OUTLOOK WEB APP FAQs

What is Exchange and Outlook?

Exchange is Microsoft’s messaging platform. You may also have heard it called Outlook. During the initial phase of our transition you will be using the Outlook Web App (OWA) web interface to access your email. After this initial transition to Exchange, the client version of Outlook 2013 will be installed on your office computer. Installation of the Outlook 2013 client onto all faculty and staff computers should be completed by February 2013. Outlook is supported on both Windows and Mac.

Why are we migrating to Exchange and Outlook?

Exchange will provide enhanced functionality in many areas. It tightly integrates with Office 2013. It will also integrate more efficiently with several business applications. Additionally, there will be support for most smart phones (Android based, iPhone etc.). Finally, your network account will be linked to your email account, so you only have to remember one password.

When will we migrate?

Migration has started and will continue over Thanksgiving. Go live is December 2 at 8 a.m. During this final migration, over Thanksgiving break, email may be inconsistent.

What will be migrated?

Everything in GroupWise:

- Your inbox and folders (folder structure will be retained)
- Address books and entries
- Calendar items

Note: Shared folders will be pulled over but will have to be shared again. Additionally, shared address books and content will be converted but will need to be shared again.

How can I prepare?

A. Look for information sessions posted on the Durham Tech website. The Outlook Web App (OWA) User Guide is also posted on the website on the Faculty and Staff page.
B. You can also prepare by deleting any unneeded messages from your inbox or folders. Please take this opportunity to clean up your mail box. Note: A good rule of thumb is to delete any email you no longer need that is older than one year (of course keep any messages that you need to keep regardless of age). Please have this completed by end of day November 25th.
How can I learn more about Outlook?

There are resources available by searching the internet and you can also search for YouTube videos.

Will my email address change?

No, your address will not change.

Will I need to use a new password to access my email?

The password and login name is the same as Webadvisor, Sakai, and your PC login.

What will happen to my GroupWise email?

We will migrate all items in your GroupWise mailbox.

How long can I access my GroupWise Archives?

Post-migration, archived files are stored locally on your PC. They will not disappear but cannot be accessed by Outlook.

Can I get my archives moved to Outlook?

This will be done on a user-by-user basis. If absolutely needed, your GroupWise archives can be converted to an Outlook format file that can be read and managed by your locally installed Outlook client. Post migration, users will need to contact the help desk and set up an appointment for this conversion.

What will happen to my address books and contacts?

We will migrate over address books and contacts for you. However, if you have access to a shared address book in GroupWise, this information not be accessible to you until it is re-shared by the address book owner.

What will happen to my shared folders?

For the owner of the shared folder (i.e. the person sharing the folder with others), the content of the shared folder will be migrated, as long as the items fall in the migration window. However, the other users you have shared these folders with, will not have access to the content! If you have folders that are shared by you and others, you will not see them in Outlook. Users will have to manually reconfigure the users that will need access to their shared folders.

What will happen to my rules?

Message rules, Auto-Reply rules, Out-of-Office rules, etc. will not be migrated. You will need to recreate them in Outlook.
Can I still use the GroupWise client after migration?

No. GroupWise is retiring.

What will happen to encrypted emails?

If you have used encrypted emails, they will not be migrated. You will need to save them yourself.

(To the TS department’s knowledge, no one has used this feature; this answer is for completeness sake).

Will you still get notification when you get email?

Yes. Email will automatically appear in your inbox. However, Outlook Web Access is not as robust as the Client version.

How long will old emails go to old email addresses (one without the 4 numbers)?

All email addresses and aliases are being migrated over. Your email address will not change. You will not have to contact people, change contact information or business cards etc...

What is the reason for saving large attachments on my PC?

It takes a longer to do the migration if it includes large files.

Is ConnectMail going to be migrated as well?

No.

Where do you reset the password?

It is highly recommended to reset your Password in Webadvisor.

Will we be able to see other community colleges’ email boxes?

You will not be able to see other colleges address books right away after the migration is complete. Exchange is able to be configured to allow address book sharing. That feature may be configured at a later date.

What if you have Proxy email?

We will be offering assistance and information about setting this up for those who need to proxy their mailbox.