

# Messaging End User (Email) Migration

## Frequently Asked Questions (FAQ)

# FAQ

- 1. What is the Messaging End User Migration Project?**

The Messaging End User Migration Project will migrate all in-scope agency users from their current email system to a new enterprise exchange messaging platform. The Commonwealth of Virginia currently has approximately 67,000 users spread across 80+ state agencies. This project will consolidate those users into a new system.

In support of this migration, a new supporting active directory and exchange infrastructure will be deployed, including redundancy at a strategic level through data replicated between the Commonwealth Enterprise Service Center (CESC) and the Southwest Enterprise Solutions Center (SWESC) operational sites.
- 2. What is my agency's role in the migration?**

The Agency Information Technology Resource (AITR), or their designee, is responsible for pre-migration tasks, including establishing training for end users on Outlook 2003 and informing agency end users to "clean up" their individual mailboxes to less than 50MB. Instructions for "clean up" will be provided. Agency Service Delivery Personnel are responsible for supplying environment details and credentials to the Messaging Delivery Service (MDS) Team of the IT Partnership. The Agency POC works closely with the Transformation POC and the Regional Integration Manager (RIM) of Service Delivery to coordinate migration activities with agency calendars and initiatives.
- 3. What should I do before getting the new email system? What is my responsibility in the email migration process?**

End users will receive instructions for how to "clean up" of their email boxes, including deleting email that you do not absolutely need; archiving what you need; and limiting email left for conversion to 50 megabytes.
- 4. What happens to email I saved before the migration is performed?**

If email contents are reduced to less than 50 megabytes, the email that has been left in your current email system will be converted to the new email system and accessible via local login.
- 5. What happens to email I archived before the migration is performed?**

Archived email in .pst folders will be available where stored as determined by the agency.
- 6. Who will perform the email migration?**

The IT Partnership Team will perform the email migration. They will work with agency support staff to ensure that the entire agency receives all of the support needed during the migration process. Teams consisting of four to five people each will conduct the messaging end user migration.
- 7. Can I continue to have generic accounts, such as Front Desk, Nurse, Customer Service, etc.?**

COV leadership has decided that generic accounts are not permitted. To ensure secure logging in to the COV domain, each user must have an individually assigned email account and logon.

**8. Can I continue to use my old email system?**

COV leadership has decided that only the secure enterprise exchange mail system will be used. The benefits of using the new email exchange system are a standardized data collection process across all locations to include:

- Enterprise class Microsoft Exchange environment
- 24 hours x 7 days a week Messaging Support
- Enterprise class Failover
- Ability to access to team collaboration sites via SharePoint  
*(see SharePoint FAQ document for more information)*
- Ability to share Calendars between agencies
- Instant messaging and live communications such as Net meeting
- Ability to share information with security controls
- Secured communications without accessing the internet
- Secured access from external locations

**9. Where can I get help with the new email system?**

The Messaging Team will provide immediate support during migration. After migration, contact your help desk for support.

**10. What are my responsibilities after migration to the new email system?**

After email migration is completed, you will have to manage your email box size to keep it at or below the standard size. *(See the Clean Up document for tricks about managing mailbox size.)*

**11. Where can I find more information?**

A Messaging Transformation Overview is available at the following link:

[http://www.vita.virginia.gov/uploadedFiles/IT\\_Partnership/Transformation/Messaging\\_Transformation\\_Overview.pdf](http://www.vita.virginia.gov/uploadedFiles/IT_Partnership/Transformation/Messaging_Transformation_Overview.pdf)

**12. What happens if I go over the standard mailbox size? How much space is available?**

You will receive warning notices as your mailbox size increases and approaches the standard size. Once your mailbox reaches the standard size, you will not be able to send or receive email until reducing the contents. The standard mail box size will be 100 megabytes or less.

**13. What are my email address, password, and user id?**

In most cases, you will have the same email addresses but you will be supplied with a new user id and password obtained from your help desk support. Some email addresses may change depending on agency standards. Email addresses ending in virginia.gov will remain the same.

**14. Will I have two email addresses?**

You will have only one mailbox. Users with alternate email addresses will be consolidated. Special circumstances will be addressed on an individual basis. All email will go to one mailbox.

**15. Will my calendar convert with my email?**

Calendar data will not automatically be converted, but there are tools available to assist calendar conversion. A Conversion Guide is available with instructions on recreating calendar entries for many standard email systems. This is dependent on the agencies configuration.

**16. Will I have web access to my email?**

If you currently have access to web mail you will continue to have access to web mail. This is subject to agency policy.

**17. Will my contacts convert?**

Contact data will not convert automatically during the migration. A Conversion Guide is available with instructions on recreating contact entries. This is dependent on the agency configuration.

**18. Will my notes and tasks convert?**

Notes and the Task list will not convert during migration. These will have to be rebuilt manually in the new exchange environment. This is dependent on the agency configuration.

**19. How do I use the new email system?**

A Conversion Guide will be provided to help transition from your legacy system to the new Outlook exchange system. This guide will include the following:

- How to login to email
- How to open to read an email
- How to start a new email message
- How to send an email
- How to reply to an email
- How to forward an email
- How to print email messages
- How to attach a file to an email
- How to track the delivery and reading of email messages
- How to recall and replace email messages
- How to recover a deleted email message or other item

**20. How can I view the members of a distribution list in the new email system?**

To view members of a distribution list in Outlook 2003, perform the following steps:

- In Outlook, click the **Address Book** icon.
- Either enter the name of the distribution list in the *Type Name or Select from List* field, or scroll through the Global Address Book (GAL) to the distribution list.
- Double-click the name of the Distribution List.

The members of the distribution list display in front of you on the *General* tab of the *Distribution List Properties* window.

**21. Is there a way to turn off the Outlook feature that populates the To, CC or BCC fields with email addresses as I begin typing in those fields?**

To turn off this feature in Outlook 2003, perform following steps:

- Click **Tools** in the Outlook toolbar.
- Select **Options**.
- On the *Preferences* tab, select **E-mail Options**.
- Click **Advanced E-mail Options....**
- Uncheck the box for the **Suggest names while completing To, Cc and Bcc fields** option.
- Click **OK**.

- 22. What do I do if I have other questions or problems with the email system?**  
Contact your helpdesk. This is dependent on agency standard support process.
- 23. How do I get a password?**  
Contact your helpdesk. This is dependent on agency standard support process.
- 24. What if I forgot my password?**  
Contact your helpdesk. This is dependent on agency standard support process.
- 25. What if I am getting messages from the system administrator saying that I need to reduce the size of my mailbox?**  
Refer to the Conversion Guide for your current email platform to reduce the size of your mailbox.
- 26. How can I access my email from my mobile device?**  
Existing mobile device services will continue. You can access your email through your agency issued BlackBerry device. This is dependent upon your agency standards.
- 27. How do I learn more about Outlook Web Access (OWA)?**  
OWA offers extensive information about the functions and options available to users. Simply click on the OWA toolbar's **Help** icon. Expand or collapse the view of available Help options by clicking on the plus or minus boxes on the left side menu.
- 28. How do I auto-forward my email to another account?**  
Standard COV email policy does not permit the forwarding of email.

For more information on the IT Infrastructure Partnership, go to [www.vita.virginia.gov/itpartnership](http://www.vita.virginia.gov/itpartnership).