Introduction
The UCI Center for Emeriti and Retirees provides uci.edu email accounts for UCI Health retirees. This guide will help you transition from your UCI Health (@hs.uci.edu) email account to your retiree uci.edu email account.

Part 1: Use the Retiree UCInetID Self-Service to retain access to your UCInetID and UCI email or reactivate your account if needed.

1. Open the Retiree UCInetID Self Service website https://ucinetid.service.uci.edu/retiree
2. If your UCInetID is not currently active, click Proceed to my Reactivate Account application and follow the instructions in the form
3. If your UCInetID is currently active (or if you are not certain whether it is active), click Proceed to my Reactivate Account application and follow the instructions in the form.

Please contact retirees@uci.edu or call (949) 824–7769 if you have questions regarding the Retiree UCInetID Self-Service.
Part 2: Configure UCI campus DUO multifactor authentication

1. Open a web browser and navigate to the UCI Duo Support Desk Current Enrollment page: https://applications.oit.uci.edu/DuoSupportDesk/enrollment.htm

2. Enter your UCInetID username and password then click the Login button. Your UCInetID is the part of your UCI email address before the @ symbol.

3. If you forgot your UCInetID password, click the Need help logging in? then click the Reset forgotten password button and follow the instructions to reset your UCInetID password. Repeat steps 1 and 2 after resetting your UCInetID password.

4. You should see Account Status: ACTIVE, details for the currently enrolled device, and Current WebAuth Status: ENABLED after logging in to the web page. If you do not see this information or are unable to login, skip to step 8.

5. Click the Test Duo link

6. You should see the DUO “Choose an authentication method” page. Click the Send Me a Push or Enter a Passcode buttons (whichever method you prefer).

7. Go to Part 2 if you see the message “You have successfully authenticated using Duo Multi-Factor Authentication!”.

Continue to Step 8 if you do not see the “successfully authenticated” message.
8. If you are unable to authenticate with Duo, you may need to enroll a new mobile device or replace a previously enrolled device in Duo. Please navigate to the UCI campus DUO Multi-factor Authentication support page https://www.oit.uci.edu/services/accounts-passwords/duo/, click the Support tab and read the “How do I enroll in Duo” and the “Duo Frequently Asked Questions (FAQ)” pages. There are also training videos in the Training Videos tab.

9. If you have not previously enrolled a mobile device with UCI campus DUO, or if you are not sure, click the Enroll in Duo button and follow the instructions to enroll a new mobile device with DUO. Repeat steps 1-8.

10. If you previously enrolled a mobile device with UCI campus DUO but the device is not working or you no longer have it in your possession, click the Replace your Duo-enabled phone button and follow the instructions to replace your currently registered Duo mobile device with a new device. Repeat steps 1-8.

11. If neither step 9 nor step 10 is successful, please contact the UCI OIT Service Desk at (949) 824-2222 or click the Open a Help Desk Ticket link to request assistance configuring Duo.

**Duo Multi-factor Authentication**

Quicklink(s)

9. Enroll in Duo

10. Replace your Duo-enabled phone

Duo adds an extra layer of account security by requiring you to verify your identity through a second factor, such as a phone or token, in addition to your password.

Getting Started

1. How do I enroll in Duo?
2. Duo Frequently Asked Questions (FAQ)

Duo Questions

1. How to replace a phone in Duo.
2. Using Duo with Office 365
3. Duo hardware tokens for UCI Health Employees

More Duo Questions from OIT’s Knowledge Base

Need more help?

Open a Help Desk Ticket
Part 3: Set your UCI campus AD password

1. Open a web browser and navigate to the UCI campus AD Password Change page
   https://applications.oit.uci.edu/PasswordChange/changePasswordAD.htm
2. Enter your UCInetID and password then click the Login button if you are prompted to login
3. Click Send Me a Push or Enter a Passcode button if you are prompted to authenticate to DUO.
   You may not need to login if you already logged in for Part 2.

4. Note your username. This is your AD username you will use in Part 3.
5. Enter a new password for your AD account in the New AD Password and Re-type New AD Password boxes then click the Submit button.
6. The new password must meet the requirements listed at the bottom of the page.
Part 4: Login to your UCI campus (AD) Microsoft 365 account

You should be able to access your UCI campus retiree email account using the UCI campus AD login and password set in Part 3.

1. Navigate to https://outlook.com/uci.edu
2. Enter your UCI campus AD username and password from Part 3 then click the Sign in button.
3. Click Send Me a Push or Enter a Passcode button if you are prompted to authenticate to DUO.

4. Click the circle next to your name in the upper right corner of the page to open the user account menu.
5. You should see your UCInetID displayed with suffix “@ad.uci.edu” (e.g., panteater@ad.uci.edu). This is your campus AD user account name. It is different than your UCI campus email address (e.g., panteater@uci.edu).

   If you see “@ad.hs.uci.edu” or “@exchange.uci.edu” suffix, skip to Part 5.

   If you see “@hs.uci.edu” or another suffix, continue to step 6

6. Click the Click the Sign in with a different account link at the bottom of the user account menu.
7. Click the **Use another account** link at the bottom of the Pick an account dialog.
8. Enter your AD user account name (e.g., panteater@ad.uci.edu)
9. Click the **Next** button
10. Repeat steps 2-5 above.
11. If you are unsuccessful logging in to your UCI campus AD account after repeating steps 2-4, please restart your computer then repeat steps 1-5 above.
12. If you are unsuccessful logging in to your UCI campus AD account after restarting your computer, please contact the UCI OIT Service Desk at (949) 824-2222 option 2 and request assistance with logging in to your campus AD mailbox.
Part 5: (Optional) Export personal email from your UCI Health (HS) mailbox using the Microsoft Outlook desktop app on a Windows PC

UCI Health policy does not permit exporting email, contacts, calendar entries, or other mailbox items that relate to UCI Health.

However, you may export "personal content" unrelated to UCI Health. Examples of personal content include but are not limited to:

- Personal financial, banking, or legal correspondence
- Personal correspondence with friends and family
- Personal correspondence, transaction/shipping notifications, or account statement for e-commerce or online services

The following procedure requires a Windows PC desktop or laptop computer with the desktop version of Microsoft Outlook installed and connected to your UCI Health HS mailbox.

The procedure will not work on phones, tablets, or other mobile devices. If you use a Mac laptop or desktop please use the instructions in Part 10 instead.

If you do not currently have the desktop version of Microsoft Outlook installed on your computer, go to Part 12 first then return to this part. If your desktop Outlook is not connected to your UCI Health HS mailbox, go to Part 7 first then return to this part.

Windows procedure:

1. Open Microsoft Outlook
2. Click File
3. Click Open & Export
4. Click Import/Export
5. Select Export to a file, then click the Next button
6. Select Outlook Data File (.pst), then click the Next button
7. Select the folder to export. You may only export one folder at a time (including subfolders); it helps to consolidate your personal email and folders into a single folder (e.g., “personal”) prior to exporting.
8. Click the Next button.
9. Click the Browse button and select a folder to export the Outlook backup (PST) file. The default “backup.pst” file name may be changed to something more descriptive (e.g., “personal.pst”)
10. Click Finish
11. (Optional) encrypt the exported PST file with a password. This is recommended if the PST file contains sensitive information (e.g., account numbers, personal passwords).
Part 6: (Optional) Import personal email to your UCI campus (AD) mailbox using the Microsoft Outlook desktop app on a Windows PC

UCI Health policy does not permit importing UCI Health-related email, contacts, calendar entries, or other mailbox items into a non-UCI-Health mailbox.

However, you may import "personal content" unrelated to UCI Health. Examples of personal content include but are not limited to:

- Personal financial, banking, or legal correspondence
- Personal correspondence with friends and family
- Personal correspondence, transaction/shipping notifications, or account statement for e-commerce or online services

The following procedure requires a Windows or Mac desktop or laptop computer with the desktop version of Microsoft Outlook installed. The procedure will not work on phones, tablets, or other mobile devices. If you do not currently have the desktop version of Microsoft Outlook installed on your computer, go to Part 12 first then return to this part.

Windows procedure:
1. Open Microsoft Outlook
2. Click File
3. Click Open & Export
4. Click Import/Export
5. Select Import from another program or file, then click the Next button.
6. Select Outlook Data File (.pst) then click the Next button.
7. Click the Browse button and select the PST file to import.
8. Click the Next button.
9. Select Outlook Data File folder and check the Include subfolders box.
10. Select the UCI campus mailbox (e.g., panteater@exchange.uci.edu)
11. Click Finish
Part 7: (Optional) Connect your Outlook Desktop application to your UCI Health HS mailbox or UCI campus AD mailbox

Connecting your mailboxes in the Outlook desktop app is necessary if you want to export personal email content (Part 5) or import personal email (Part 6) using a Windows PC. If you are using a Mac to export/import personal email you can use Mac Mail (Part 10) or the Outlook Mac app. Instructions for using the Outlook Mac app are not provided in this guide, however the steps are very similar to the steps in Parts 4, 5, and this Part.

1. Open Outlook
2. Click File
3. Click the Add Account button.

4a. To connect your UCI Health HS mailbox, enter your HS email account (e.g., panteater@hs.uci.edu).
4b. To connect your UCI campus AD mailbox, enter your UCInetID with an @exchange.uci.edu suffix (e.g., panteater@exchange.uci.edu)
5. Click Connect
6. You may be prompted to login with your mailbox account name and password. For the UCI campus AD mailbox, use the @ad.uci.edu version of your account (e.g., panteater@ad.uci.edu).

7. If you see a Stay signed in to all your apps window, uncheck Allow my organization to manage my device, then click No, sign in to this app only.
Part 8: (Optional) Export personal contacts from your UCI Health (HS) mailbox

UCI Health policy does not permit exporting email, contacts, calendar entries, or other mailbox items that relate to UCI Health.

However, you may export "personal content" unrelated to UCI Health. Examples of personal content include but are not limited to:

- Personal financial, banking, or legal correspondence
- Personal correspondence with friends and family
- Personal correspondence, transaction/shipping notifications, or account statement for e-commerce or online services

There are two methods to export your contacts:

1. Export from https://outlook.office.com/hs.uci.edu web application
2. Export from the Outlook desktop application

**Method 1** (export from https://outlook.office.com/hs.uci.edu)

Please follow the instructions provided in the following Microsoft Support page:

Please login to https://outlook.office.com/hs.uci.edu for step 1 in the Microsoft Support instructions.

You will need to sign in using your HS user account (e.g., panteater@hs.uci.edu) to access your UCI Health HS mailbox instead of your UCI campus AD mailbox. This may require restarting your browser or restarting your computer if you recently completed the steps in Part 4.

**Method 2** (export from Microsoft Outlook desktop application)

Please follow the instructions in Part 5 except select the **Contacts** folder in step 7.
Part 9: (Optional) Import personal contacts from a local Comma Separated Values (.csv) file to your UCI campus (AD) mailbox

UCI Health policy does not permit importing email, contacts, calendar entries, or other mailbox items that relate to UCI Health.

However, you may import "personal content" unrelated to UCI Health. Examples of personal content include but are not limited to:

- Personal financial, banking, or legal contacts
- Friends and family
- Contacts related to personal e-commerce or online service transactions.

There are two methods to import your contacts:

1. Import using https://outlook.office.com/hs.uci.edu web application
2. Import using the Outlook desktop application

Method 1 (Import using https://outlook.office.com/hs.uci.edu)
Please follow the instructions provided in the following Microsoft Support page:
https://support.microsoft.com/en-us/office/import-contacts-to-outlook-com-285a3b55-8d93-4ac8-93df-43fffd13b2f1

You will need to sign in using your AD user account (e.g., panteater@ad.uci.edu) to access your UCI campus (AD) mailbox instead of your UCI Health (HS) mailbox. This may require restarting your browser or restarting your computer if you recently completed the steps in Part 8.

Method 2 (Import using Microsoft Outlook desktop application)
Please follow the instructions in Part 6.
Part 10: (Optional) Migrate personal UCI Health email using the Mail application on a Mac (e.g., MacBook Air, MacBook Pro, iMac, Mac mini, Mac Pro)

UCI Health policy does not permit exporting or migrating UCI Health-related email, contacts, calendar entries, or other mailbox items into a non-UCI-Health mailbox.

However, you may import "personal content" unrelated to UCI Health. Examples of personal content include but are not limited to:

- Personal financial, banking, or legal correspondence
- Personal correspondence with friends and family
- Personal correspondence, transaction/shipping notifications, or account statement for e-commerce or online services

1. Open Mac Mail
2. Click Mail in the Mac Mail top menu.
3. Select Add Account from the dropdown menu.
4. Select Exchange
5. Click Continue
6. Enter your name and UCI Health (HS) email address (e.g., panteater@hs.uci.edu)
7. Click Sign In
8. Click Sign In a second time
9. Enter your HS email password
10. Click Sign In
11. Click Send Me a Push
12. Approve the DUO alert on your mobile device.
13. Select Mail
14. Click Done
15. Repeat steps 2-14 to connect your UCI campus (AD) mailbox to Mac Mail. Use @ad.uci.edu instead of @hs.uci.edu email address suffix in step 6 (e.g., panteater@ad.uci.edu instead of panteater@hs.uci.edu).

16. You may receive a “Permissions requested” popup. Verify the popup lists “Apple Inc.” as the app vendor, then click Accept. If you do not see Apple Inc. or are concerned about accepting these permissions, please contact the UCI OIT Service Desk at (949) 824-2222 option 2 and request assistance connecting your AD mailbox to Mac Mail.

17. When both the HS and AD mail accounts are successfully connected to Mac Mail, you can drag emails and folders from the HS mailbox to the AD mailbox.
Click and drag folder(s) containing your personal email from your UCI Health (HS) mailbox to your UCI campus.
Part 11: (Optional) Set Out of Office message on your @hs.uci.edu email address to notify senders your email address changed to @uci.edu

You can alert your contacts that your email has changed to @uci.edu by configuring Automatic Replies in your UCI Health (HS) mailbox. It is recommended to do this after your UCI campus (AD) email is configured and receiving email.

1. Open your UCI Health (HS) mailbox in Outlook Web Access (OWA) at https://outlook.office.com/hs.uci.edu
2. Click Settings
3. Click Mail
4. Select Automatic replies
5. Enable Turn on automatic replies
6. Enter text indicating your email address changed to your @uci.edu (e.g., panteater@uci.edu)
7. Select Send replies outside your organization
8. Enter the same text you entered for step 6
9. Click Save
Part 12: (Optional) Download and Install Microsoft Outlook using a personal Microsoft 365 subscription.
This procedure is only needed if you do not already have Microsoft Outlook installed on your computer and you want to export email from your UCI Health (HS) mailbox or import mail to your UCI campus (AD) mailbox on a Windows PC. If you have a Mac, you can import your mail using the instructions in Part 10. Microsoft provides instructions for purchasing a Microsoft 365 personal or family subscription.

1. Open https://office.com in a web browser
2. Click Buy Microsoft 365
3. Follow the steps provided by Microsoft to purchase and register your personal email account for the desired subscription.
4. Please do not use your @uci.edu email address to register for a personal or family Microsoft 365 subscription.