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**Subject:** Exchange Online and Outlook Versions  
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**Importance:** High

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Hello CNRE,

**This note is directed at Exchange mailbox users including Calendar Only accounts which are used for accessing shared resources like calendars. If you have completely migrated off of Exchange including accessing shared resources then you don't need to read any further.**

In the coming months (wave 1 in May & wave 2 in June-July) Virginia Tech will be migrating our Exchange mailboxes from our local Exchange server to Exchange Online which is Microsoft's cloud based service. There will be many advantages with moving to the cloud but the one that will be most obvious to you will be an increased mailbox size limit. Currently by default, everyone at VT has a 10 GB mailbox and everyone in CNRE has a 30 GB mailbox thanks to the college picking up a small upgrade fee. After the migration to Exchange Online we will all have 50 GB mailboxes and rumor has it that those will soon be upgraded to 100 GB!

I am in the pilot program and other than having to change the app that my phone uses to check my Exchange account, restart my Outlook clients a few times, and 2FAing a few times, I had access to my 50 GB mailbox in the cloud from all my devices! Having said that, in order to help make this migration as smooth as possible, Microsoft recommends everyone should be at the latest version of Outlook which is version 2016. Exchange Online will work with older versions of Office but you may not be able to utilize all the additional features that Exchange Online provides. Please follow the steps below (including mobile users) to find out which version of Outlook you are running and if necessary contact the [CNREHelpDesk@vt.edu](mailto:CNREHelpDesk@vt.edu) to schedule an in place upgrade. Note that all CNRE computers are licensed for any version of Office so there will not be any type of fee involved.

#### **Mobile Devices (all flavors currently connected to your Exchange mailbox)**

1. Contact the [CNREHelpDesk@vt.edu](mailto:CNREHelpDesk@vt.edu) to get help with reconfiguring your mobile device to use the new Microsoft Outlook app. This free app is not installed by default and will need to be downloaded from the appropriate app store.

#### **Windows (all flavors)**

1. Launch Outlook.
2. Click on the "File" tab. If you do not have a "File" tab then you really should upgrade since you are running Outlook 2010 or older!
3. Click on "Office Account" from the left panel.
4. On the right side of the window that appears, you will see your version number, either 2016 or 2013.

#### **OS X (all flavors)**

1. Launch Outlook.
2. Click on the "Outlook" top bar menu.

3. Click on the "About Outlook" menu option.
4. If the version is not 15.xx then you are running Office 2011 for Mac and really should upgrade!

Thanks.

Lon

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