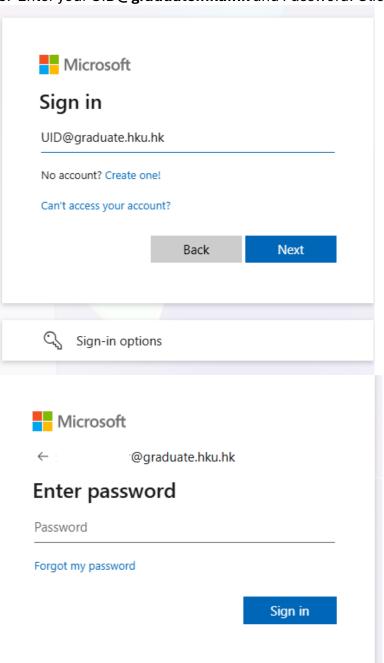
User Guide for HKU graduate.hku.hk	
Microsoft 365 Exchange Online Email Servic	е

A. Access Procedure for Graduate M365 Email service with Outlook Web Access

- 1. Visit HKU webmail with a compatible browser (https://webmail.hku.hk/)
- 2. Click "GRADUATE.HKU.HK (Microsoft 365)"



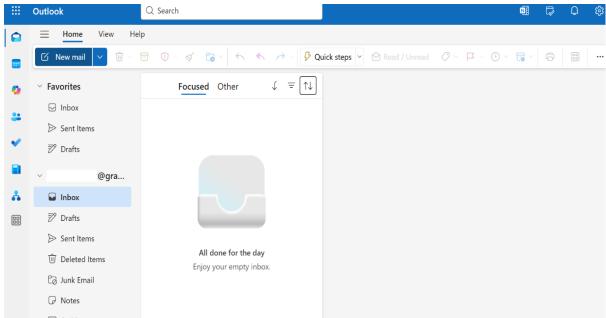
3. Enter your UID@graduate.hku.hk and Password. Click Sign in.



4. Select the option Yes (if accessing with your own client device) or No (if accessing with a shared client device).



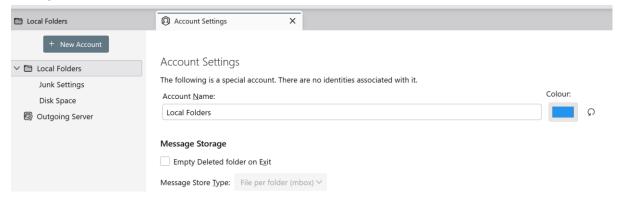
5. Upon login successful, it will show the Outlook Web Access interface for you to read or compose email.



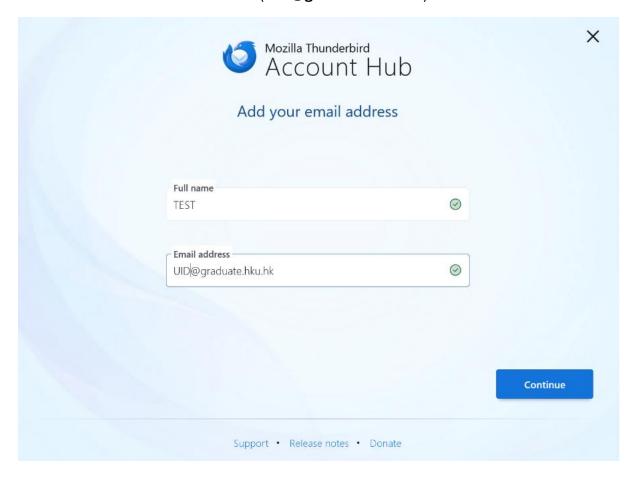
B. Access Procedure for Graduate M365 Email with IMAP4 (or POP3) Protocol (For Thunderbird client)

As Microsoft changed the authentication mechanism on Oct 1 2022, the legacy protocols like pop3, imap4 will be the end of support on Microsoft outlook client, therefore using **Outlook client is NOT supported**. If you would like to use the legacy protocols, please change to use the **thunderbird client**.

After you download and install Thunderbird client, then Click +New Account

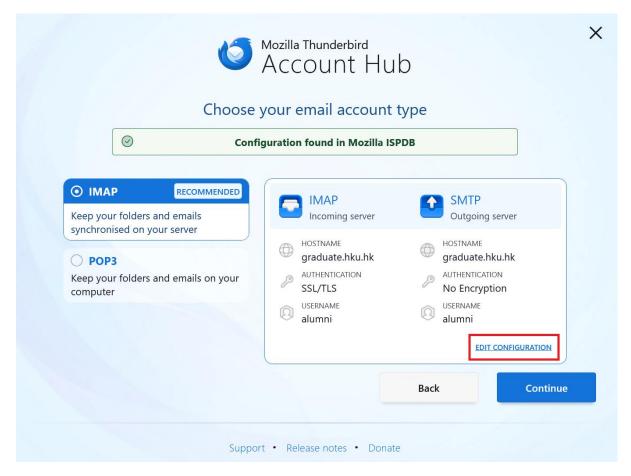


Enter Full name and Email address (UID@graduate.hku.hk) and click "Continue"



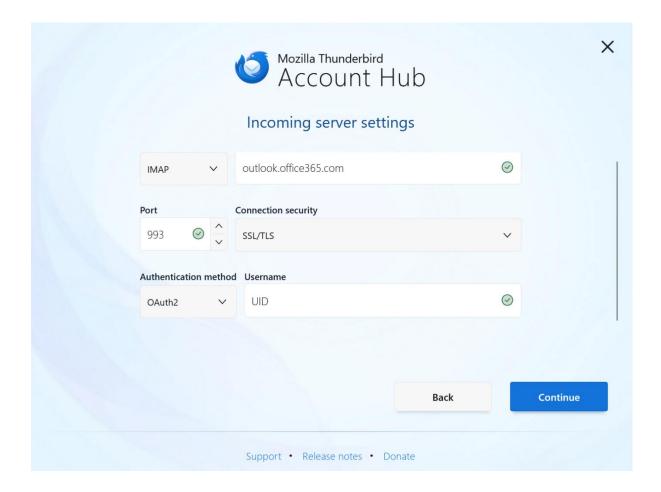
Select IMAP (recommended option) and click EDIT CONFIGURATION.

(Note: Selecting the POP3 option should be done with great caution, as it will delete all existing email messages from the M365 EXO platform and download them to your local device using Thunderbird. This process is irreversible, and you will lose access to these messages through the M365 Outlook Web Access interface. Therefore, this option is most appropriate for users who do not wish to retain emails on the M365 email server. POP3 option is **NOT recommended** for most general users.)



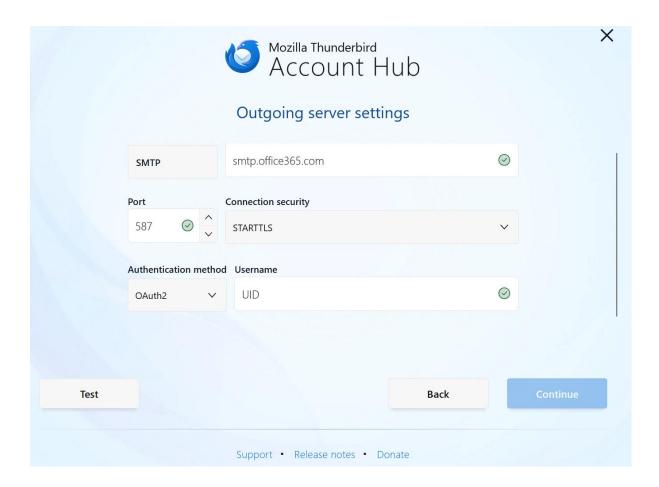
IMAP Incoming server setting

IMAP	outlook.office365.com
PORT	993
Connection Security	SSL/TLS
Authentication method	Oauth2
Username	UID



IMAP Outgoing server setting

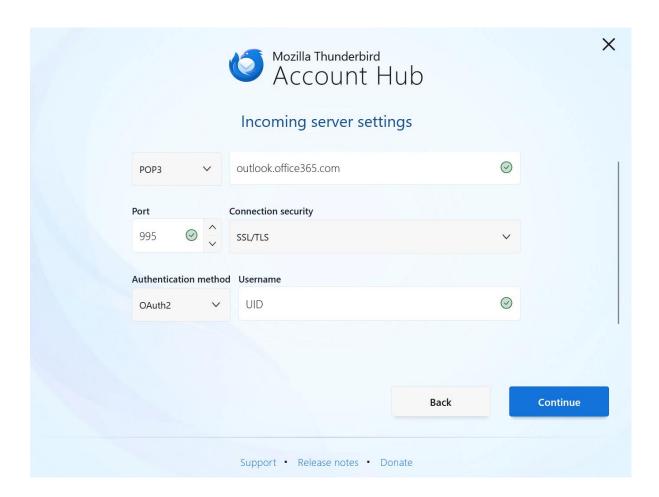
IMAP	smtp.office365.com
PORT	587
Connection Security	STARTTLS
Authentication method	OAuth2
Username	UID



POP3 Incoming server settings:

(Reminder: POP3 option is NOT recommended for most general users as it will delete all existing email messages on the M365 EXO platform.)

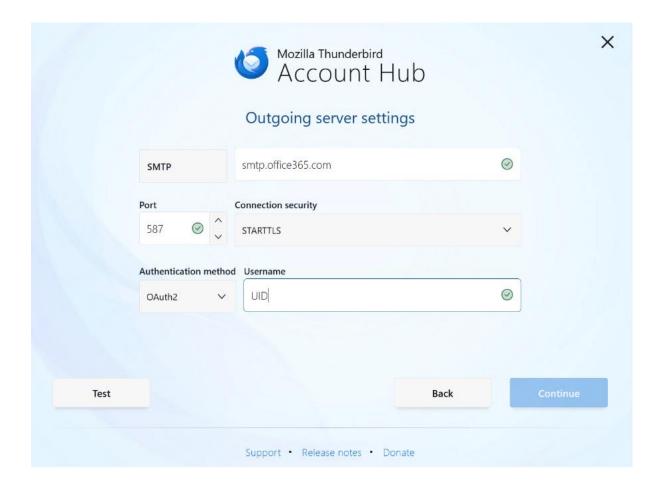
IMAP	Outlook.office365.com
PORT	995
Connection Security	SSL/TLS
Authentication method	OAuth2
Username	UID



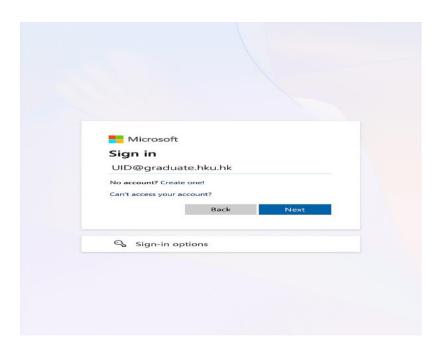
POP3 Outgoing server setting:

(Reminder: POP3 option is NOT recommended for most general users as it will delete all existing email messages on the M365 EXO platform.)

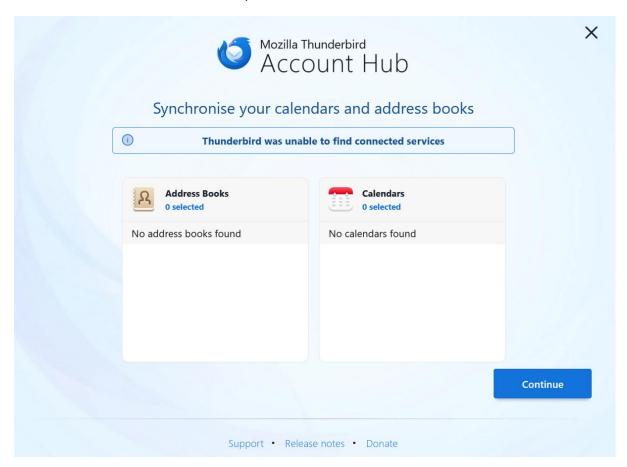
SMTP	smtp.office365.com
PORT	587
Connection Security	STARTTLS
Authentication method	OAuth2
Username	UID



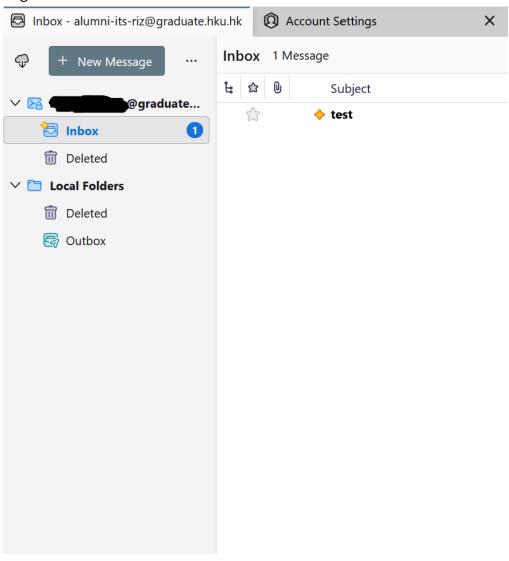
After completing the IMAP (or POP3) setup, press **TEST** and then **CONTINUE**.



Click Continue then it will be completed.



Login Successful



D. How to migrate mailbox messages from original graduate.hku.hk legacy email server to the new Graduate M365 Email platform?

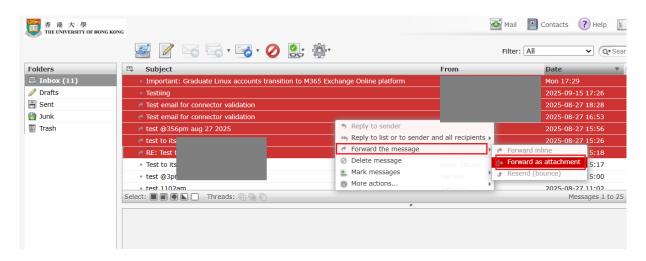
Below are the available methods for migrating your email. Method (1) is recommended: directly forward emails from the legacy graduate email server to the new Graduate M365 platform. With this approach, all migrated messages will be consolidated into a single email containing multiple attachments of the migrated messages.

On the other hand, for method (2): subscribe to Vaultme paid service for the 3rd party software to migrate mailbox message on behalf of you.

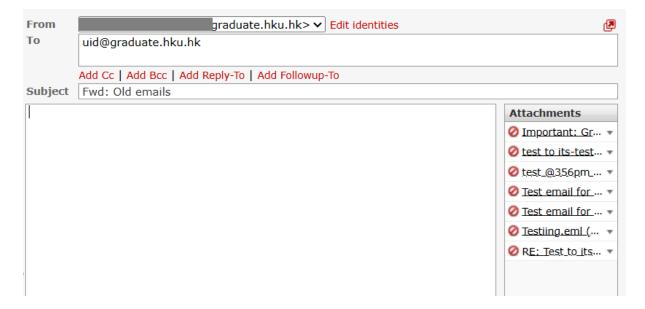
(1) Directly forward old email from legacy graduate email server

Login old webmail at https://webmail.hku.hk/graduate/ with UID and password. (or choose GRADUATE.HKU.HK (Legacy) at https://webmail.hku.hk/)

Select multiple email you want to forward and right click -> Forward the message -> Forward as attachment.



Forward to your uid@graduate.hku.hk address, then the email will be delivered to your new Graduate M365 mailbox.



If you may get disk quota exceed issue at the legacy graduate email server, you may visit this link to increase your disk quota at legacy graduate email account temporarily. http://www.hku.hk/cc/home/email/check quota.htm

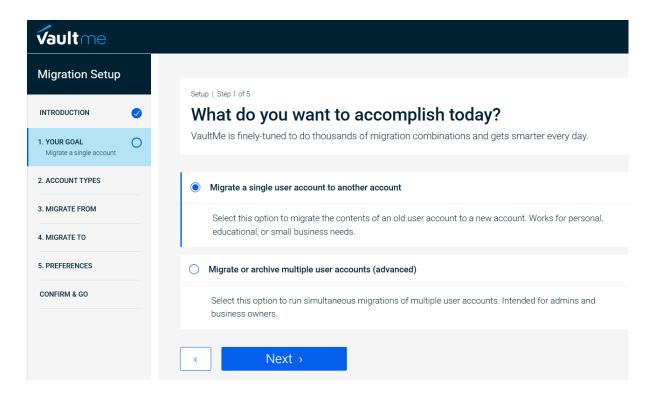
(2) Subscribe to the VaultMe paid service to migrate email message from graduate legacy email account to new graduate M365 account

Visit https://www.vaultme.com/

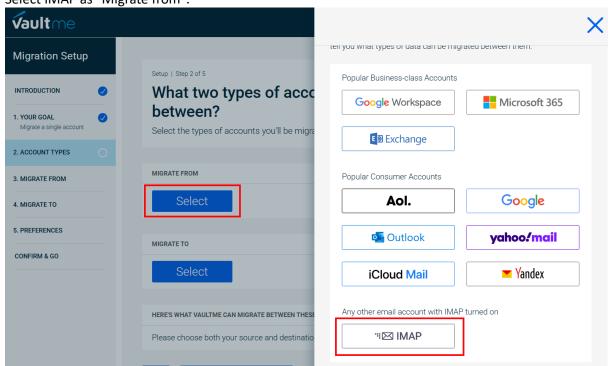
Click Try VaultMe button.



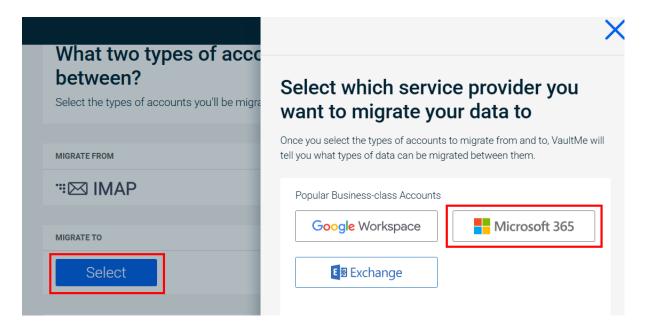
Select the following option.



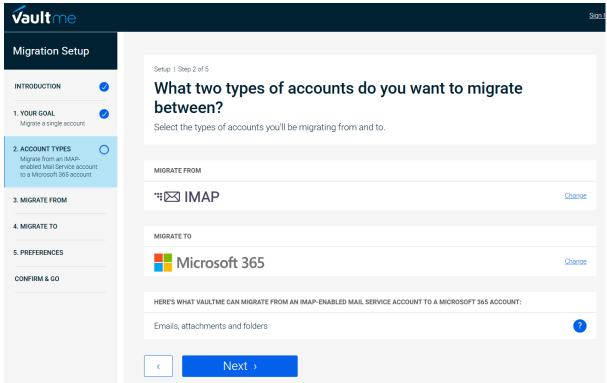
Select IMAP as "Migrate from".



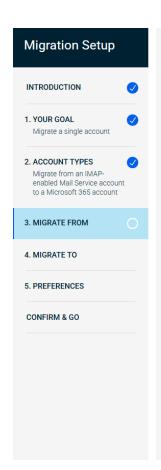
Select "Microsoft 365" as Migrate to.

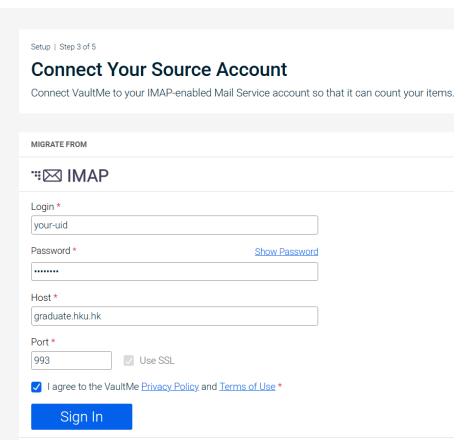


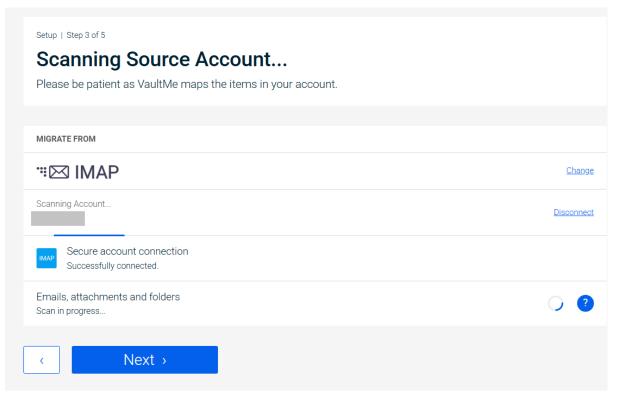
Next

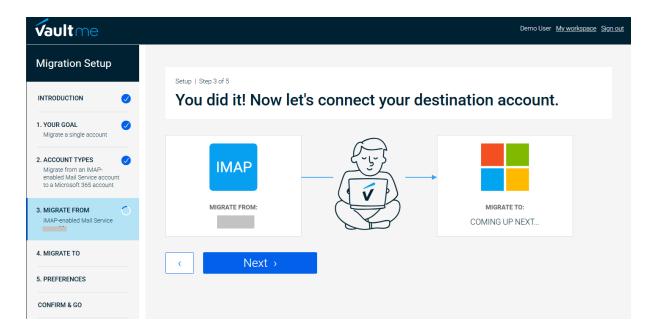


Enter source account information.

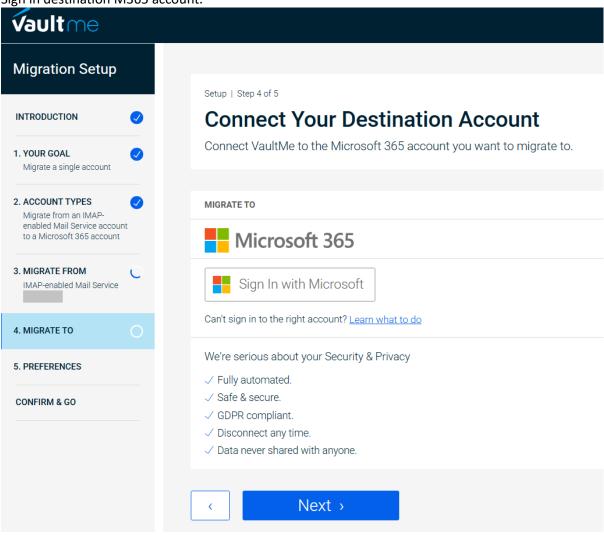


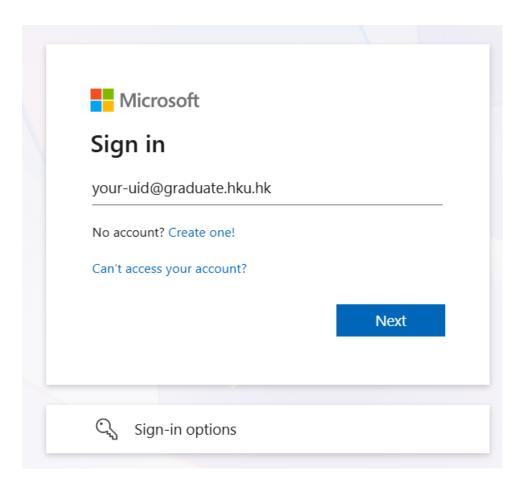


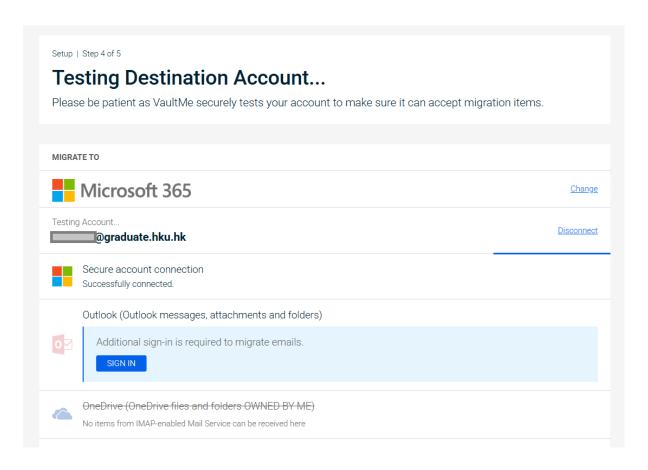




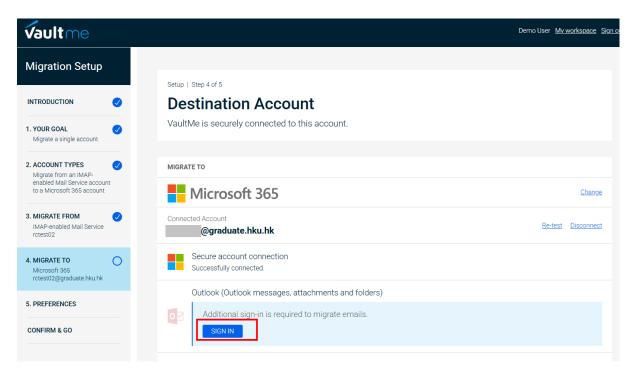
Sign in destination M365 account.



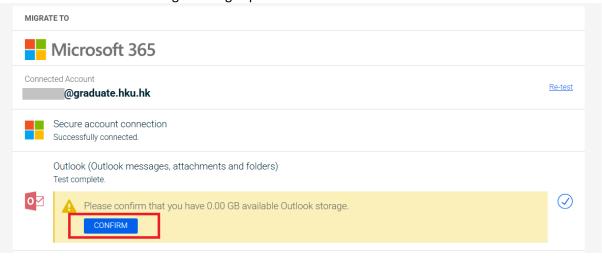




Click SIGN IN again if required



Confirm destination account got enough space.



The screen will calculate the time and service charge needed for migration. Press Next to proceed payment and start migration.



APPROXIMATE MIGRATION TIME

5 MINUTES May be extended (<u>learn why</u>)

VAULTME WILL PROCESS

0.00 gB

Vaultme Order Summary

Migration Fee \$14.99 Individual account migration fee

Total Price (USD) \$14.99 To migrate 0.00 GB and 0 items

<

Next→

Setup Complete!

VaultMe is ready to start when you are!

VaultMe is ready to migrate your data, exactly like you want it, so that you can move on with your life without missing all the important work from your past.



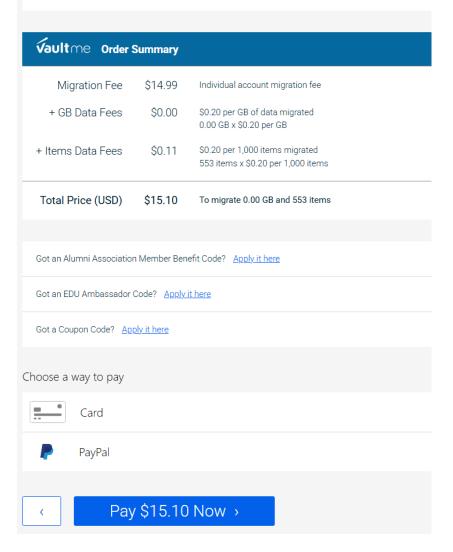
(

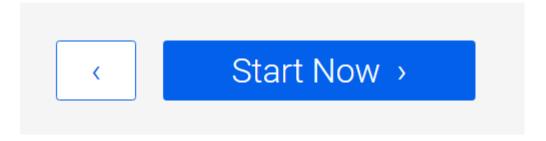
Proceed to Checkout >

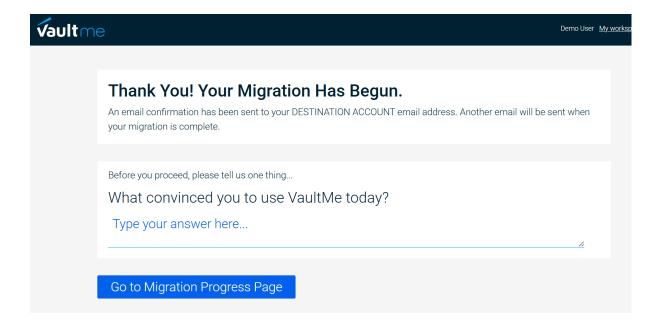
Confirm & Go

Secure Checkout

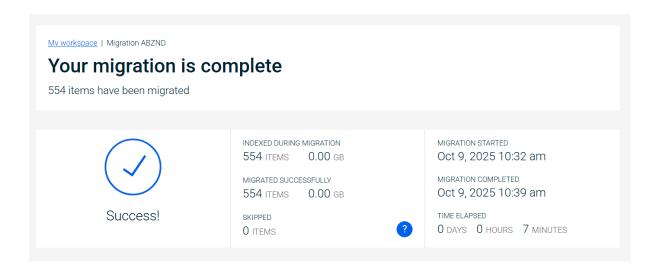
Your Time & History are valuable. You're about to save both with VaultMe!

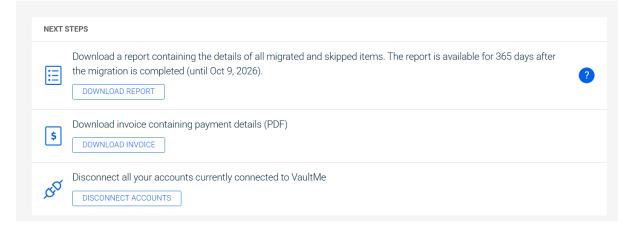






Go to the Migration progress page and wait for completion.





Disconnect Accounts after email message migration complete.

Disconnect Accounts

Clicking the button below will disconnect ALL your accounts connected to VaultMe. All your currently running migrations (if any) will be stopped.

Disconnect Accounts

Cancel

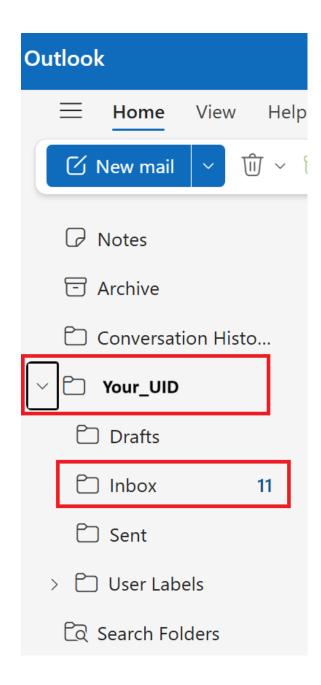
Disconnect Accounts

All your accounts have been disconnected from VaultMe.



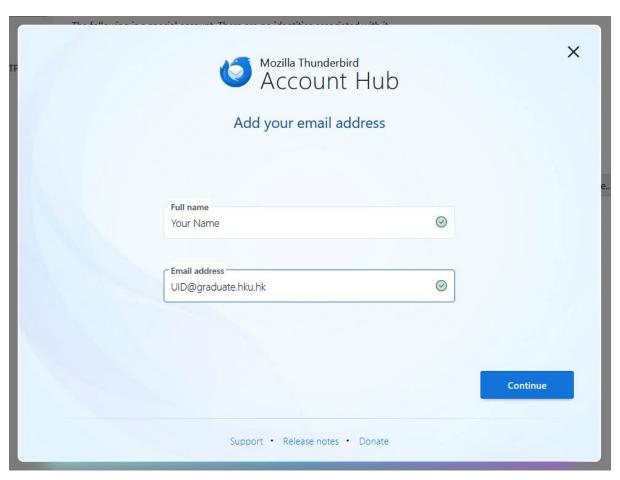
Login M365 account to verify copied emails.

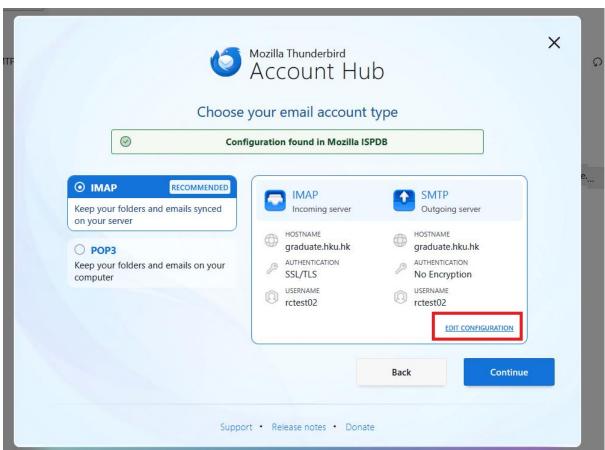
A new folder name as your UID would be created with the email message migrated to that folder.



(3) Access the graduate legacy email server with thunderbird client to copy email message to new graduate M365 account (Note: this method is not guaranteed to work and NOT supported by ITS)

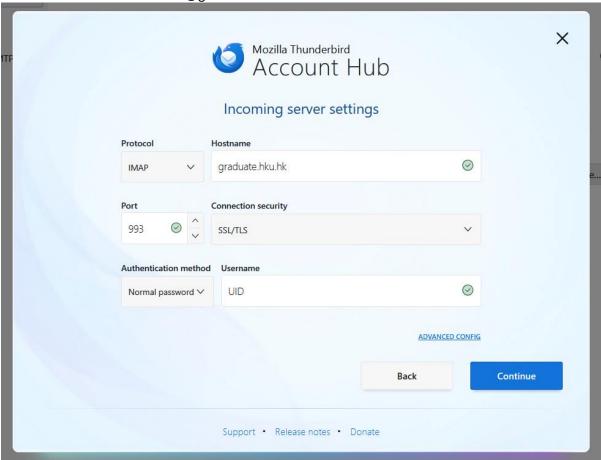
Firstly, add your graduate legacy email account with **IMAP** protocol to Thunderbird mail client by following the steps below.



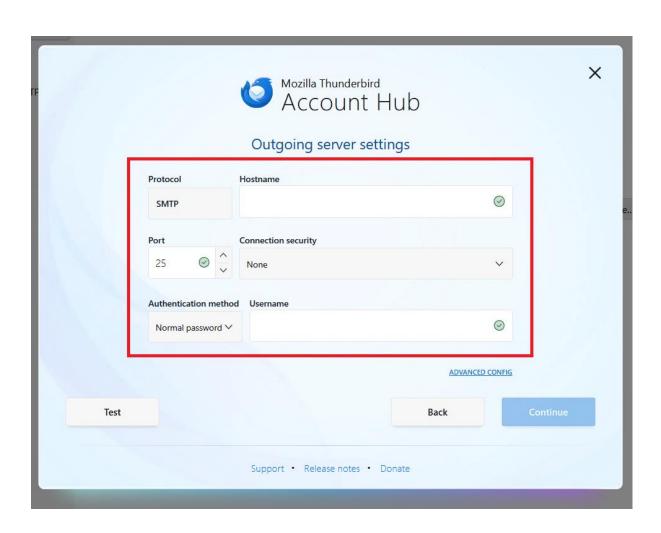


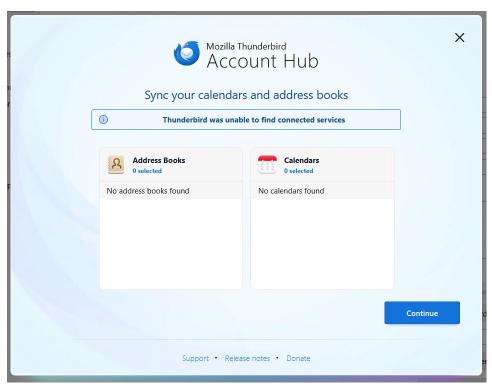
Incoming server settings:

Username should not include "@graduate.hku.hk".

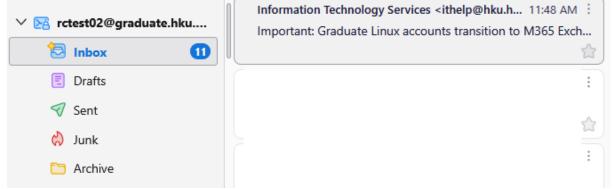


For the out-going server part, you can specify SMTP server hostname as smtp.office365.com, port as 587, connection security as STARTTLS and username as uid

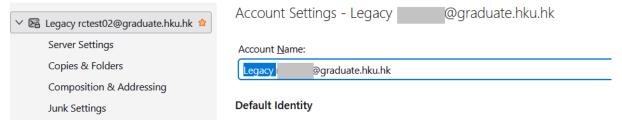




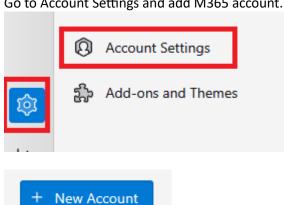
You should able to see the Inbox of the Legacy graduate account.



Go to Account Setting, Add "Legacy" to the Account Name. Let you distinguish with new M365 account.

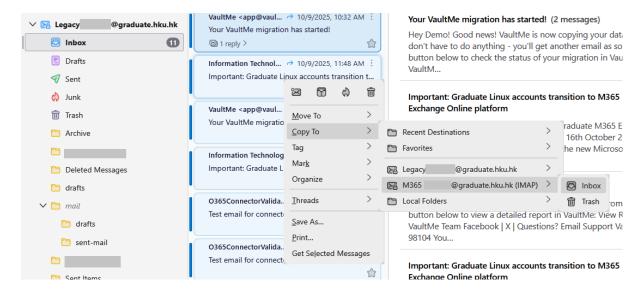


Go to Account Settings and add M365 account.



Secondly, then also add your Graduate M365 email account with the IMAP protocol to Thunderbird mail client according to the above section.

After you add both email accounts to your Thunderbird mail client, then you can select necessary email messages at your graduate legacy email account and then right click select "Copy to", then choose your new Graduate M365 account as the destination. Then the thunderbird mail client will copy your selected email messages to the new Graduate M365 email account.



If this method does not work for your account, then please try the other 2 approaches mentioned above, including forwarding required emails from a graduate legacy email via webmail, or using a paid mailbox migration service such as Vaultme.

E. How to update the setting for email alias, sender email address and sender name for Graduate M365 Email with online web form?

For Graduate M365 Email service, graduate account owners can use online web form to update the following setting:

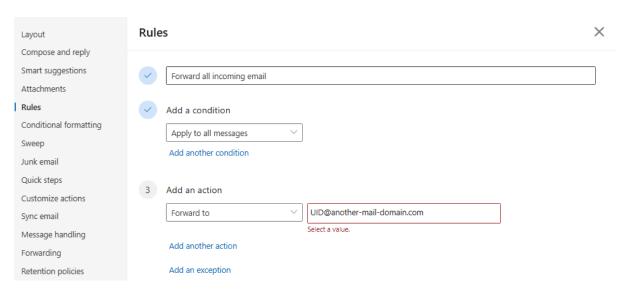
- (a) Reset Graduate account password: https://its.hku.hk/kb/graduate-change-email-password/
- (b) Email Alias: https://www.alumni.hku.hk/graduate-email/
- (c) Sender email address (only applicable to those accounts with email alias enabled): https://extranet.hku.hk/gradjob/setdisplayname.html
- (d) Sender Name: https://extranet.hku.hk/gradjob/setdisplayname.html

F. Set up Email Forwarding for Graduate M365 Email with Outlook Web Access (OWA) interface

- 1.Login the Graduate M365 email with OWA interface mentioned at part (A). Then select the gear button setting at the top right.
- 2. Select "Settings" at OWA.
- 3.Select Mail > Rules> "+Add new rule">



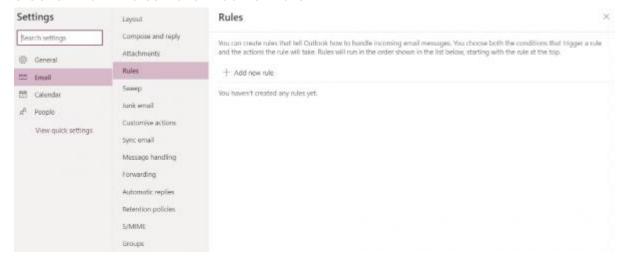
4. Specify a new rule name, then add a condition with "Apply to all messages", add an action "Forward to" and then select your email address you want to forward. Then click "Save"



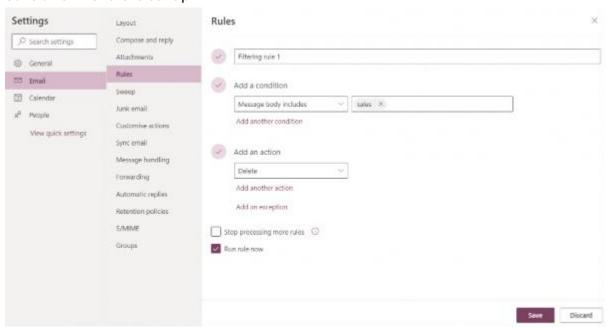
5. Afterward, if you want to cancel this email forwarding rule, then at the same interface you can choose and click "Disable Rule" to disable this forwarding rule.

G. Procedure for configuring Email Filtering Rule for Graduate M365 email with Outlook Web Access (OWA) interface

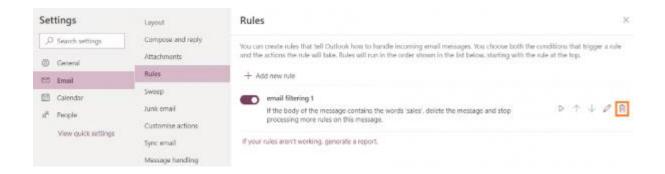
- 1. Login the Graduate M365 email with OWA interface mentioned at part (A). Then select the gear button click option at the top right.
- 2. Select View all Outlook settings.
- 3.Go to Email > Rules > click **Add new rule**.



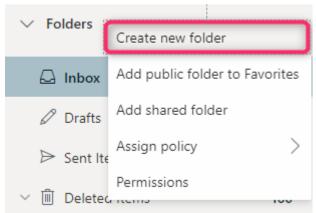
4. Enter a name for your filtering rule and define the condition and action required for your rule. Check the box Run rule now if you want the rule to run immediately. Click Save after the rule is set up.



5. Afterward, if you want to delete any existing filtering rule, you can choose the rule and click the Trash button to delete it. Click OK to confirm the deletion.



- 6. To set up a filtering rule for receiving Spam Quarantine Notification, please follow the steps below:
- a. On the left pane, right click Folders and select Create new folder.



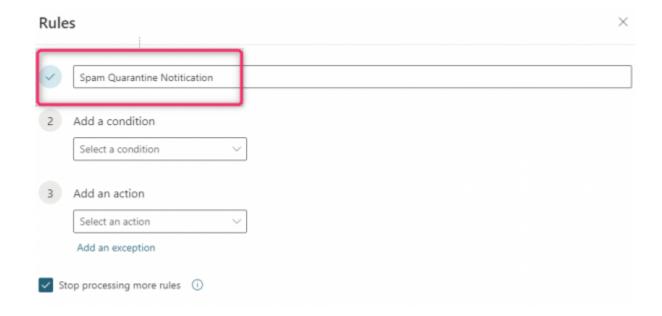
b. Enter spam-notification as the folder name.



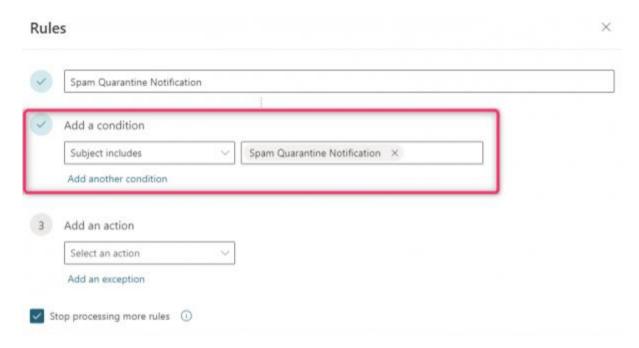
- c. Select Settings click option at the top right.
- d. Choose View all Outlook settings.
- e. Go to Email > Rules, click Add new rule.



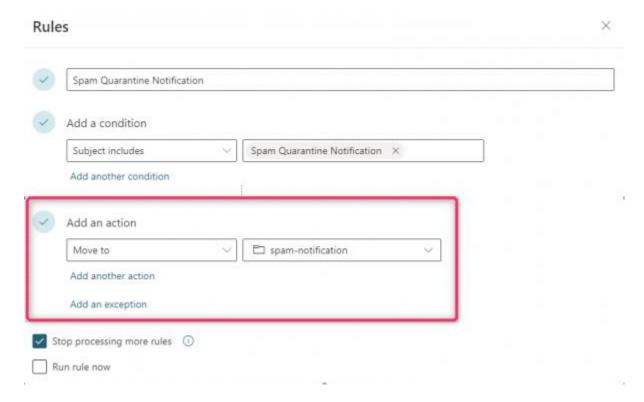
f. Input a name for your rule



g. Under **Add a condition**, select **Subject includes**. Type **Spam Quarantine Notification** in the field



h. Under Add an action, select Move to and choose spam-notification



i. Click **Save** to save the rule.

H. Setup Email Signature for Graduate M365 email

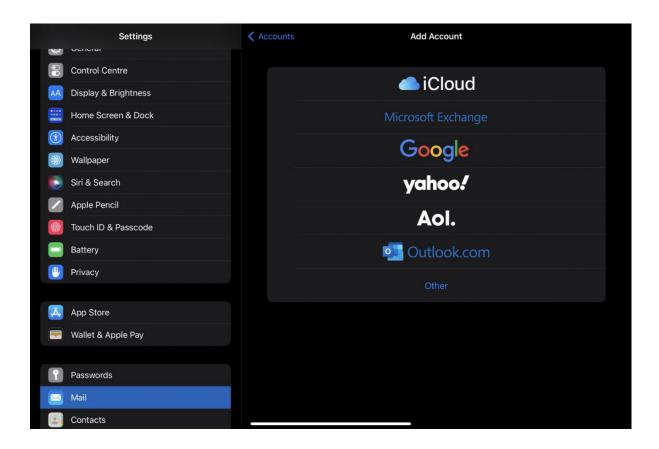
- 1. Login the Graduate M365 email with OWA interface mentioned at part (A). Then select the gear button at the top right.
- 2. Select View all Outlook settings.
- 3. Select **Email > Compose and reply**.
- 4. Under **Email signature**, type your signature and use the available formatting options to change its appearance.
- 5. Select **Save** when you're done.

I. Configure iOS device mail client for Graduate M365 email

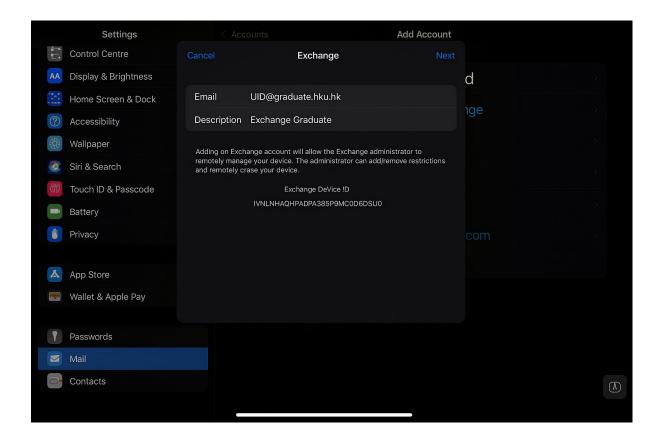
1. To add an Microsoft Exchange account to your iOS device, tap "Settings".



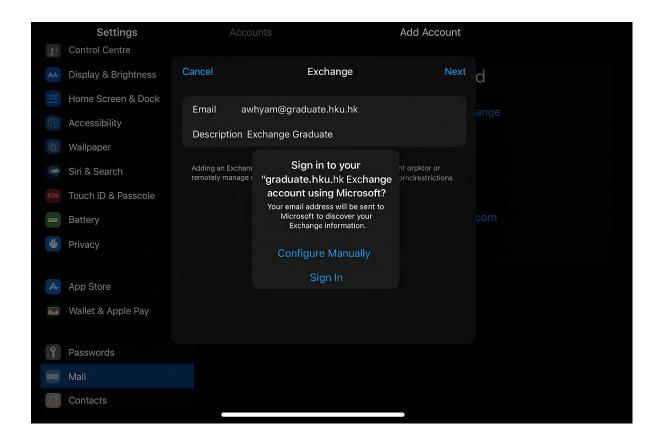
2. Select "Mail", choose "Microsoft Exchange".



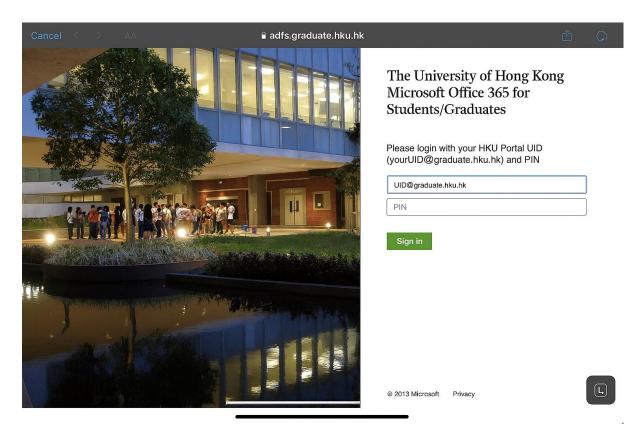
3. Enter your UID@graduate.hku.hk and description as illustrated below. Tap "Next".



4. Tap Sign in when the following message pops up.



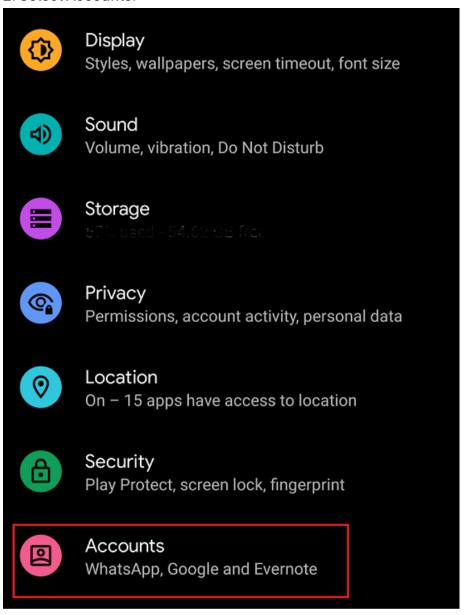
5. Enter your UID@graduate.hku.hk and account password to login.



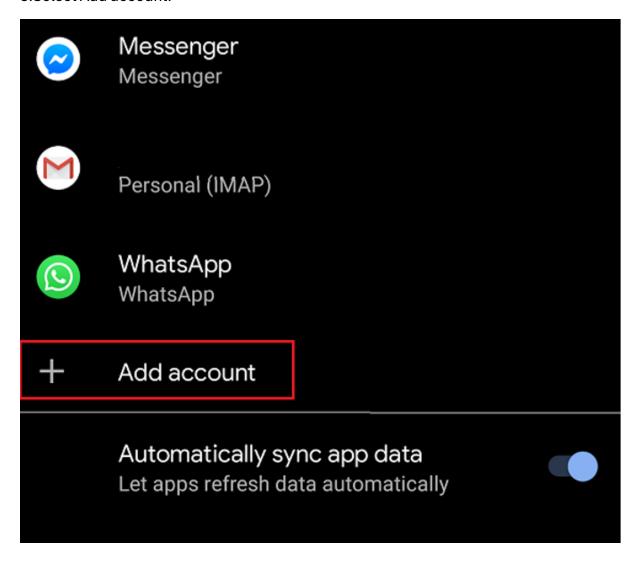
6. Select the items you want to synchronize under your HKU email account. Tap Save to confirm the selection.

J. Configure Android device mail client for Graduate M365 email

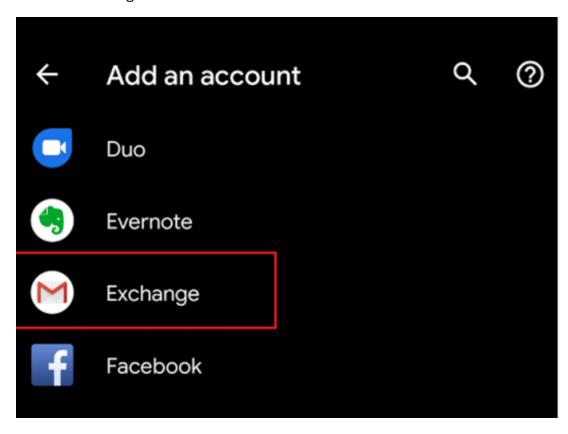
- 1. Go to Settings.
- 2. Select Accounts.



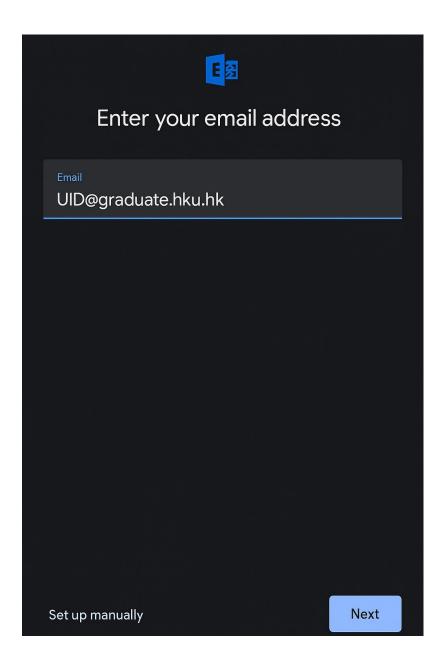
3. Select Add account.



4. Select Exchange.



Enter your UID@graduate.hku.hk and tap Next.



6. Enter you UID@graduate.hku.hk and your HKU Portal PIN/Graduate Email Account Password

The University of Hong Kong Microsoft Office 365 for Students/Graduates

Please login with your HKU Portal UID (yourUID@graduate.hku.hk) and Pl

UID@graduate.hku.hk	
PIN	

Sign in

© 2013 Microsoft Privacy

Tap Done to complete the setup.

