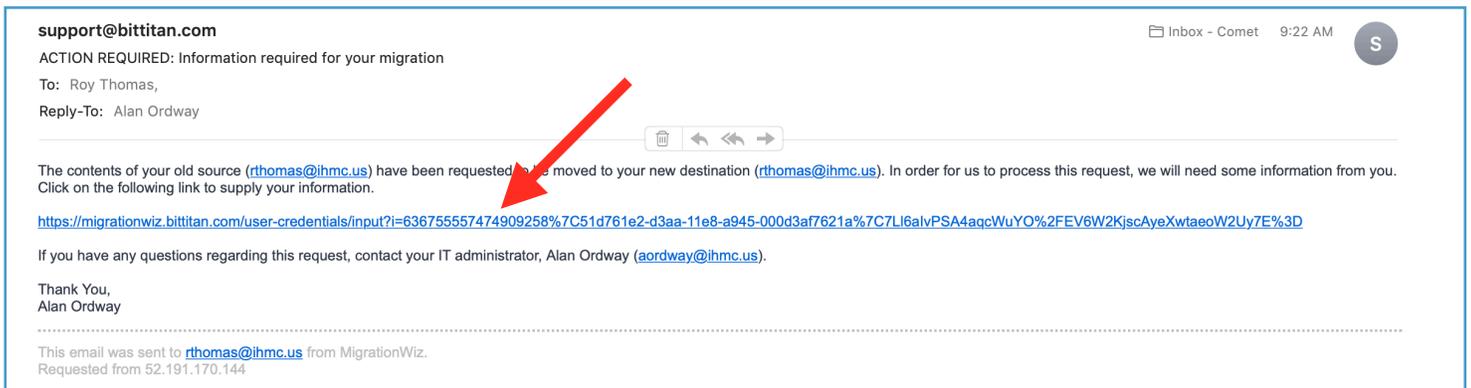
IHMC Migration from Kerio to Exchange

Initial Email Migration

The initial migration for your IHMC email account will be started for you.

You will receive an email like the one below.

Click the link in the email to begin.



You will be presented with a request for information about your email account.

Your **Source Login Name** and **Destination Login Name** will be pre-filled.

Your **Source Password** is your current email password. Please enter and confirm.

Then click the green **Start Migrating** button.

The screenshot shows a form titled "MAILBOX INFORMATION REQUIRED". The form contains the following fields and text:

- MAILBOX INFORMATION REQUIRED** (Header)
- Alan Ordway (aordway@ihmc.us) from ihmc.us requests your mailbox information to perform a migration to a new mail service. In order for us to migrate your mailbox contents, we need some information from you before we may continue. Your information is securely submitted and only used by our systems to process your mailbox. This information cannot be accessed by anyone, including your administrator.
- Migration from rthomas@ihmc.us
- Source Login Name: rthomas
- Source Password: [Redacted]
- Confirm Source Password: [Redacted]
- To rthomas@ihmc.us
- Destination Login Name: rthomas@ihmc.us
- Start Migrating button (Green)

A red arrow points to the "Start Migrating" button.

The migration will begin.

You will not be notified of its progress or completion.

This is the initial migration which is mainly migrating your older mail stored on the server. When your account is ready to be moved completely, another migration will be run to get all email on the server since the previous migration.

You are done for now.

YOU ARE ALL SET!

The migration of your mailbox will start shortly. If the provided credentials happen to be incorrect you might be asked to provide them again later.

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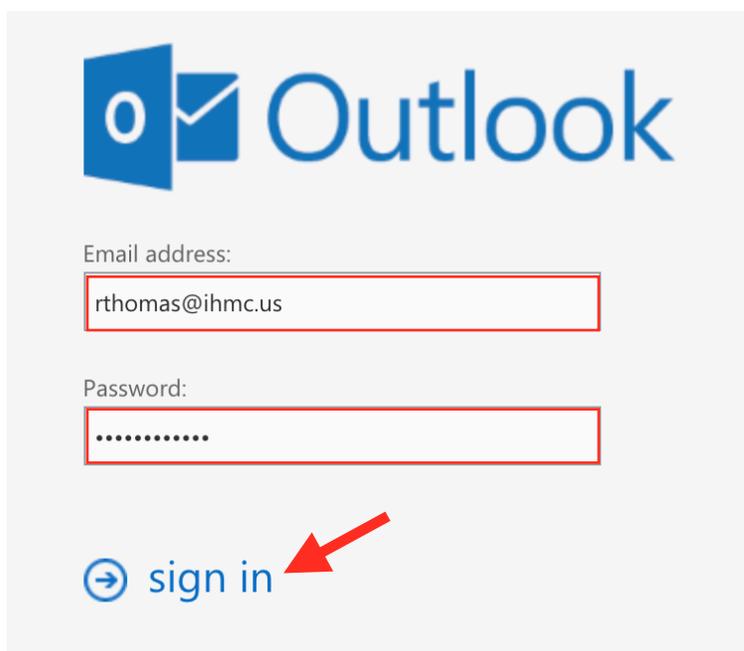
[Contact](#) | [Legal](#)

IHMC Exchange Account - Webmail

Outlook webmail can be accessed at mailapp.ihmc.us

Enter your **Email address** and **Password**.

Click **sign in**.



Outlook

Email address:

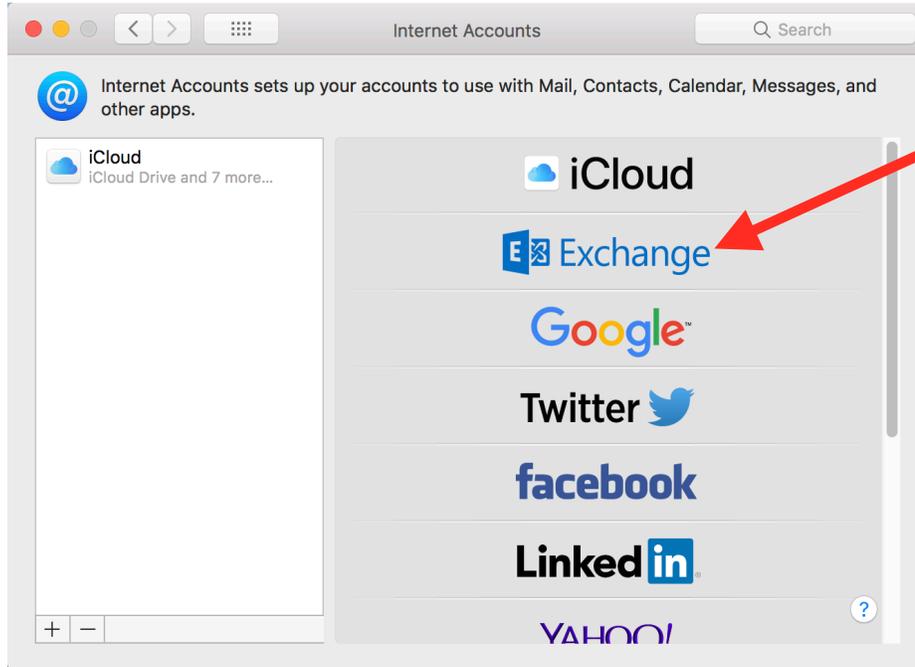
Password:

 sign in

IHMC Exchange Account - Mac Setup

Open **System Settings** and select **Internet Accounts**.

Click **Exchange**.



Please enter:

Your **Name**

Your **Email Address**

Your **Password**

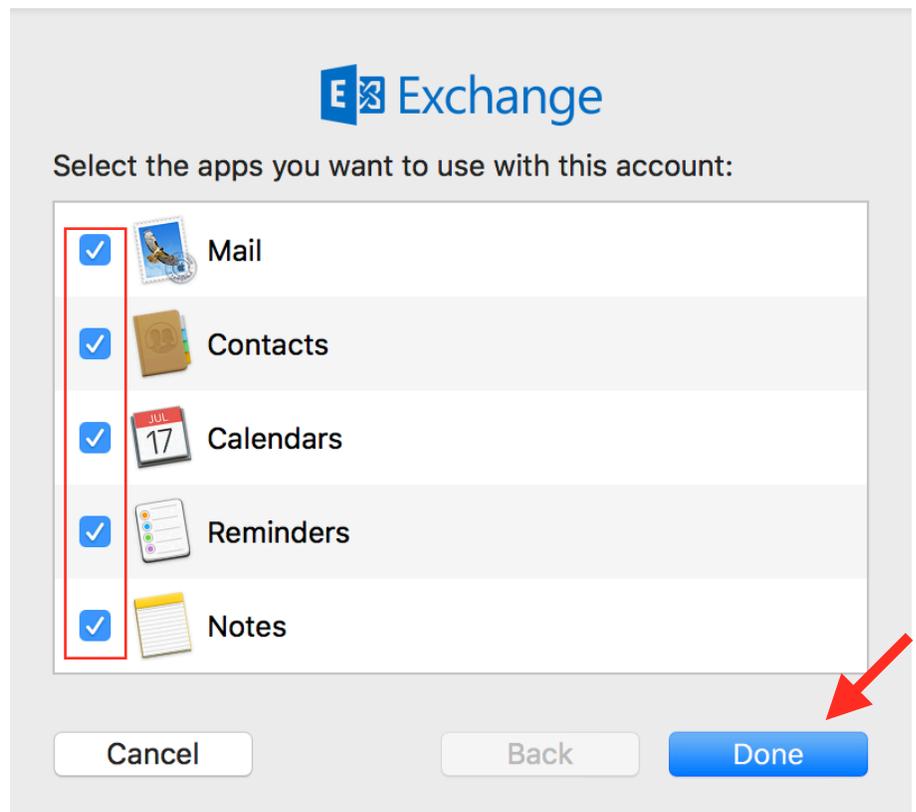
(Your password will be the new one assigned to you for the migration)

Click **Sign In**

A screenshot of the Exchange account setup form. At the top is the Exchange logo. Below it, the text reads: 'To get started, fill out the following information:'. There are three input fields: 'Name:' with the value 'Roy Thomas', 'Email Address:' with the value 'rthomas@ihmc.us', and 'Password:' with a masked password of 12 dots. At the bottom, there are three buttons: 'Cancel', 'Back', and 'Sign In' (highlighted with a red arrow).

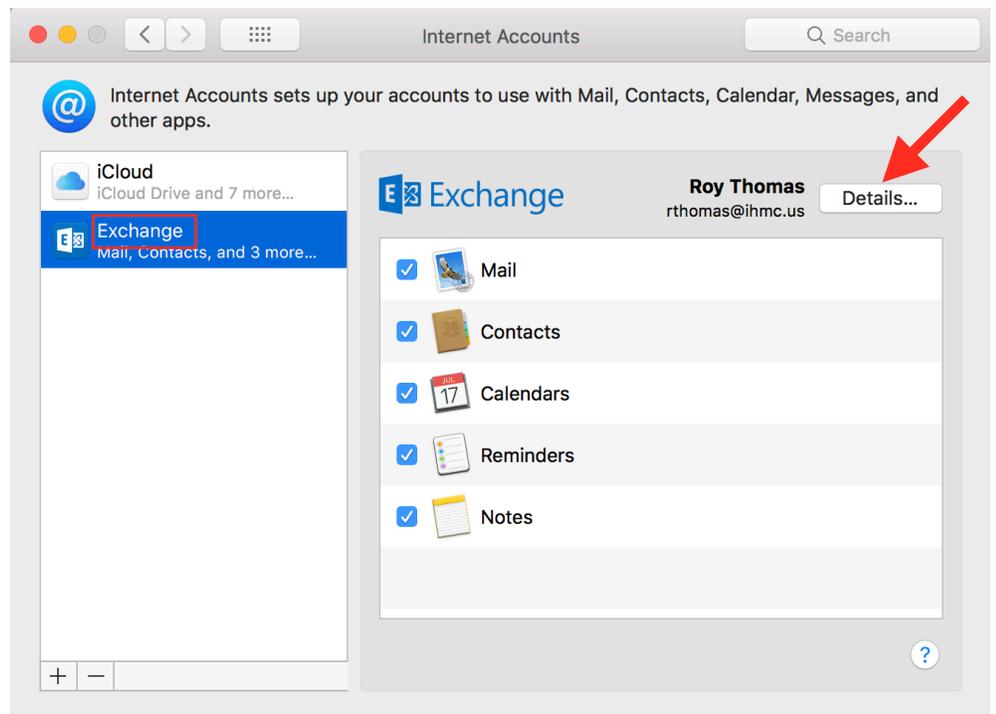
Select the apps that you want to synch with the mail server.

Click **Done**.



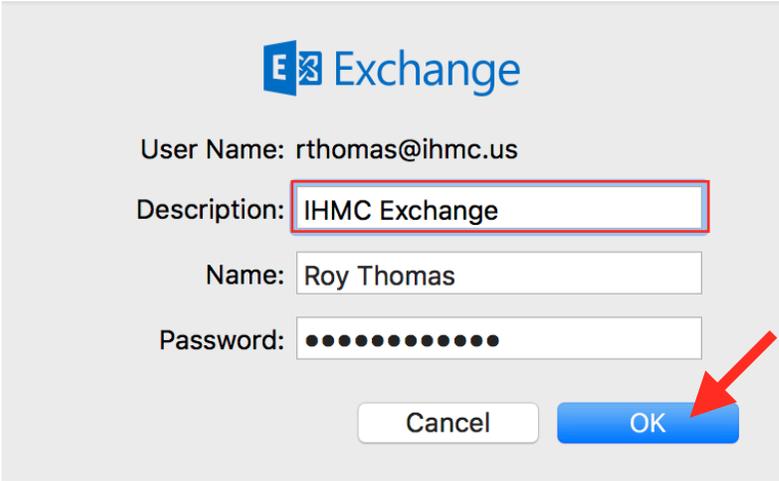
The Exchange account will be created and be names "Exchange."

If you want to change the name, Click **Details**.



Modify the Description of your account to your liking.

Click **OK**.



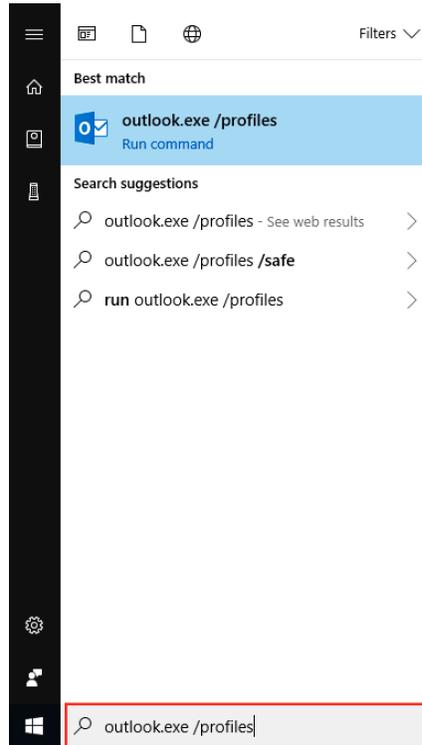
The image shows a dialog box titled "Exchange" with a blue header and logo. It contains the following fields and buttons:

- User Name: rthomas@ihmc.us
- Description: IHMC Exchange (highlighted with a red border)
- Name: Roy Thomas
- Password: [masked with dots]
- Buttons: Cancel (white) and OK (blue, with a red arrow pointing to it)

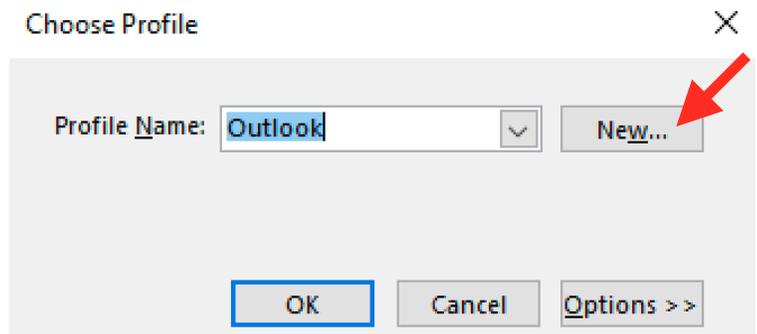
IHMC Exchange Account - Windows 10 - Outlook Setup

Make sure Outlook is closed.

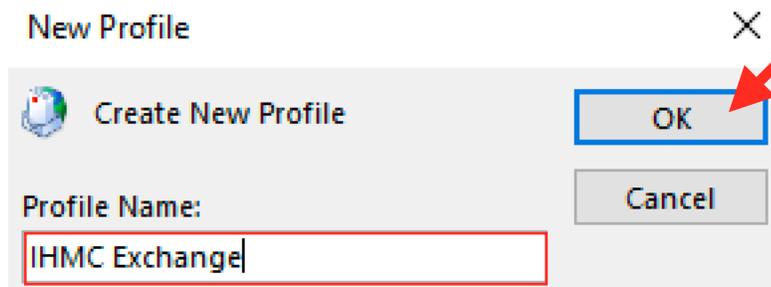
Click the Windows search bar and type **outlook.exe /profiles** then press **Enter**.



Create a new profile by clicking **New**.



Give the new profile a meaningful name. Click **OK**.



Provide your email address.

Click **Next**.

Add Account ✕

Auto Account Setup
Outlook can automatically configure many email accounts.

E-mail Account

Your Name:
Example: Ellen Adams

E-mail Address:
Example: ellen@contoso.com

Manual setup or additional server types

Your account will then be created.

This will take a few minutes.

Add Account ✕

Searching for your mail server settings...

Configuring

Outlook is completing the setup for your account. This might take several minutes.

- ✓ Establishing network connection
- ➔ Searching for rthomas@ihmc.us settings
- Logging on to the mail server

Make sure your email address is **@ihmc.us** NOT @ihmc.local.

Enter your **email password**, this will be the new password that was provided to you at the beginning of the migration.

Check the box if you want your credentials to be saved.

Click **OK**.

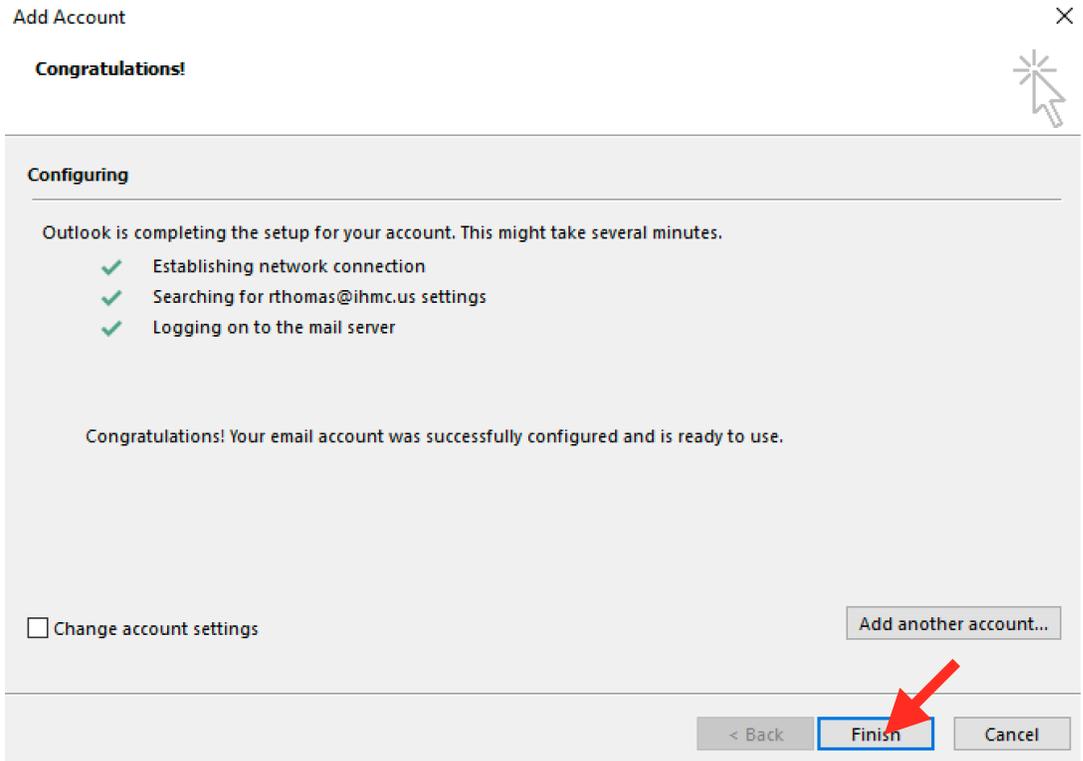
Windows Security ✕

Microsoft Outlook

Connecting to rthomas@ihmc.us

Remember my credentials

Click **Finish**.

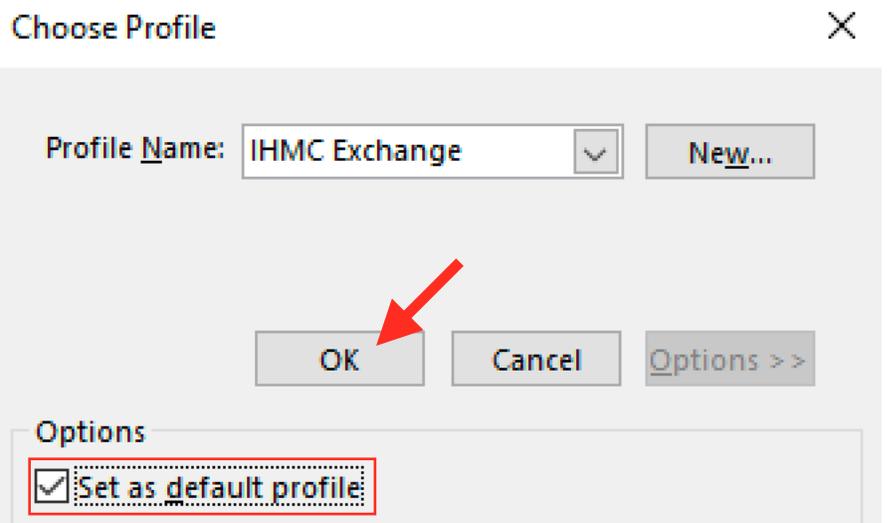


Click the **Options >>** button.

Select **Set as default profile**. This will automatically use this profile every time you open Outlook.

Click **OK**.

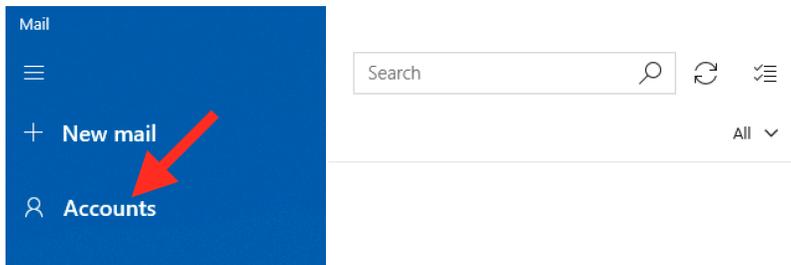
Congrats! You're done.



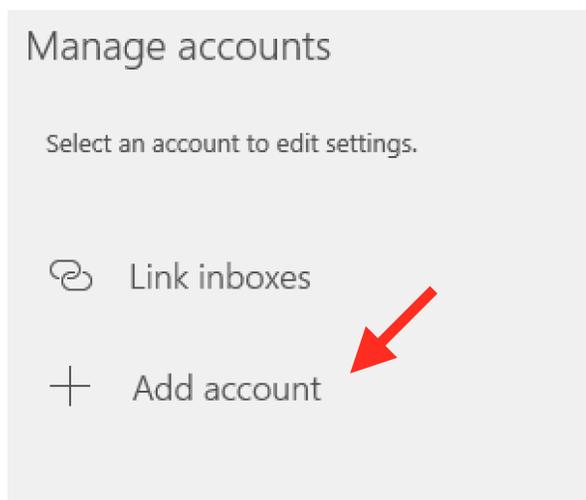
IHMC Exchange Account - Windows 10 - Mail Setup

Open Windows 10 Mail app.

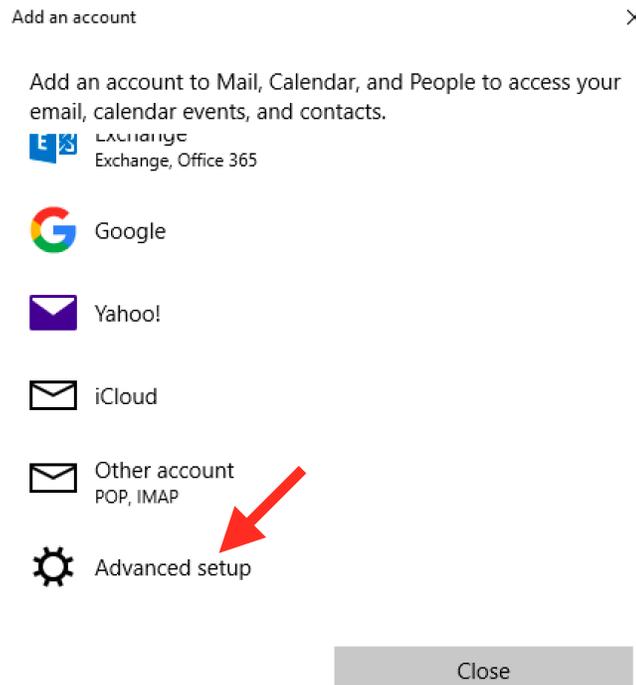
Click **Accounts**.



Click **Add account**.



Scroll to the bottom and click **Advanced Setup**.



Click **Exchange ActiveSync**.

Fill in the following fields:

Email address: your IHMC email address

Password: your IHMC Exchange Password

User name: your IHMC email address

Domain: `exg7.exghost.local`

Server: `us.exg7.exghost.com`

Leave the Server requires encrypted (SSL) connection selected.

Account name: Choose an account name with which you would like to identify this account

Click **Sign in**.

Add an account ×

Advanced setup
Choose the kind of account you want to setup. If you're not sure, check with your service provider.

Exchange ActiveSync
Includes Exchange and other accounts that use Exchange ActiveSync.

Internet email
POP or IMAP accounts that let you view your email in a web browser.

Add an account ×

Exchange

Email address

Password

User name

Domain

Server

Server requires encrypted (SSL) connection

Account name

Click **Yes** to continue adding your IHMC Exchange mail account.

Are you sure you want to add, update, or remove your mail account?

This may also change certain security policies on your device, including password complexity requirements, sign-in requirements after a specific period of inactivity, and a limited number of sign-in attempts.

Yes

No

Congratulations!

You are all done.

To signify your accomplishment, click **Done**.

Add an account

×

All done!

Your account was set up successfully.

 rthomas@ihmc.us

Done

IHMC Exchange Account - Change Password

In the email that you received that started your email migration, you were given an Exchange password (in red.)

This password should be changed.

Your password for the exchange server is:

password

Change Password

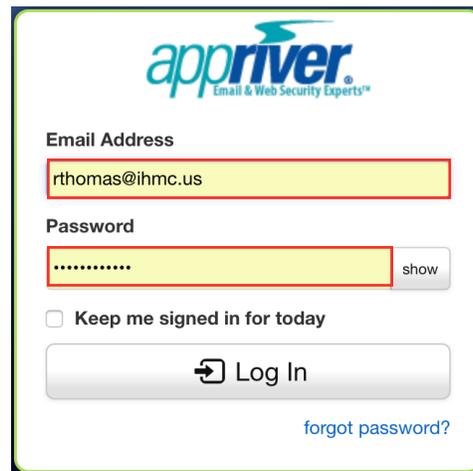
The link for changing your password is provided in the migration email you received, it is just below your provided Exchange password (mentioned above.)

Click the link.

Enter your **email address** and the Exchange **password** (the red one provided in the email mentioned above.)

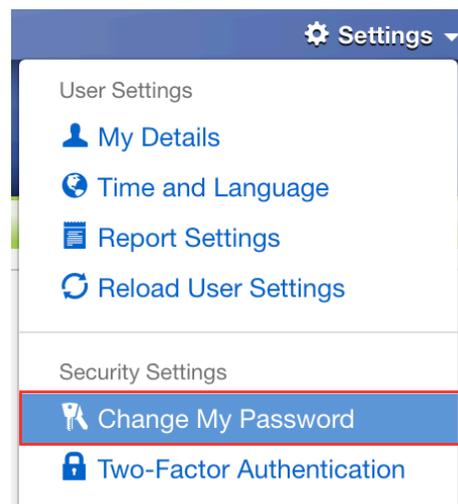
Click **Log In**.

You should change this password at <https://cp.appriver.com> under Settings:Change My Password



The screenshot shows the Appriver login page. At the top is the Appriver logo with the tagline "Email & Web Security Experts". Below the logo are two input fields: "Email Address" containing "rthomas@ihmc.us" and "Password" containing a series of dots. A "show" button is next to the password field. Below the fields is a checkbox labeled "Keep me signed in for today" which is unchecked. At the bottom is a "Log In" button with a key icon and a "forgot password?" link.

Under the **Settings** menu, select **Change My Password**.



The screenshot shows the Appriver Settings menu. The "Settings" header is at the top right. Under "User Settings", there are four options: "My Details", "Time and Language", "Report Settings", and "Reload User Settings". Under "Security Settings", there are two options: "Change My Password" (highlighted with a red box) and "Two-Factor Authentication".

Enter your **Current Password** (this is the Exchange password (the red one provided in the email mentioned above.)

Enter your **New Password**.

Despite the new password guidelines on the right, below is the complete password guideline you need to follow:

- Must be between 8 and 20 characters long
- Must contain at least one lowercase letter
- Must contain at least one uppercase letter
- Must contain at least one number
- Must contain at least one symbol
- Must only contain Unicode characters
- Cannot contain any whitespace
- Cannot contain your fist name (Roy), last name (Thomas), or display name (Roy Thomas),
- Cannot be one of your last 1 password
- Will expire in 1000 days after you change it

Click **Save Changes**.

Account Settings

Details
Password
Security
Time and Language

Current Password
..... Show

New Password
..... Show

Save Changes

Your new password...

- Must be between 8 and 20 characters long.
- Will expire 1000 days after you change it.
- Cannot be one of your last 1 passwords.

When your password has been changed, you will see a confirmation message.

Account Settings

Details
Password
Security
Time and Language

Current Password
..... Show

New Password
..... Show

Save Changes

✔ Your password has been changed.

Your new password...

- Must be between 8 and 20 characters long.
- Will expire 1000 days after you change it.
- Cannot be one of your last 1 passwords.

Confirm Password Change

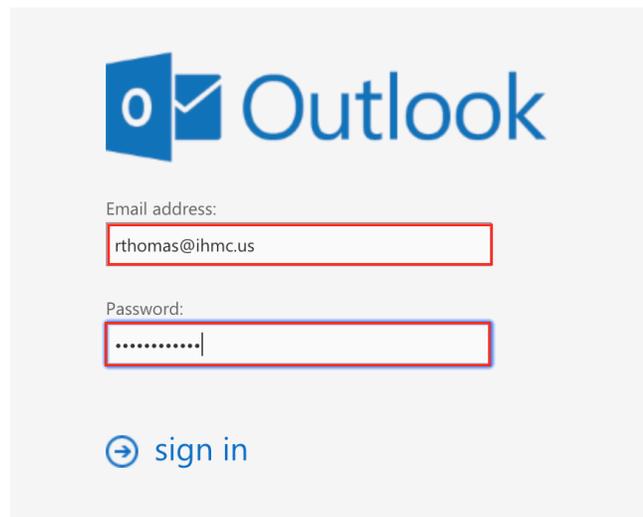
To confirm that your password is changed, you need to log in to the IHMC Exchange webmail. The link was provided in the migration email.

Click the link.

Enter your **email address** and the **NEW password** that you created.

Click **sign in**.

You should also log into mailapp.ihmc.us to make sure that the changed password has taken affect.

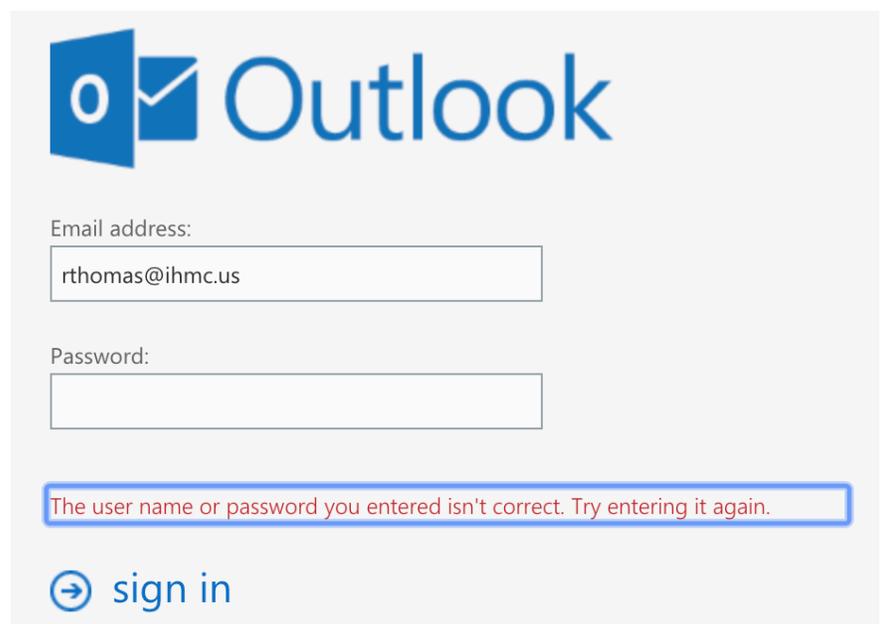


The screenshot shows the Outlook login interface. At the top is the Outlook logo. Below it are two input fields: "Email address:" containing "rthomas@ihmc.us" and "Password:" containing a masked password. A "sign in" button with a right-pointing arrow icon is located at the bottom.

As long as you did not get this



You should now be logged into webmail with your new Exchange password!



The screenshot shows the Outlook login interface with an error message. The "Email address:" field contains "rthomas@ihmc.us" and the "Password:" field is empty. A red error message box at the bottom states: "The user name or password you entered isn't correct. Try entering it again." The "sign in" button is visible at the bottom.

Source: <https://support.appriver.com/kb/a1034/how-to-configure-an-ios-device-for-exchange-ios-11-12.aspx>

How to Configure an iOS Device for Exchange (iOS 11/12)

This procedure is applicable for iOS devices (iPhone, iPad, etc.) running iOS 11 and higher. The screenshots shown below were taken from an iPhone 7 running iOS 11.0.1. Other devices will be similar.

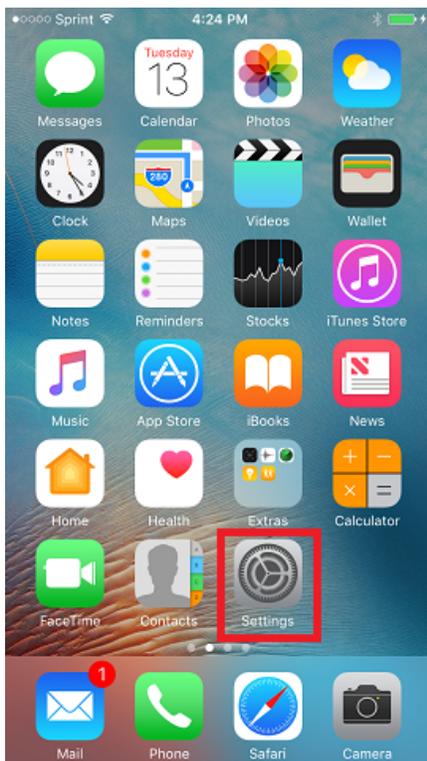
If you have iOS 11 and experience issues with email connectivity please update to the latest version of iOS 11. Apple has acknowledged an issue with the Mail app and email connectivity affecting Exchange in the following article: <https://support.apple.com/en-us/HT208136>

Prior to starting this procedure, authenticate your account and obtain your account-specific information from the Customer Portal according to the following article:

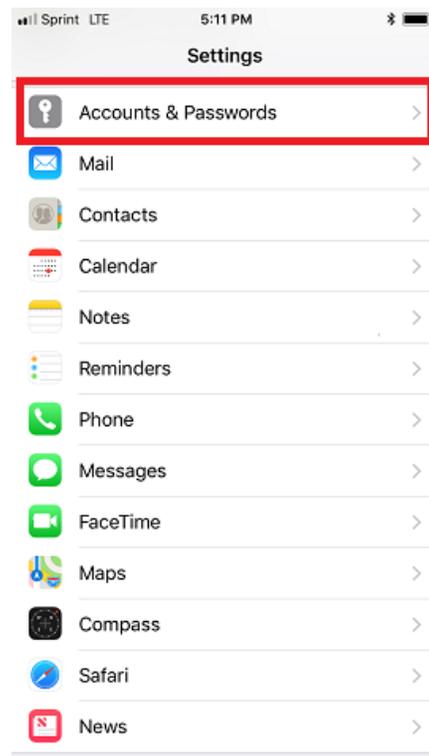
How to Obtain Exchange Account Information

To setup an Exchange email account on an iPhone or iPad take the following steps:

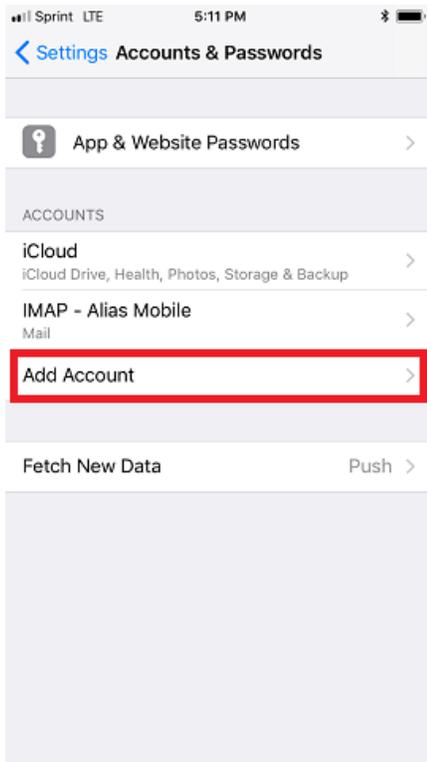
1. From the Home screen tap **Settings**.



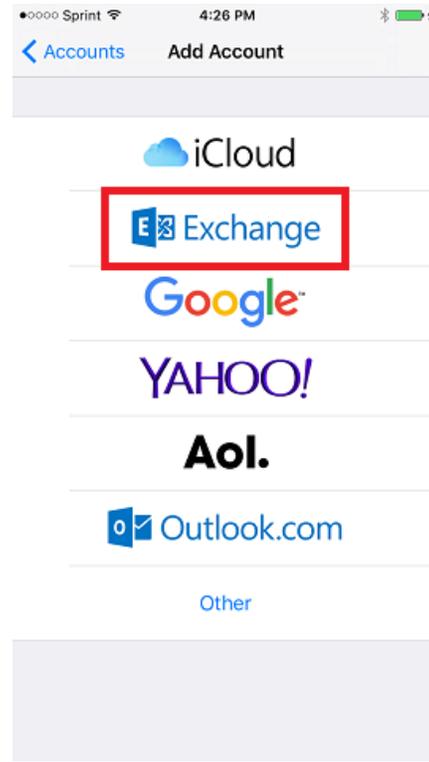
2. Scroll down and tap **Accounts & Passwords (Passwords & Accounts in iOS 12)**.



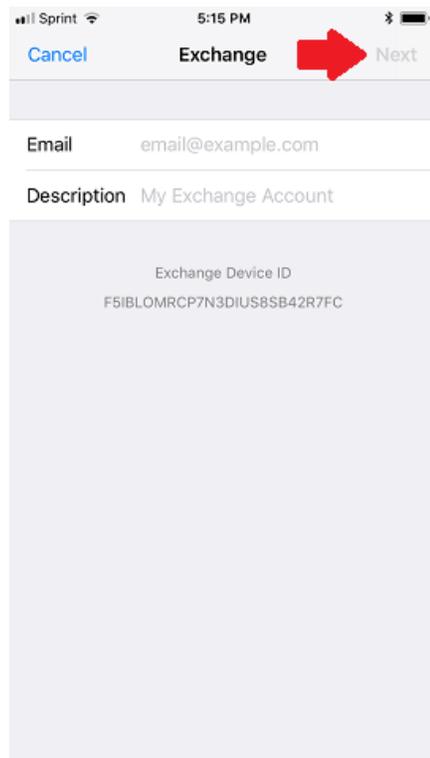
3. Tap **Add Account**.



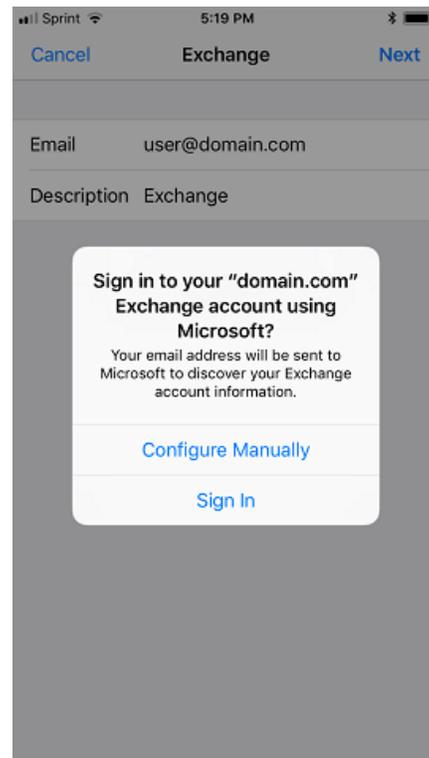
4. Tap **Exchange**.



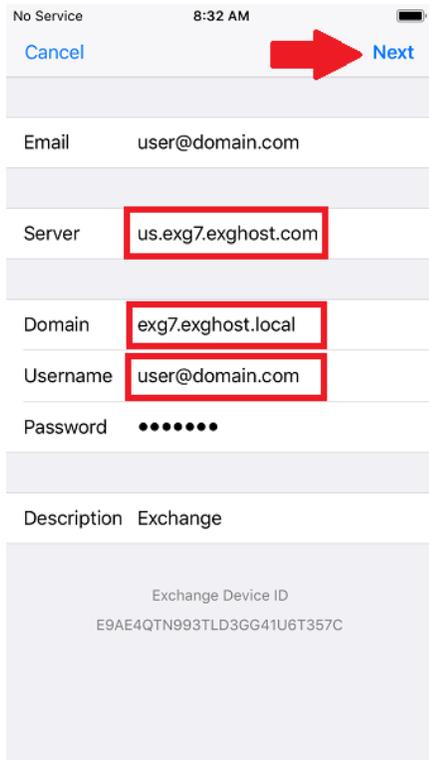
5. Type in the **Email** address and account **description** (optional) then tap **Next**.
Note: The description labels the account on the device and is not visible to anyone else.



6. Tap **Configure Manually** on the prompt that appears:



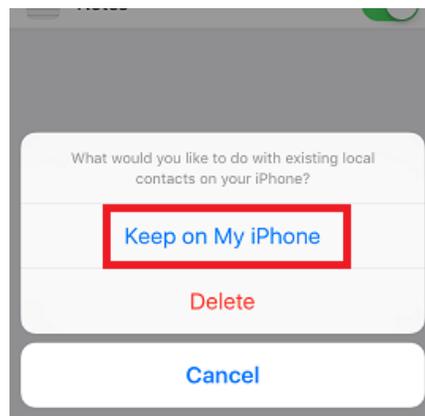
7. Enter the settings shown below. If these don't work, the most up-to-date settings can be obtained from the Customer Portal.



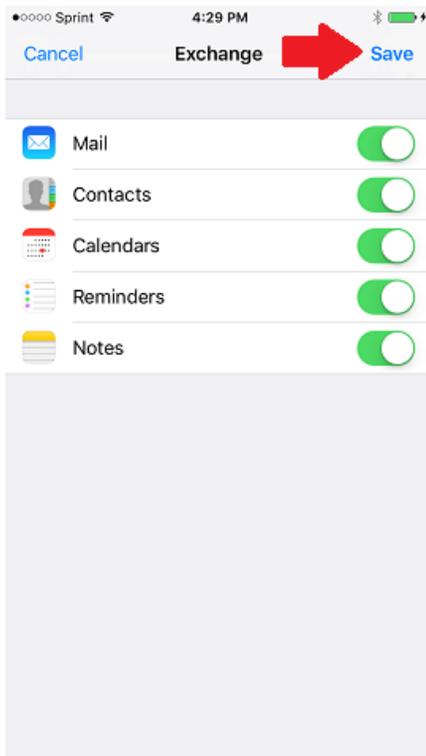
8. Choose the Exchange services to synchronize. If prompted, tap **Keep on My iPhone**.

Note that other types of iOS devices will display similar confirmation notices.

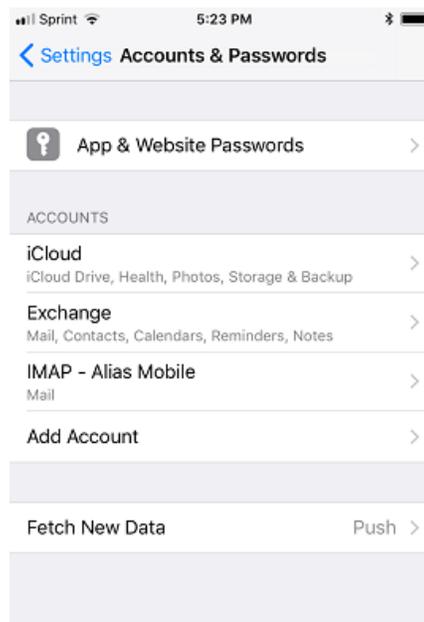
If data is stored in the device's local address book or calendar these options are turned OFF by default. Synchronization of these services can be enabled, but a pop-up window will appear prompting whether to keep or delete the local data. Unless you are sure you don't need this information, the **Keep on My iPhone** option should be chosen.



9. Tap **Save**.



10. The account is now added! Email should appear in the Mail app within a few minutes. Please allow some time for all synchronized data to download.



Source: <https://support.appriver.com/kb/a1000/how-to-configure-exchange-with-gmail-for-android.aspx>

How to Configure Exchange with Gmail for Android

This procedure is applicable to Nexus 4, Nexus 5, Nexus 6, Nexus 5X, Nexus 6P, Moto X Pure, BlackBerry Priv, and similar devices.

Gmail replaces the native email application on some mobile devices running Pure Android 5.0 (Lollipop) or higher software versions including Android 6.0 (Marshmallow). Pure is also referred to as Vanilla or Stock Android by mobile device manufacturers and software developers.

Many other Android devices use proprietary user interfaces (UI) that exclude Exchange services from the Gmail app. Such mobile devices utilize an Email app for Exchange and other email configurations in place of the Gmail app. Devices that replace Gmail with proprietary email applications include most Samsung, Motorola, LG, Sony, and other Android smartphones and tablets. Support articles are available for many other mobile device email client applications on AppRiver's [Knowledge Base](#).

Prior to starting this procedure, obtain your account-specific information from the Customer Portal according to the following article:

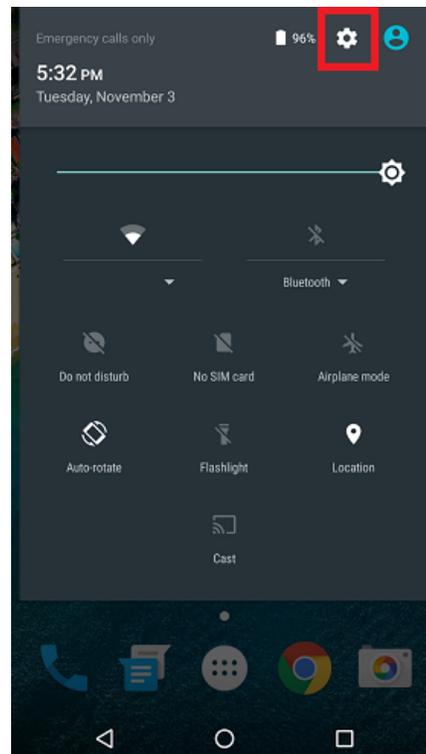
<https://support.appriver.com/kb/a849/how-to-obtain-exchange-account-information-from-the-customer-portal.aspx>

<https://support.appriver.com/kb/a856/how-to-obtain-pop-or-imap-account-information-from-the-customer-portal.aspx>

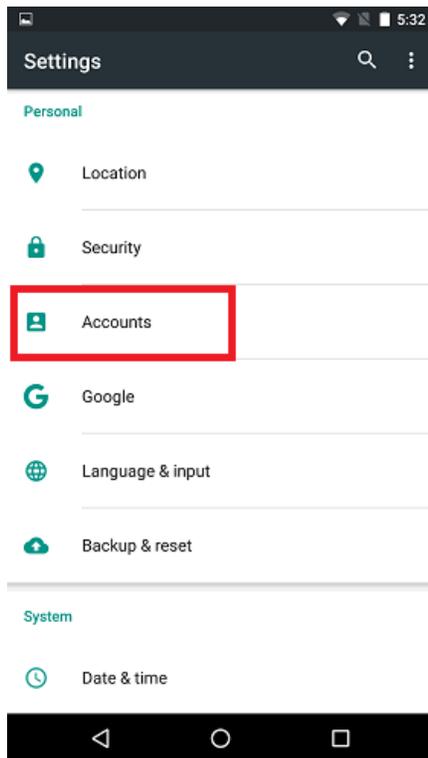
Procedure:

To setup an Exchange email account on the mobile device, take the following steps:

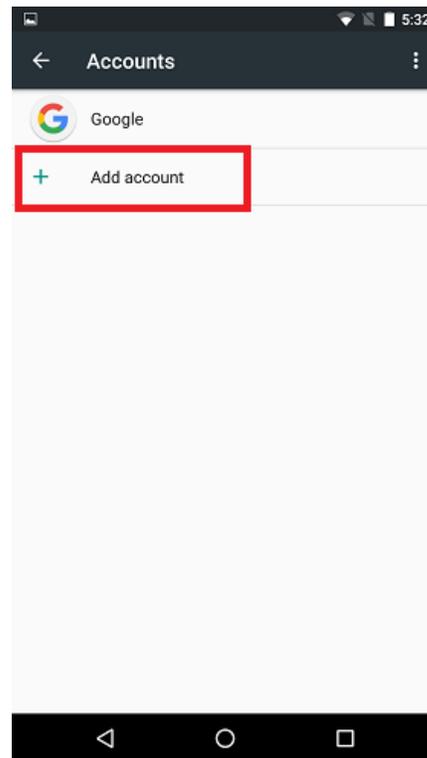
1. From the Home screen, swipe down and tap the **Settings** gear icon.



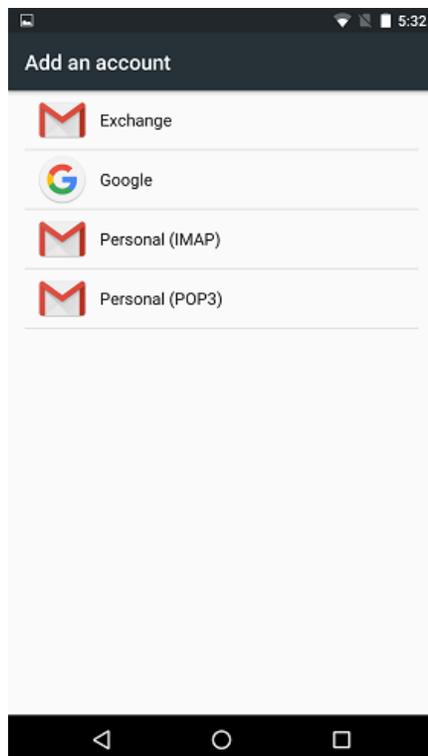
2. Scroll down and tap **Accounts**.



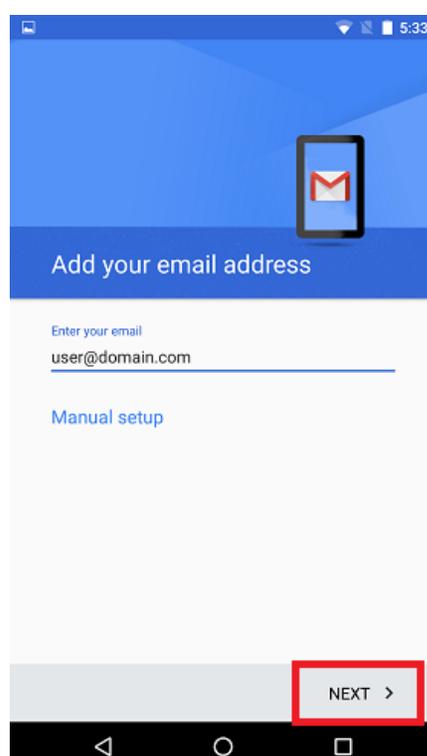
3. Tap Add Account.



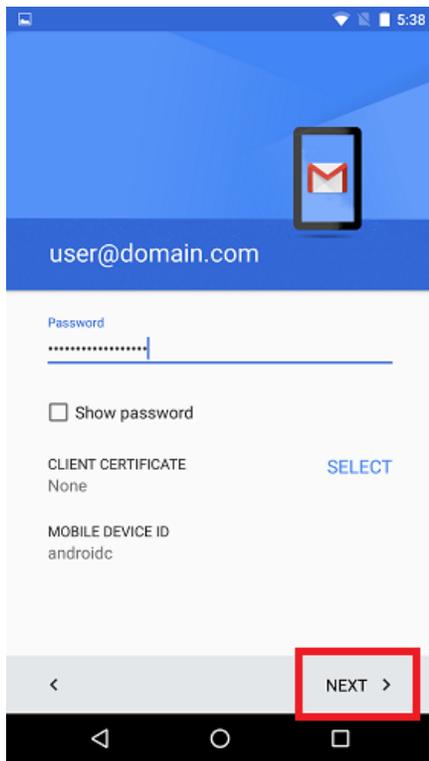
4. Tap **Exchange**



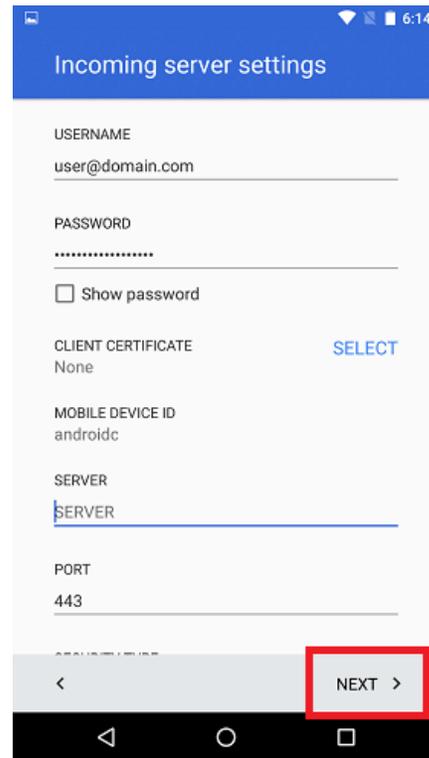
5. Enter your email address and tap **Next**.



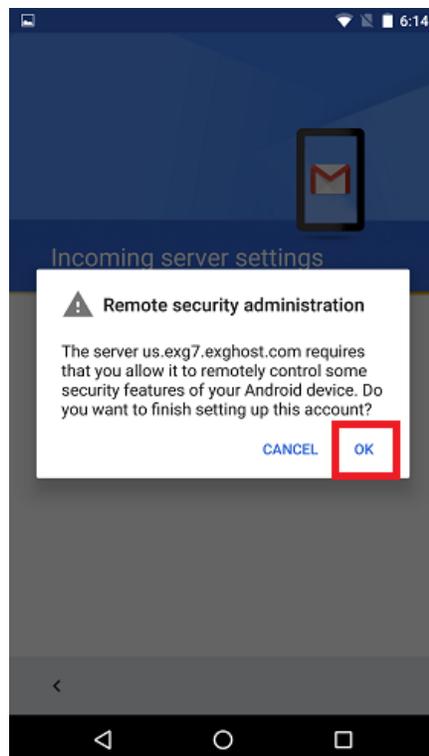
6. Enter the account password and tap **Next**.



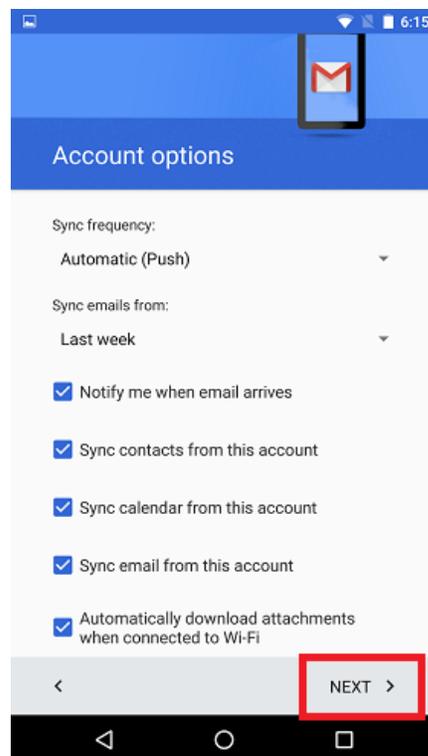
7. The device will attempt to retrieve the account settings automatically. Confirm the settings and tap **Next**.



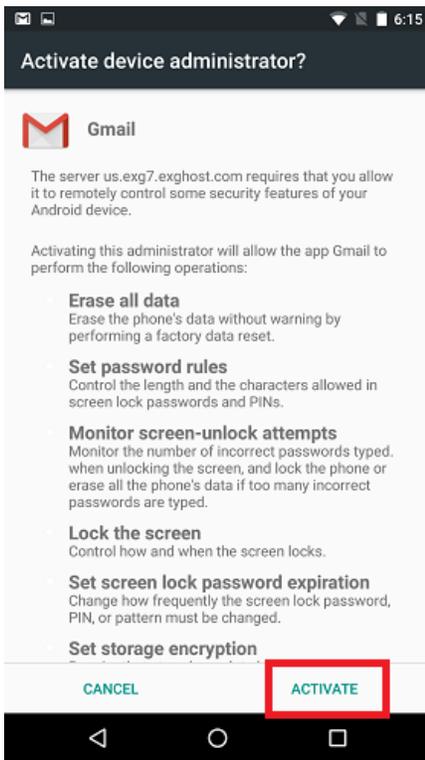
8. Tap **OK** to accept the notice.



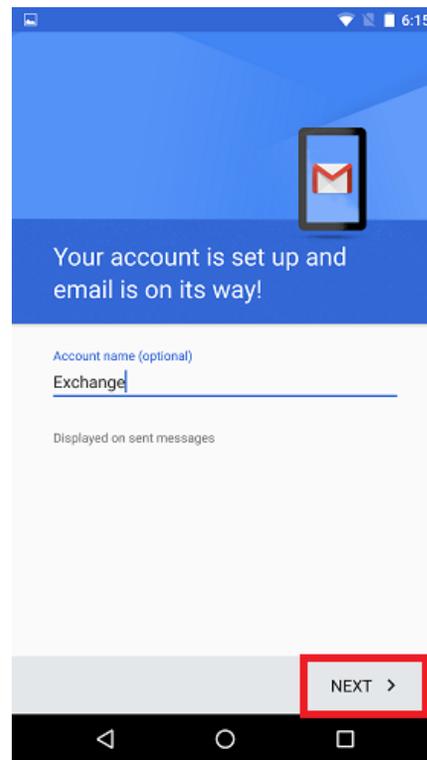
9. Review the default Sync Settings and make any changes as desired. Tap **Next**.



10. Review the Activate Device Administrator message and tap **Activate** to complete account activation.



11. Give the account a name (optional) and tap **Next**.



12. Open the Gmail application. You may receive a notification to update security settings.

If the notification displays, tap **accept** to complete the account activation.

Email will begin to arrive momentarily.