

FAQ – Common Issues After Migration

Item	Description	Resolution
Web browser logs in to old account	Due to the save my password (credential caching) feature a web client used when logging into OWA, the old account information will be pre-populated. You will see “@staffkyschools.onmicrosoft.com”. Another symptom is if you are logging into webmail and are not seeing new mail.	Log out, wait for it to finish logging out, then close your browser. Then you can log into webmail again with taylor.kyschools.us address and it should take you to your new mailbox. You should be able to see new mail at that point.