NOVEMBER 12, 2026 BY JEANNE CAMPBELL

Nov 13, 2026 2:08 PM

Microsoft provided the following update shortly after 1:00pm:

“We are deeply sorry for the disruption this incident has caused our customers and partners. We know the trust they place in our services and take that responsibility extremely seriously. We are seeing broad recovery and stability across our services. This was a technical issue not related to cyber or AI / agents. The incident was introduced by an issue during an earlier network capacity upgrade that surfaced following a recent network change. We have addressed the underlying issue and continue to restore service to remaining customers and regions. Given the scale of demand, we restored services gradually, validating stability at each stage. While this took longer, it helped ensure a stable restoration. We will provide a full post-incident report once our review is complete”

Email and related services have returned to normal, and we expect the issue has been resolved. This will be our final update. If you experience any additional issues, please reach out to the UMW IT Help Desk for assistance.

Nov 13, 2026 11:35 AM

Microsoft provided the following update shortly after 10:45am:

“We’re seeing encouraging recovery progress, with service availability and email delivery performance improving across a growing portion of affected infrastructure. We know our customers rely on our services to get important work done every day, and regret the impact these outages had on those who depend on us.

We will continue to share more information as we have it, and for now we can confirm that there is no indication this is the result of malicious or cyber activity. Our teams are

reviewing what happened and how we can prevent similar issues going forward."

Email and related services are beginning to return to normal. As Microsoft completes its adjustments, users may experience occasional connectivity issues or delays. UMW IT will continue monitoring the situation and will share additional updates as they become available.

Nov 13, 2026 8:23 AM

Microsoft provided the following update shortly after 7am on November 13, 2026:

"We're seeing encouraging recovery progress, with service availability and email delivery performance improving across a growing portion of affected Microsoft 365 infrastructure. Some users may still experience intermittent issues as recovery actions continue. We're focused on recovery for the remaining affected environments while prioritizing email queue and backlog reduction. The extended 48-hour email timeout window remains in place to help protect delayed messages as delivery catches up. A more comprehensive update can be found at MO1550821 in the Microsoft 365 admin center, as well as status.cloud.microsoft if the admin center is not available to you."

At this time, email and calendar notifications may begin appearing and updating, however there may be an extended delay between the message being visible and/or syncing across applications. UMW IT will continue to monitor the process and update with any additional details.

November 12, 2026

University Community,

Microsoft is currently investigating a service disruption affecting access to Outlook and Exchange Online email services across the Americas.

Beginning this morning, November 12, users began reporting difficulties accessing Outlook and other Microsoft 365 services. Reports have increased significantly, with

Downdetector documenting tens of thousands of affected users. Microsoft has acknowledged the issue and confirmed that it is investigating problems affecting access to Exchange Online mailboxes through multiple connection methods.

At this time, the disruption may affect access to email and potentially other Microsoft 365 services, including Teams and OneDrive.

The University's Information Technology team is monitoring the situation and following Microsoft's service updates. We will continue to assess any impact on University services and communicate additional information as it becomes available.

What you should know:

- You may experience difficulty accessing Outlook, sending or receiving email, or accessing other Microsoft 365 services.
- Please save any work in progress locally where possible to avoid losing unsaved information.
- If you encounter an issue, please avoid repeatedly submitting the same message or transaction.
- There is no action required on your part at this time other than allowing Microsoft time to address the disruption.

We recognize how dependent our campus community is on reliable email and collaboration services. We appreciate your patience while Microsoft works to resolve the issue.

We will provide another update when additional information becomes available.

Thank you,

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University of Mary Washington

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