

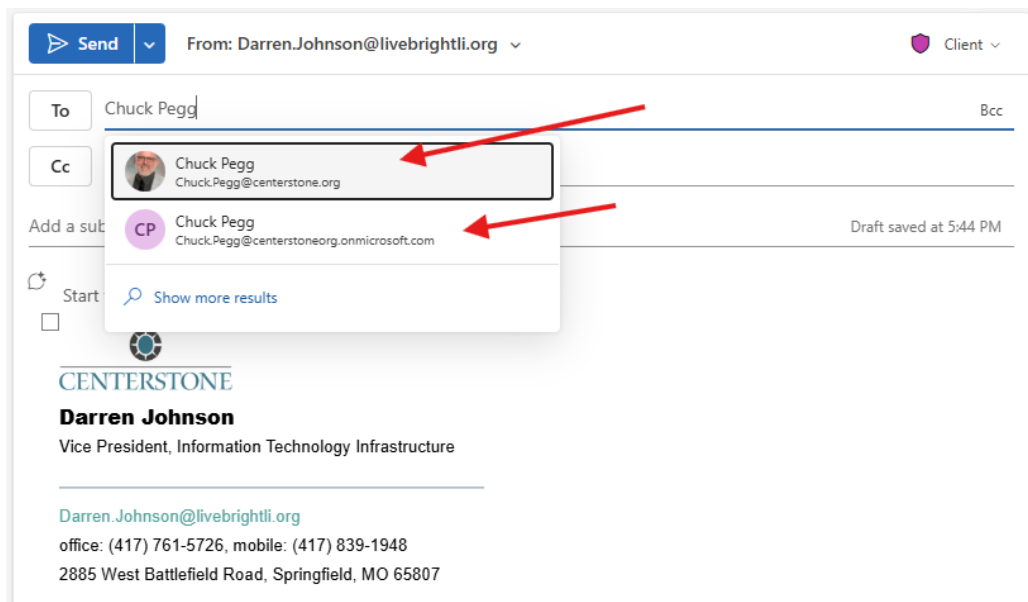
Outlook User Experience after M365 Migration

Historical Centerstone East User Accounts showing up in Outlook

After the migration, old Centerstone East accounts may still appear in Outlook temporarily. For example, when creating a new email and typing a Centerstone East user's name, the name may appear twice. Do not use the account ending in

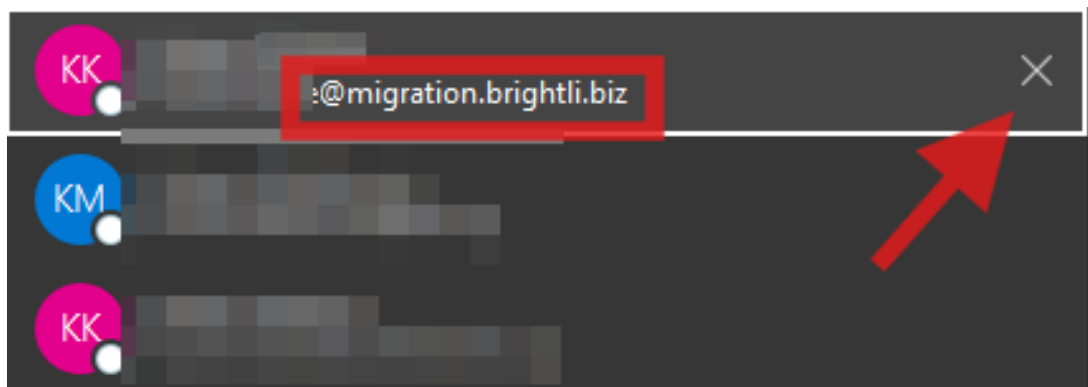
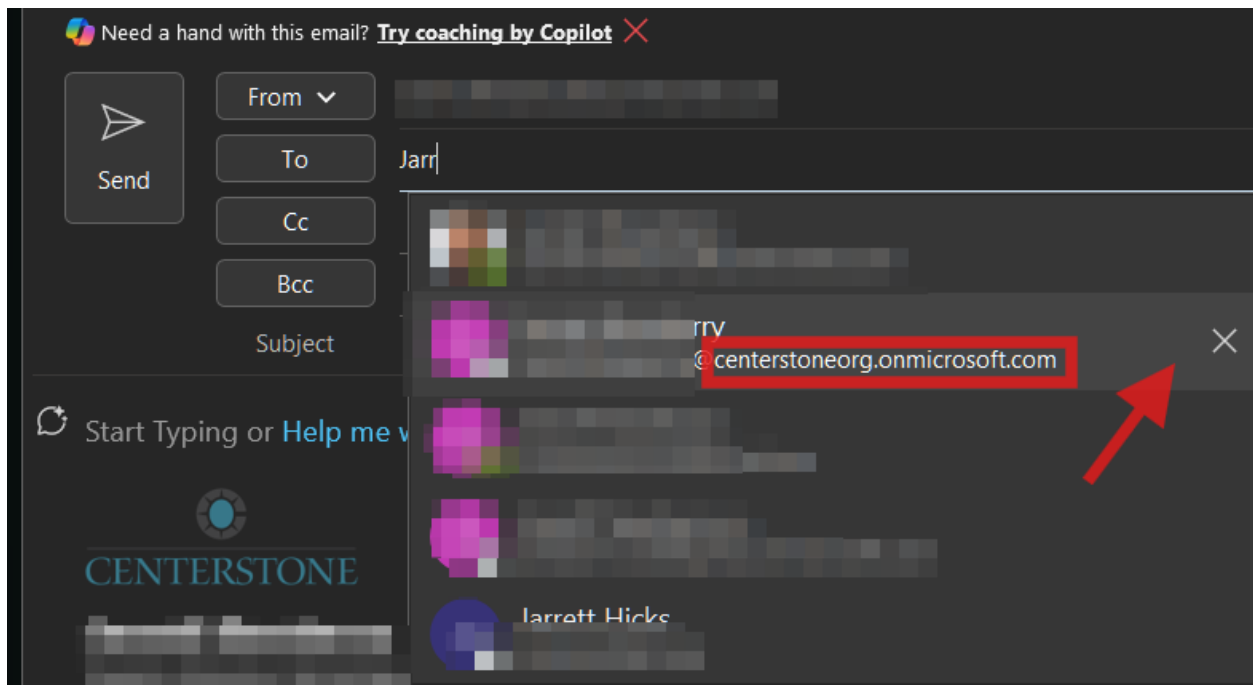
@centerstoneorg.onmicrosoft.com; instead, use the account with the

@Centerstone.org domain. The old account should be removed within the next few days.



Removing Autocomplete Entries from Outlook

Centerstone West will most likely have older, cached addresses that are in autocomplete in the "To" address when composing or replying to e-mails. You will need to manually delete any addresses that end with **@centerstoneorg.onmicrosoft.com** or **@migration.brightli.biz** e-mail addresses. You will need to select the "x" next to those names to clear them out of your cache.



Outlook Calendar Meetings

If a Centerstone East user was assigned as a delegate for your Outlook calendar or inbox, you will need to add them again.

Delegates and Shared Inboxes will need to be reassigned

If a Centerstone East user was assigned as a delegate for your Outlook calendar or inbox, you will need to add them again.

Rules recreation

Users with accounts in both the Centerstone East and Centerstone West tenants may have lost their Outlook rules during the migration and will need to recreate them.

Missing Members in Centerstone East Distribution Lists

Centerstone West users assigned to Centerstone East distribution lists were removed during the migration and will need to be added back.

Outlook Appointments Created by Centerstone East Users That Include Teams

If a Centerstone East user created a meeting before the migration that included a **Teams** virtual conference option, participants will no longer be able to join because the original meeting ID is no longer valid. To resolve this, delete and resend the meeting so a new Teams meeting ID is generated and shared with participants.

Outlook Calendars For Centerstone East Will Need Reshared

After the migration, Centerstone East Outlook calendar sharing permissions may need to be recreated. Existing calendar appointments should remain available, but users who previously shared their calendars may need to share them again.

To restore calendar sharing, use the appropriate Outlook option below and repeat the steps for each person who previously had access.

Outlook on the Web

1. Open **Outlook on the web** and select **Calendar** from the left side.
2. Select **Share** at the top of the Calendar window.
3. Select the calendar you want to share.
4. Enter the **name or email address** of the person you want to share your calendar with.
5. Select the appropriate permission level:
 - a. **Can view when I'm busy** – Shows only when you are available or busy.
 - b. **Can view titles and locations** – Shows the title and location of calendar items.

c. **Can view all details** – Shows the full details of your calendar items.

d. **Can edit** – Allows the person to make changes to your calendar.

6. Select **Share**.

7. Repeat these steps for each person who previously had access to your calendar.

The recipient will receive an invitation and should accept it to add the shared calendar to Outlook.

Outlook Desktop App – New Outlook

1. Open **Outlook** and select **Calendar** from the left side.

2. On the **Home** tab, select **Share Calendar**.

3. Select the calendar you want to share.

4. Enter the **name or email address** of the person you want to share your calendar with.

5. Choose the appropriate permission level.

6. Select **Share**.

7. Repeat for each person who previously had access.

Outlook Desktop App – Classic Outlook

1. Open **Outlook** and select **Calendar**.

2. On the **Home** tab, select **Share Calendar**.

3. Select the calendar you want to share.

4. Select **Add**.

5. Search for and select the person you want to share your calendar with, then select **OK**.

6. Select their name and choose the appropriate permission level.

7. Select **OK**.

8. Repeat for each person who previously had access.

The recipient will receive an invitation to access the shared calendar.