

## **Upcoming GroupWise to Outlook Migration Frequently Asked Questions**

**Q:** Are my E-mails and “stuff” going to migrate?

**Q:** Will I still have access to my existing GroupWise emails and email archive?

**A:** *Yes. All email messages, whether in your “live” mailbox or in your archive will be migrated from your GroupWise account to your Exchange account.*

**Q:** Will I have to reenter any of my address book and calendar information, or will it automatically be available in the new system?

**A:** *All calendar items (appointments, reminders, etc.) and address book entries will be migrated from your GroupWise account to your Exchange account.*

**Q:** Why are we changing to Outlook from GroupWise?

**A:** *Two key issues are greater functionality and ease of use. In addition to the features that are native to Outlook, many more 3<sup>rd</sup> party products are available for and compatible with Outlook than GroupWise.*

**Q:** What are the advantages, and are there any disadvantages to this move?

**A:** *Some specific advantages are the ability to:*

- *Log on just once with a single user name/password to access email, the University’s “PacificNet” network, the insidePacific portal and other services;*
- *Access your archived email from any computer with a connection to the Internet;*
- *Share archived email with coworkers or assistants;*
- *Send and receive meeting requests with any other Outlook users, such as faculty and administrators at other institutions. Many more Universities either use or have email systems that are compatible with Exchange/Outlook than GroupWise.*

*The primary disadvantages are those related to change in general. While many in our community are familiar with Outlook, there will be a learning curve for those that are not. Additionally, some settings in GroupWise (such as rules that automatically move specific types of messages to a designated folder, or granting another email account holder proxy access to your calendar or email account) cannot be imported from GroupWise into Exchange/Outlook. Exchange does support these functions, but the settings will need to be recreated in the new system. Training or assistance from IT personnel will be available to ensure that you are able to recreate all of these settings.*

**Q:** Will I be able to access my email no matter where I am?

**A:** *Yes. The Online Web Access client (OWA) in Exchange provides access to the system through a standard web browser such as Internet Explorer. While the GroupWise web access client is significantly different from the full GroupWise desktop client (both in appearance and functionality), the Exchange OWA is very similar in most all respects to the Outlook client.*

**Q:** I use an Apple computer at home. Will I be able to easily access Outlook from Apple devices?

**A:** *Yes. In addition to using the Exchange Online Web Access client, Apple computers use a program called “Entourage” as an Outlook-compatible email client.*

**Q:** Will Exchange/Outlook sync with handheld PDA devices such as a Blackberry or Palm Treo?

**A:** *Yes. Most PDA manufacturers such as Palm and RIM/Blackberry have modules that provide full integration to Exchange. This includes all devices that use Microsoft’s Pocket PC operating system. In fact, many more manufacturers provide products and services that are compatible with Outlook, so there should be greater options available.*

**Q:** What’s the difference between Outlook and Exchange, and why do I sometimes hear them used interchangeably?

**A:** *Microsoft Exchange is the email and calendaring system, and includes the components that send, receive and store email and calendar data. Microsoft Outlook is the email/calendaring client that is most often used on the computer to access the Exchange system. Exchange is also accessible through a web client (allowing access through a web browser such as Internet Explorer) that is extremely similar to Outlook in appearance and functionality.*

**Q:** When will we convert to the new Outlook/Exchange system?

**A:** *We are currently scheduled to migrate the first user accounts on October 6, and expect to complete the project shortly after the winter break.*

**Q:** Will my technical support still come from the law school’s IT Dept.?

**A:** *Yes. Pacific McGeorge IT (PMIT) will support Outlook for our community. System-level issues will be escalated to the University’s Systems group within OIT, on the Stockton campus.*

**Q:** What changes will there be with respect to email communication with students?

**A:** *Very little. Individual and group email addresses will continue to be visible within address books as they are now. The one caveat to this is that we lose the ability to view the properties of sent messages to determine whether the messages have been opened. While this function is still available in Exchange via a “read-receipt”, each recipient has the ability to disallow responses to the original sender of this confirming “read-receipt”.*

**Q:** Will I have to delete entries and resent messages from my frequent contacts the way I did when people in Stockton migrated? What happens if I have other data in that contact?

**A:** *Yes. This applies only to users that are still on GroupWise and that have Frequent Contact or Personal Address Book entries for accounts that have been migrated. These existing entries for migrated users will still point to the old GroupWise account. These entries should be deleted from Frequent Contacts and Personal Address Books, and then added back in if desired from the global address book.*

*If you have saved notes or additional contact information within these address book entries, you should save this additional information prior to deleting the original entry.*

**Q:** Will we all migrate at the same time?

**A:** *No. This is not feasible due to the amount of information that must be migrated and the number of individual computers that must have GroupWise removed and Outlook added and configured. The current plan calls for migrating groups of roughly 40 accounts, twice per week, on alternating weeks. These migrations will be sequenced to minimize user inconvenience, migrating groups that share common resources as closely together as possible. That said, there will undoubtedly be some discontinuities. These will be discussed with each individual and group as they are defined through the discovery phase.*

**Q:** How will the transition occur? When will I switch from using GroupWise to using Outlook?

**A:** *Email migrations will occur on alternating weeks. The general timing for account migration is as follows:*

- *Each Monday and Wednesday evening at 4:00 PM during migration weeks:*
  - *Approximately 40 user accounts will be frozen and inaccessible while the accounts and messages are migrated from the GroupWise server to the Exchange server.*
  - *GroupWise access to these accounts is unavailable from this point on.*
  - *Any incoming messages for these accounts are queued at the email gateway.*
  - *Queued messages for these accounts are delivered to the corresponding Exchange account as each account migration is completed.*
- *The mornings following the migrations (Tuesdays and Thursdays):*
  - *Access to accounts will be available starting at approximately 6 AM the following morning through the Exchange OWA (web browser) client. Information on how to access accounts in this manner will be provided to all users in advance of the migration.*
  - *PMIT staff will cycle through the computers of users whose accounts have been migrated, removing GroupWise, and installing Outlook. This will typically begin at 8:00 AM and are expected to be complete by approximately 12:00 PM.*
  - *Users that have just had their accounts migrated must be available at their computers during the installation of Outlook.*

**Q:** What if I am unavailable when my account is to be migrated?

**A:** *Outlook installation must occur after the computer has been rebooted, and logged in with the credentials of the individual user. If unavailability is known the day before the scheduled migration, the account migration can be postponed until a future migration day. If the unavailability is unexpected, either the user will be limited to only accessing email via the OWA client, or PMIT can reset the user's account password (and computer*

login) to perform the installation, and the user will need to reset it once again when he or she returns.

**Q:** What kind(s) of training will I need, and when will it be offered?

**A:** *Although Outlook is generally thought to be much more intuitive to learn and use than GroupWise, multiple training options will be offered. These include:*

- *Overview and demonstration sessions (presented before and during the migration period, as needed);*
- *Computer-based training modules (available at any time);*
- *Short video clips of common tasks (available at any time); and*
- *Two-hour hands-on training sessions (offered throughout the migration period).*

**Q:** Do I need to attend a training session? What if I am unexpectedly unavailable for the session when my account is migrated?

**A:** *While Outlook is highly intuitive, it is strongly recommended that all users attend one of the 2-hour hands-on trainings. These sessions will be held at different times of the day, and on different days of the week to accommodate most schedules. Each user's availability for training is one of the factors that will be discussed during the discovery phase. Unexpected unavailability for training may require greater use of other training materials and/or attending a later session. PMIT staff will make every effort to provide additional instruction as our workload permits.*

**Q:** Where can I find additional information about our migration to Outlook?

**A:** *The project plan for our email migration will be revised frequently, particularly during the early phases such as initial account review and individual user requirement discovery. This allows the plan to adapt to meet user requirements as they are documented throughout this process.*

*The project plan will be updated regularly and posted within the insidePacific portal. The insidePacific portal can be accessed through your web browser at:*

<https://insidepacific.pacific.edu>

*A link is presented on the "Administration" tab, just below the Dean's Message.*

*Additional questions or requests for information can be directed to the Pacific McGeorge IT department (ext. 7325, [pmit@pacific.edu](mailto:pmit@pacific.edu))*