New Exchange Mailbox Considerations

Before Creating an Exchange Mailbox for a User

Before creating or requesting an Exchange mailbox for a user, it is important to understand a few things about the ITS Exchange service.

- Internal Mail Delivery

Any e-mail sent to an ITS Exchange user from another ITS Exchange user will only be sent to the Exchange mailbox. Therefore, an ITS Exchange user must plan on using their ITS Exchange account regularly.

- Display Name

The user's ITS Exchange Display Name is drawn from the MCommunity. This is the name that appears in the Global Address List. Individuals who prefer to be known by a variation of their official name can request a preferred Display Name through Wolverine Access. Details at http://www.itcs.umich.edu/exchange/docs/display-name.pdf.

- Password

Your UMICH password is used to access a campus Exchange mailbox. This password can be set at https://accounts.itcs.umich.edu/password/.

- Be ready to access the Exchange mailbox

For work use, we recommend that you at least install the client (Outlook is recommended), but not configure it, before requesting an Exchange account so that no mail is missed. Setup information is available at http://www.itcs.umich.edu/exchange/using/start.php. One can also use Outlook Web App at https://exchange.umich.edu to read e-mail and access the calendar until the client is configured.

⚠️ Immediately After the Mailbox is Created

- Inform the user that their Exchange mailbox is available

Make sure that the new Exchange mailbox owner starts to read e-mail in Exchange soon after the mailbox is created. If they do not, they will miss mail (no mail will be lost).