

Email Migration steps

Dear Dynamic Security Email User,

We are on schedule for a GoDaddy to M365 cutover. This is to take place on June 5, 2023 between 6pm and 9pm. BEMO will send an SMS Text informing all users that email is off line.

At cutover time, all the users with company provided **email accounts will be entirely disconnected** from your current email service (GoDaddy) and be added to our new Microsoft Tenant managed by BEMO. This process will take from 1 to 3 hrs.

Once everything is ready, you will receive an SMS notification saying, "The email migration has successfully been completed. You can now start the post-migration steps. BEMO". At that point, please follow the instructions listed below. **Your Temporary password will be "emocleW2023!"**

If you have any questions, please send an email to support@bemopro.com, and they will make sure that someone gets back to you promptly. For immediate BEMO assistance, a support phone number will be included in the SMS notification you will receive.

If you need assistance or have questions stepping through the migration instructions, you can contact the Dynamic Security Migration Support Team:

Claus Fuss 917-965-8685
Tim Collins 315-651-0301

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Watch and follow the steps [in this video](#) and skip to step #6 on Page 9 or follow the steps 1-5 below.

1. Smart Phone: Download Microsoft Authentication (for MFA)

1. Install the **Microsoft Authenticator** from Google Play or Apple App store.
2. **IMPORTANT:** If prompted, select **Allow** so the authenticator app can access your camera to take a picture of the QR code.
3. Once the **Microsoft Authenticator App** has been installed on your smartphone, please continue with section #2 (on the next page) on a PC:

2. Computer Browser: Connect to your New M365 Online Account

On your Computer:

- a) Open a new web browser session <https://www.office.com>. (If you have troubles try opening Google Chrome in “Incognito” or Microsoft Edge ‘In-Private’ mode.
- b) Click on the **Sign in** prompt and supply your **EMAIL Address** and this Password: **emocleW2023!**.



- c) Follow the wizard to reset and create your own password.

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Microsoft

bemoadmin@

Update your password

You need to update your password because this is the first time you are signing in, or because your password has expired.

Current password

New password

Confirm password

Sign in

A screenshot of a Microsoft password update page. It features the Microsoft logo at the top left, followed by the email address 'bemoadmin@'. The main heading is 'Update your password', with a sub-heading explaining the reason for the update. Below this are three input fields: 'Current password', 'New password', and 'Confirm password'. A blue 'Sign in' button is located at the bottom right of the form.

- d) Once you have reset the password, you will be asked for **More information**. Click on **Next** and you will be taken to the page to start the MFA setup.

Microsoft

bemoadmin@

More information required

Your organization needs more information to keep your account secure

[Use a different account](#)

[Learn more](#)

Next

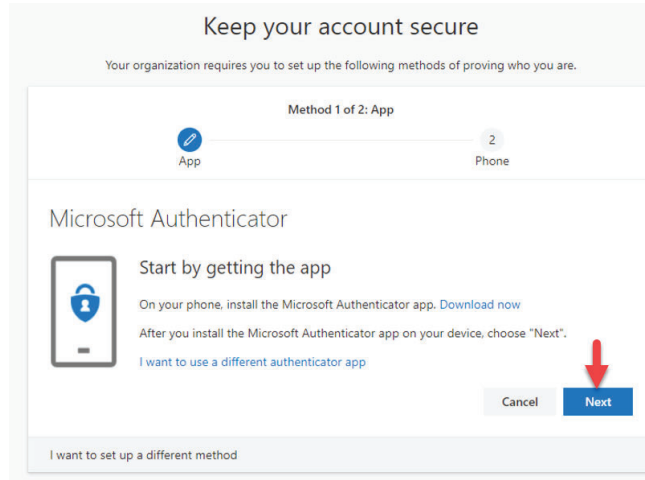
A screenshot of a Microsoft 'More information required' page. It features the Microsoft logo at the top left, followed by the email address 'bemoadmin@'. The main heading is 'More information required', with a sub-heading explaining the reason for the requirement. Below this are two links: 'Use a different account' and 'Learn more'. A blue arrow points from the 'Learn more' link to a blue 'Next' button, which is highlighted with a white border.

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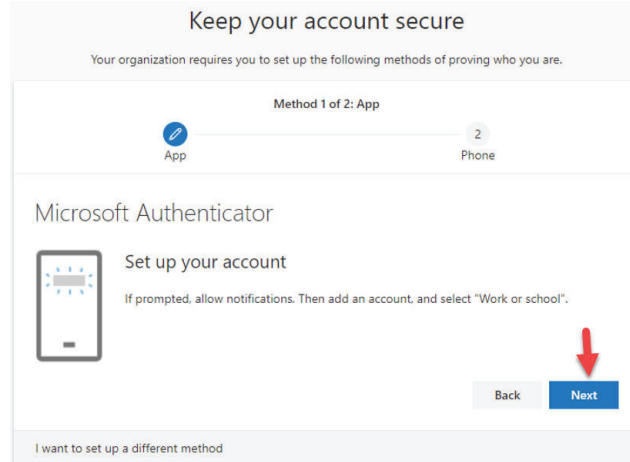


3. Computer Browser: Setup MFA

1. Since you have the Authenticator, skip this step and click on **Next** where you will be taken to the next page of the MFA setup.



2. On the next page for Authenticator setup, click on **Next** again.

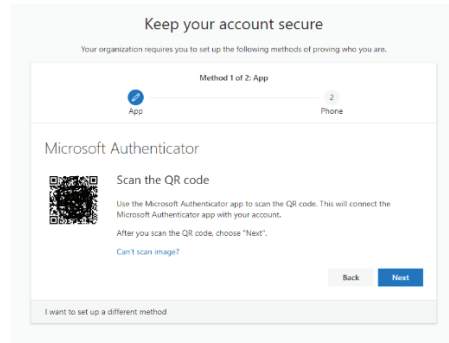


3. Now connect to the app to your Company Email account.

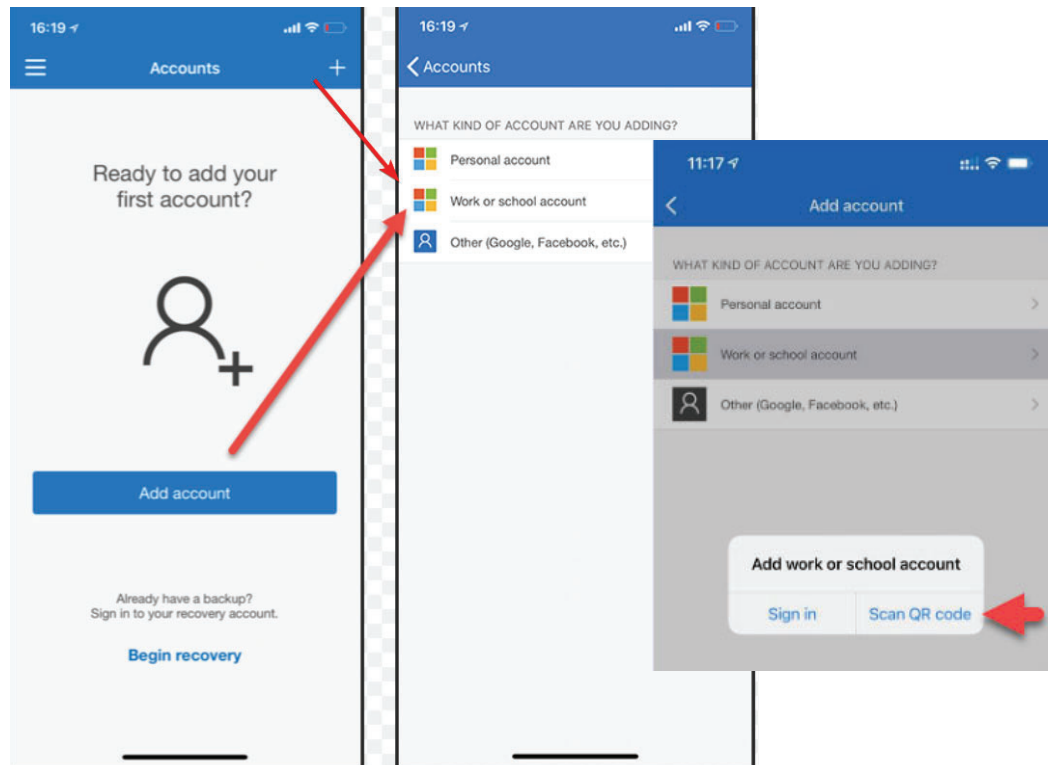
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4. You will see a page “Keep your account secure”.



1. **On your Phone**, Open the **Authenticator app** you installed earlier and click on the + sign in the top right area of the app.
2. When asked “WHAT KIND OF ACCOUNT ARE YOU ADDING?”, Select **Work or School account**.
3. Click on **Scan QR code**. Which will open the camera on your phone. Aim your phone’s camera at the computer browser page with the QR code from the previous section #4 above.



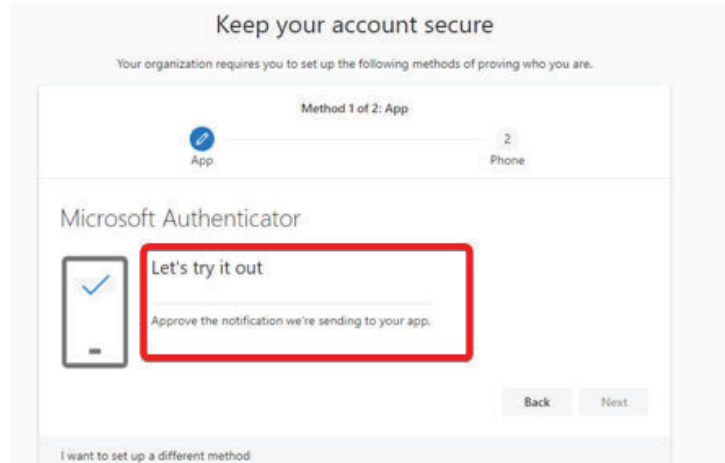
4. After scanning the QR code, your account will be added to the Microsoft Authenticator app.

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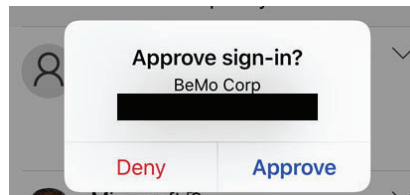


4. Verify MFA

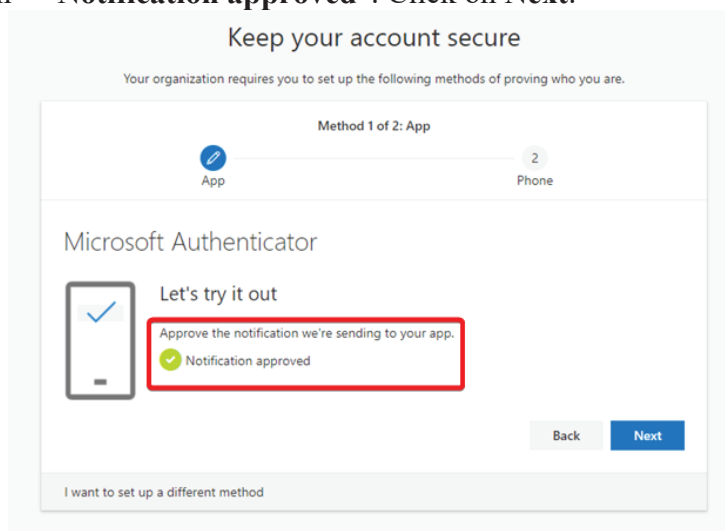
Now that the app has been registered, MS will automatically send a validation request.



- A. Open your Microsoft Authenticator app.
- B. You will receive a 'pop up' notification from Microsoft.
- C. Click the **Approve** button.



- D. You are authenticated! Once it succeeds, in your browser, you will receive the following confirmation – “**Notification approved**”. Click on **Next**.



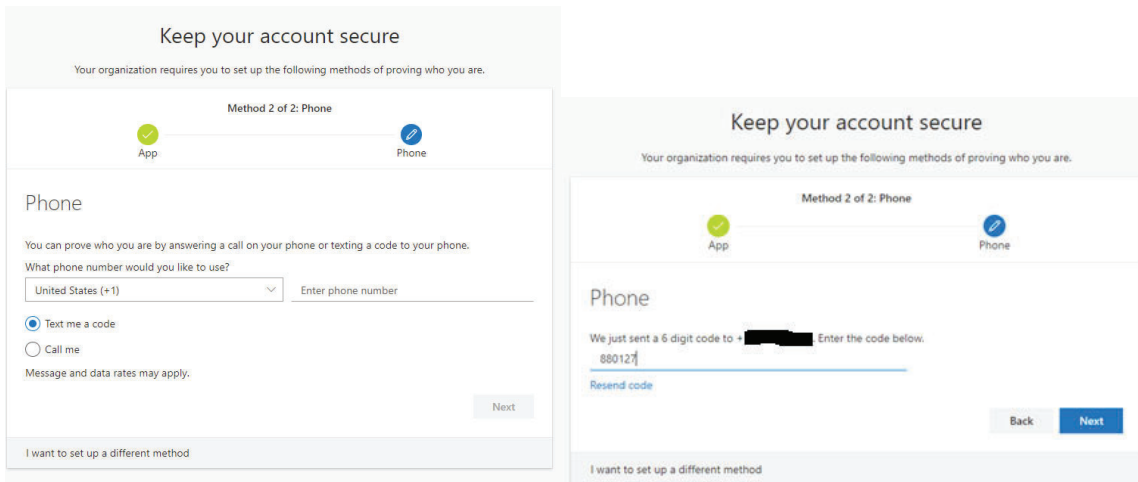
Now you have completed Method 1 of 2, continue to Method 2 of 2

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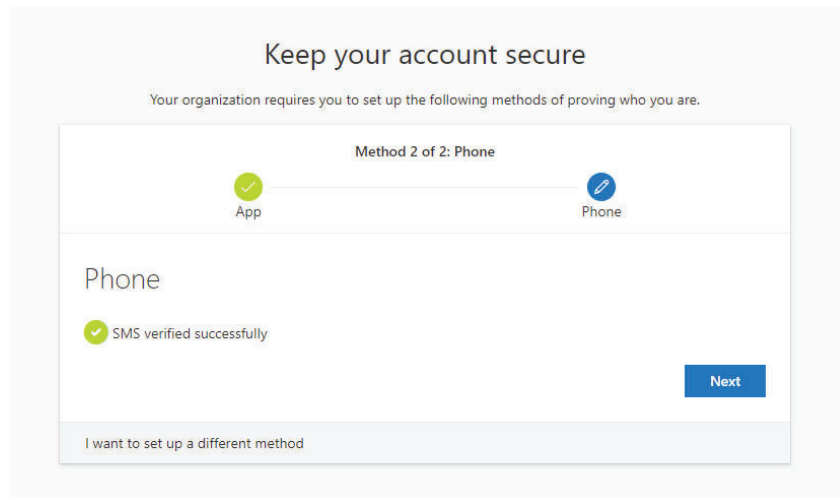
5. Set a 2nd Method second Factor for MFA access

Now, you need to set up the backup method, we will show how to use the SMS Text option for MFA.

1. Enter a phone number (mobile for SMS Text). Here is where you decide if you want to use SMS Text or to receive a call from Microsoft instead.
2. In the example below, I have chosen the SMS option. Once you receive the TEXT, enter the 6-digit code and click **Next**



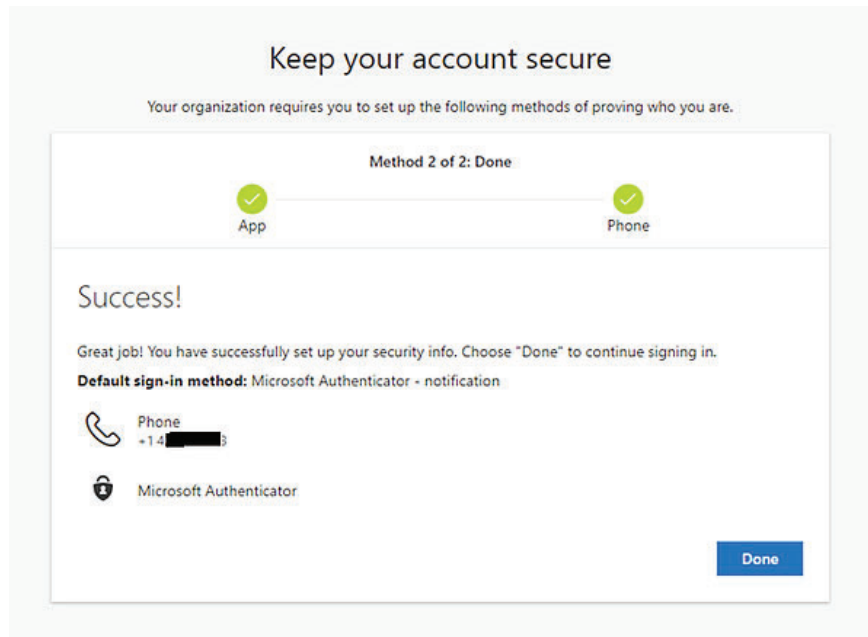
3. When successful, you will receive the following screen "SMS verified successfully." Click on **Next**.



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4. You are now ready to use MFA. Click on **Done**.



You have taken a significant step to secure your identity!

Here is **short video** explaining the steps above:

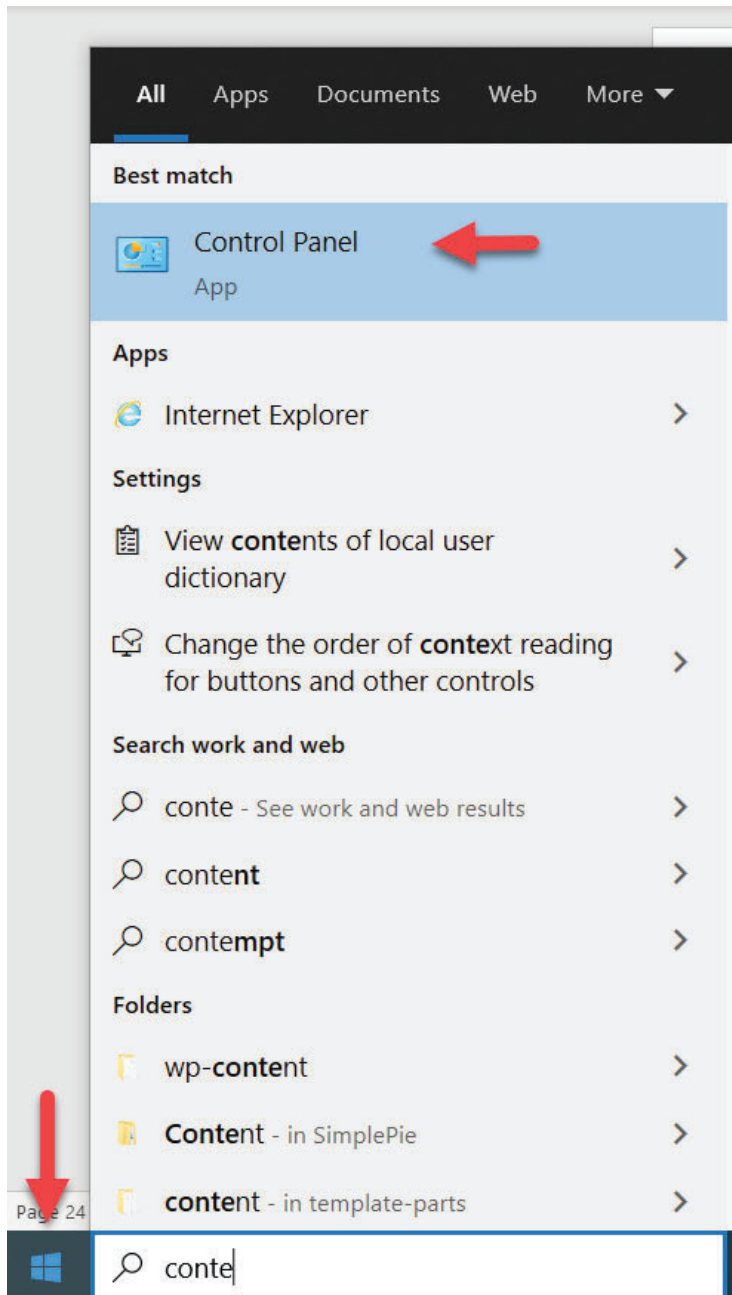
[Turn on multi-factor authentication for your phone \(video\) https://www.microsoft.com/en-us/videoplayer/embed/RE2MmQR?autoplay=false](https://www.microsoft.com/en-us/videoplayer/embed/RE2MmQR?autoplay=false)

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6. Create a new Outlook Profile – only if using M365/O365 previously such as GoDaddy

If you were using **Outlook 365 read on, otherwise skip this section.** To manage your email on your new tenant, you will need to create a new Outlook profile.

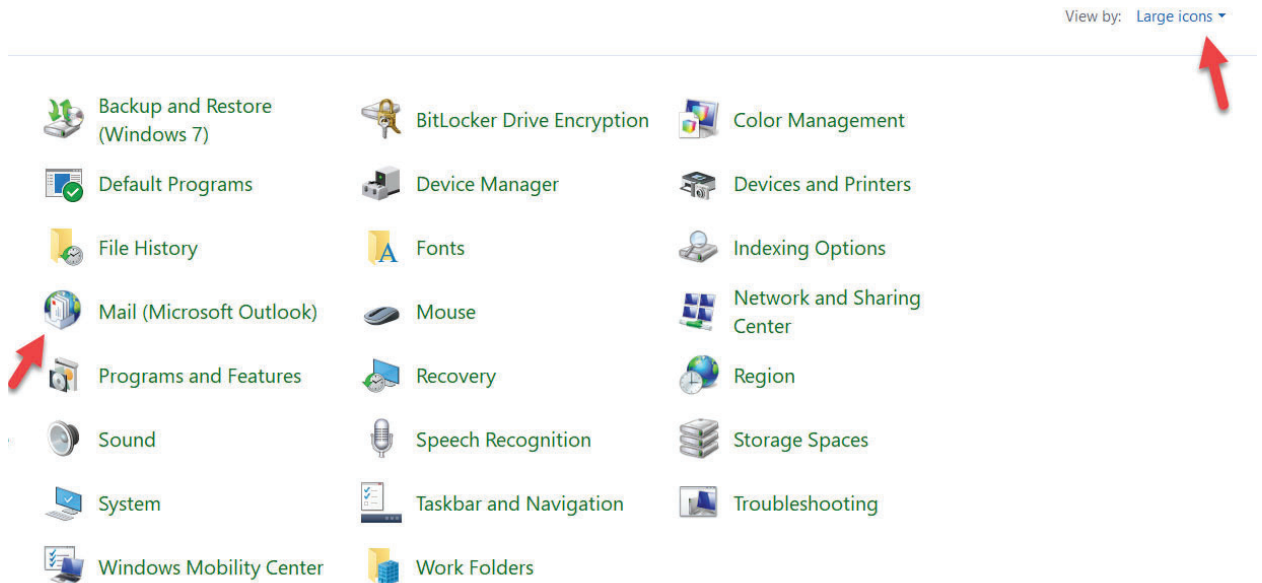
1. Click on **Start (Windows Icon)** at bottom left on your desktop and Type **Contro Panel** and click on it to open **Control Panel**.



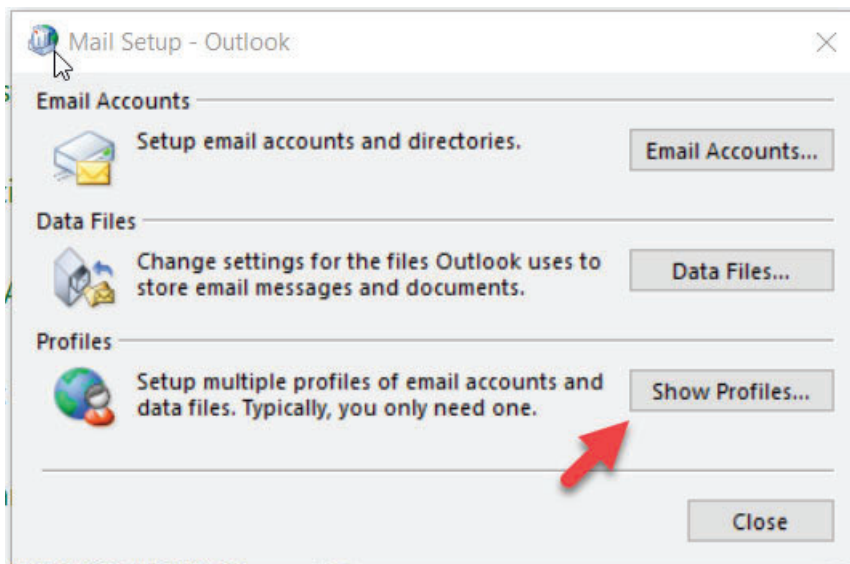
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2. Make sure **Large Icons** is selected in the View By filter and click on **Mail (Microsoft Outlook)**.



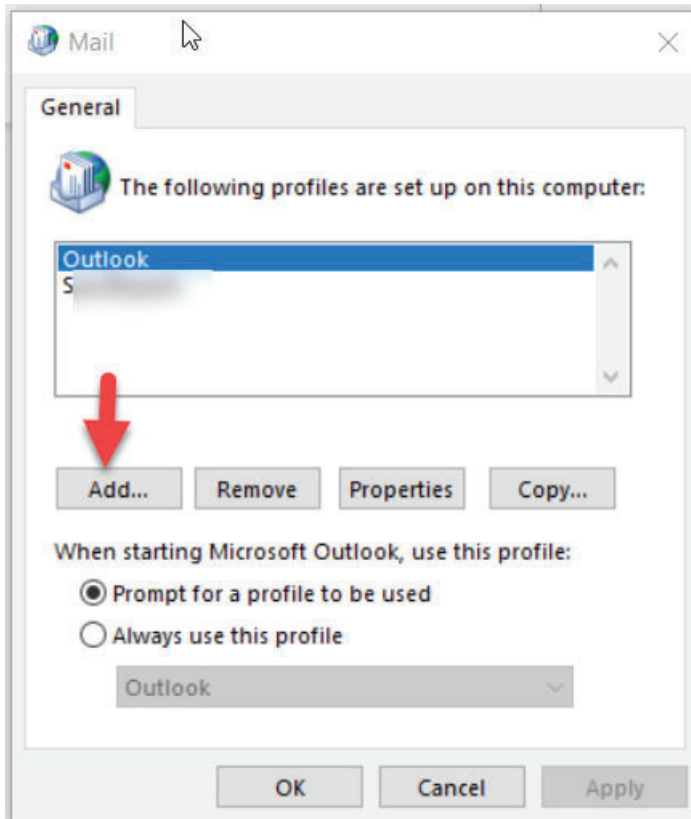
3. Click on **Show Profiles**.



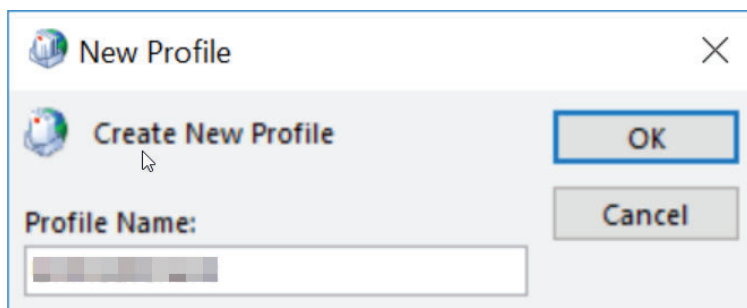
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4. Click on **Add** to add a new profile.



5. In the **Profile Name** box, type **Office365** for the profile, and then choose **OK**.



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6. Complete the steps for adding your account, and click **Next**

A screenshot of the 'Add Account' dialog box in Outlook. The window title is 'Add Account' with a close button (X) in the top right corner. Below the title bar, there is a section for 'Auto Account Setup' with the text 'Outlook can automatically configure many email accounts.' and a mouse cursor pointing at a star icon. The main area is titled 'E-mail Account' and has a radio button selected. It contains two input fields: 'Your Name:' with the text 'Robb Carothers' and an example 'Example: Ellen Adams'; and 'E-mail Address:' with the text 'Robb.Carothers@bemidjistate.edu' and an example 'Example: ellen@contoso.com'. At the bottom, there is an unselected radio button for 'Manual setup or additional server types'. At the very bottom of the dialog, there are three buttons: '< Back', 'Next >' (highlighted with a blue border), and 'Cancel'.

7. If prompted to enter the password again, enter the password and checkmark **Remember my credentials** and click **Sign-in**.
8. If you get the prompt to 'Use this account anywhere on this device,' check to mark the option 'Allow my organization to manage my device' and click If you don't want to, then you can click on **This app only**.

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This step with registering your device with Office 365 and apply any company policy to the device if you have created any.

9. Once you complete these steps and add the profile, make sure to choose the option **'Always use this profile'** and select the name of the newly created profile (i.e., Office 365 as per step 3 above) and click **Apply & OK**.

In case you want to manually Reset your Outlook Profile, you need to follow the below steps:

If you were using **Outlook 365** to manage your email on your previous tenant, you will need to reset your Outlook profile.

Please look at this 1 min video that will guide you on how to reset your profile

<https://www.youtube.com/watch?v=nOM2h833f-I&feature=youtu.be>

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7. How to add a 2nd or 3rd, etc. email account in Outlook if you have multiple email accounts:

- a) Open Outlook.
- b) Click on **File** at the top left corner.
- c) Click on **+ Add Account**
- d) Follow the on-screen instructions and provide your email and password for the second email account and complete the setup.

8. Q&A

1. When will I lose access to my email?
 - a. On June 5, 2023 between 6pm and 9pm.
2. When should I begin the migration process?
 - a. You will receive a SMS message from a company called BEMO telling you that the migration process has been completed and you can now begin the migration steps.
3. Once I completed the migration steps above, how do I setup email on my mobile device?
 - a. You **MUST** perform the migration process on your company PC first through the web browser. Once completed, you can begin to access email on your device.
 - i. If your Using the Outlook App, you will be prompted for a new password and MFA.
 - ii. If you are using iPhone's native mail, you will be prompted for a new password and MFA, however, sometimes users experience issues with the iPhone native mail app during migration. If this is the case, you will need to delete the apple mail account and then re add the mail account.
4. What if I have more then one company computer?
 - a. Once you have completed the initial migration steps and you have a second PC, you will need to add the mail profile in Outlook as indicated in STEP #6 of the migration process.