



## Dealer Frequently Asked Questions Email Migration April 2024

1. How do I access my new email through Microsoft 365?
  - a. To re-access your email for the first time, you must log into outlook.office.com. **Login with your existing username and the temporary password: P3dego2024!**
2. How do I change my password?
  - a. Log into <https://myaccount.microsoft.com/>, click on "Password" on the left-hand menu, and follow the steps on that page to reset your password.
  - b. If you are changing the passwords for multiple email accounts, you must either:
    1. Open new Incognito windows between changing passwords for different accounts, OR
    2. Clear your browser cache between changing passwords for different accounts.
3. How do I change the name on my account? It just says "Pedego Bikes" right now.
  - a. When logged into your account in the browser, navigate to the URL: <https://outlook.office.com/ecp/PersonalSettings/Editaccount.aspx> and change your First, Last, and Display name in the General tab. Click Save.
  - b. Note: It can take some time for this to update across all of Microsoft's servers. In about 4-5 hours, your display name will update in your recipient's inboxes when you send them an email. It may take up to 24 hours for your display name to change in your account information on <https://outlook.office.com>.
4. How do I access my email on my phone?
  - a. We recommend downloading the Outlook app on your phone or iPad. However, you can also add your account to the Mail app that comes with your phone following the steps in this video: <https://www.youtube.com/watch?v=xNu7FKkbfUY>
    1. Note: This video goes through the steps on an iPhone, but the steps are similar on an Android.
5. How do I import my previously exported emails to my Outlook?
  - a. If you choose to import your previous email messages, you will need the Outlook Desktop App.
  - b. If you already have the Outlook Desktop App, you can import your old email messages by following the steps in this video: <https://www.youtube.com/watch?v=1FsDCPDK5ys>
  - c. If you do not already have the Outlook Desktop App, you can purchase it [here](#) and then follow the steps in the video above to import your emails.
  - d. You are not required to import your previous emails into Outlook—you will still be able to access them via your exported backup files.
6. How do I access my email via a desktop app that is not the online <https://outlook.office.com> version?
  - a. You can access your email via: the Outlook Desktop App if you purchase it or have it through a different Microsoft subscription, the Outlook app on your phone or tablet, your Apple Mail app on your Mac, the mail apps that are built into your phone, or by following the instructions in [this article to use the web version of Outlook like a desktop app](#).
7. My info@ email inbox is accessed by multiple team members. How can multiple team members access this inbox when multi-factor authentication (MFA) is enabled?
  - a. MFA has been disabled to ensure shared email inboxes can be accessed by all team members needed.