SoN Email Standardization FAQs

To help answer questions you may have, please read through the questions and answers below regarding our email migration.

**How long will the migration take?**

For most people the migration should take between 2-4 hours. We will install Outlook 2007 and Office 2007 and work with you make your old email available to you from Outlook. SoN IT will have laptops available for checkout if you need access to a computer during the migration.

**What are the steps that will be taken when I am migrated to Exchange?**

Your Exchange mailbox will be configured on the Exchange server and someone from SoN IT will come to your desk.

Office 2007 and Outlook 2007 will be installed on your computer.

Your UMOD configuration will be change to forward all new incoming mail to your Exchange mailbox. This means new mail will now go in your Exchange mailbox.

We will configure your old mailbox in Outlook so you have access to your old emails.

We will import your contacts from your old email system into Outlook

Your desktop will now have Office 2007 (Word, Excel, PowerPoint, Access)

**Will my email address continue to be** [***myuniqname*@umich.edu**](mailto:myuniqname@umich.edu)**?**

Yes.

**What will happen to the mail in my IMAP account?**

Once your current email has been migrated to Exchange, all new mail will be delivered to your Exchange account, so your IMAP mail account will cease to be current. We will configure Outlook so you can view the old mail messages that were in your IMAP mailbox prior to your migration so you will not loose any mail messages.

**Will I receive training before I am migrated to Exchange?**Yes, we plan to hold a 1 hour mandatory training sessions for anyone new to Outlook to demonstrate the features of Outlook and show you the new user interface of Office 2007. We will begin by offering these training sessions on Monday and Wednesday with email migrations performed on Tuesday and Thursday. Quick Reference Guides will be reviewed and handed out during the training sessions. The training sessions will be required for those not currently using Outlook and recommended for everyone since a review of the new Office 2007 Fluent User Interface will be discussed. Additionally, SoN IT will post links to additional training on the SoN IT webpage.

**Will I be able to access my mail from home or off campus?**

Yes, Outlook Web Access is a web based client that may be used to access your mail when off-site. The URL for Outlook Web Access is: <https://exchange.umich.edu>. You do not need VPN to use Outlook Web Access to see your Exchange mailbox.

**What is the mailbox quota limit for my campus (ITS) Exchange mailbox?**

Your Exchange mailbox will be configured with a quota limit of 500 MB. We recommend you follow these best practices in order to organize your mail and keep your mailbox size below 500MB.

* Save attachments and remove them from saved emails whenever possible
* When sending emails, try to send links to documents on Ctools, MFile, IFS or the SoN shared drives rather than placing attachments in your emails
* Arrange email into folders to keep organized
* Allow Deleted items to be permanently deleted when exiting Outlook. You will receive a prompt each time you exit asking if you want to delete “Deleted Items”.

**How will I know if my mailbox is approaching the mailbox limit?**

When your mailbox fills to 50MB of your quota, you will receive a warning email message to notify you that you are approaching your limit. Once you reach your quota you will not be able to send messages. You will, however, be able to receive messages when you are at your quota. You are able to check the size of your mailbox anytime by checking the Properties of your mailbox from Outlook.

**Can I request a larger mailbox?**

Larger mailboxes may be requested if authorized and paid for by your department. Here are the current prices for the Outlook mailbox sizes.

500 MB $5.00

1 GB $6.50

2 GB $9.00

5 GB $20.00

**What about my calendar. Will I start using Outlook for my calendar when I am moved to Outlook?**

No. Rather than import each person’s calendar into Outlook, we must set a date for the Outlook calendar to be the primary, authoritative calendar.

* Starting now until the end of 2010 we will migrate to Exchange. During this migration period you must continue to use your current calendar. This is because recurring meetings that involve other people cannot be recreated in Outlook until everyone has an Outlook mailbox which will not be complete until the end of 2010.
* Between 1/1/2011 and 2/1/2011 everyone should start planning new meetings in Outlook and move recurring meetings that involve others to Outlook. This means you will have one month to recreate all appointments after 1/1/2011 in Outlook. During this time it is important that you check both Outlook and your old calendar system for appointments.
* After 2/1/2011 Outlook will be the primary calendar. You should not have any appointments in your old calendar after this date.

Refer to this link for a picture of this timeline with details:

[Phase 1 Calendar Timeline](http://www-personal.umich.edu/~smzuccar/mBlogFiles/Calendar%20Migration%20Timeline.docx)

**How will support be provided?**

Any issues should be immediately reported to the SoN IT team by sending an email to [sn-its@umich.edu](mailto:sn-its@umich.edu) or calling x-44425