

FAQs about Migrating my CUMail Account to Exchange 2010

1.) Q: What will I notice that's different about Exchange 2010?

A: You will likely not notice any differences or changes with the Exchange account you normally log into. However, if you log into Exchange using Outlook Web Access (OWA), you will notice many new features and functionality such as:

- The ability to set out-of-office messages for a specific time period and separate messages for individuals within the organization as well as outside of the organization.
- Emails are grouped in conversation view with all messages on a particular topic together so you don't have to go searching for previous messages.
- All emails are displayed on one page instead of navigating from one page to the next to see all your emails.
- When accessing your CUMail account using Outlook Web Application (OWA), it looks and acts like the Outlook application installed on your desktop.
- Plus other new features and navigation tools!

2.) Q: What is a Resource Mailbox?

A: A resource mailbox is a mailbox, calendar or conference room that is shared by a group of people for viewing, reservations and storage purposes.

3.) Q: Will Resource Mailboxes be migrated?

A: Yes, if you or your department requests what mailbox(es) to be migrated, Resource Mailboxes will be migrated for you.

4.) Q: How do I migrate a Resource Mailbox?

A: To migrate a Resource Mailbox, put in a Service Desk ticket request via email at <http://www.creighton.edu/servicedesk/> or call 402-280-1111 to have the mailbox included in the departmental migration.

5.) Q: Can we go back to Exchange 2003?

A: The goal for the University is to move all CUMail accounts to Exchange 2010 by mid September 2011, for optimum stability and integrity of University systems.

6.) Q: What is the advantage of migrating as a department?

A: There are a few advantages of migrating as a department or working unit:

- When a request is placed to migrate a department, all individuals listed in the request will be migrated as one group rather than one person at a time.
- This will allow working groups to smoothly transition together with the least amount of down time.
- Resource mailboxes used by a department will all be migrated at the same time as individual accounts.

7.) Q: Will my Outlook client on my desktop be upgraded?

A: No, your desktop Outlook client will not be upgraded. Exchange 2010 supports Outlook 2003 and later.

8.) Q: Will my mailbox storage space increase?

A: Increased mailbox storage is not part of this migration. However, investigation continues for options to increase storage space at some point in the future.

9.) Q: How long will it take to migrate my account?

A: Normally, it takes approximately 30-45 minutes to migrate most accounts. However, the time may vary based on the mailbox size and the number of requests received. You will receive a notification of when (what time) your account will be migrated (on the 24 hour clock). If you opt in as an individual, migrations occur every two hours and you will be migrated in at the next available time. If you migrate in as a dept., you will be notified of the date and time your group will be migrated.

10.)Q: Will my PST files still work?

A: Yes, this migration doesn't impact your Outlook client, therefore your PST files will still work.

11.)Q: Will all my email be there after migrating?

A: Yes, the emails currently in your CUMail account will migrate over to Exchange 2010.

12.)Q: How will know my mailbox has been migrated?

A: You will receive an email confirmation saying your mailbox has been migrated.

13.)Q: Has my department been migrated already?

A: If you are unsure if your department has been migrated, you will need to call the Service Desk to verify (402-280-1111).

14.)Q: How are departments defined?

A: Through the submission of a work request or phone call to the Service Desk, simply give us a list of the individuals you (your team) define as a department or working group and we will migrate those individuals.

15.)Q: How does this affect me as a Mac user?

A: Please visit the following link for detailed information on migrating to Exchange 2010 as a Mac user:
<http://www.creighton.edu/servicedesk/exchange2010summerupgradeproject/index.php>

16.)Q: What happens if I don't migrate my CUMail account?

A: The goal for the university is to migrate all CUMail accounts to Exchange 2010 by mid-September 2011. You may choose to migrate voluntarily at any time. Any accounts not migrated prior to the mid-September goal, will be automatically migrated. These individuals will receive notice of the auto-migration.

17.)Q: What happens to my phone (that's linked to my CUMail account such as my BlackBerry)?

A: If the cell phone number associated with your CUMail account is a University device (such as a BlackBerry that runs on the University's Enterprise Server), it will not be affected by the migration. If you have a personal BlackBerry or other device that is not on a University server, you may need to delete and re-create the e-mail profile on your device after being migrated to Exchange 2010 for it to continue working.

- Additionally, if your device is using IMAP to connect to Exchange, you will need to switch to ActiveSync or Exchange Web Services. (If you are unsure how your phone connects to Exchange, contact the Service Desk for assistance).
- After your mailbox has migrated, it may take your phone a few minutes to update and work with Exchange 2010.

18.)Q: Will I be able to send or receive emails during the migration period?

A: Your mailbox will be unavailable for use during the migration period, but you will not lose any emails as they will be delivered to your account as soon as the migration is completed.

19.)Q: What do I do if I have questions or concerns about the migration?

A: If you have questions, concerns or want to request a departmental migration, please contact the Service Desk at <http://www.creighton.edu/servicedesk/> or 402-280-1111.