

**Answer 13:**

Many people will see that they stay logged into their old webmail account following migration, particular when you save your credentials. The easiest way to check is to log into webmail and then click on your name and picture in the top right-hand corner. A good value is an address that ends with @livingston.kyschools.us.

If you're still logged into the old account, the bad value would be occurring if you see @staffkyschools.onmicrosoft.com. If you see a @staffkyschools.onmicrosoft.com address, you'll need to log out, wait for it to finish logging out, and then close your browser. Then you can log into webmail again with your @livingston.kyschools.us address and it should take you to your "new" mailbox. You should be able to view new mail at that point.

If you have any trouble accessing webmail after the migration, please clear your browser cache and try again.

1. [How to clear cache in Google Chrome](#)
2. [How to clear cache in Mozilla Firefox](#)
3. [How to clear cache in Internet Explorer](#)