Outlook and Exchange FAQ

General

E-Mail

Mobile Device

Calendar

General

1. What is Outlook?

Outlook will replace your desk/laptop e-mail program (Thunderbird, Eudora, etc.), WebMail and Meeting Maker. It is communication software with simple-to-use tools that enable you send, receive, and manage e-mail. Moreover, you can manage your contacts and calendar, and even share your calendar via the Internet. Outlook helps you create professional and polished e-mails, stay in touch with your friends, family, and colleagues, and manage your communications and schedule more easily than ever before. Here is a video from Microsoft: http://office.microsoft.com/en-us/outlook.

2. What is this OWA I keep hearing about?

OWA is the short name for Outlook Web Application. It runs in a browser and can be accessed from anywhere you have an internet connection. Outlook comes in two flavors, OWA on the web and Outlook that is installed on your desk or laptop. Both programs will allow you to access the same e-mail and calendar because the master copy will be on the Exchange server in the background.

3. I just use Webmail. Will I be able to get my FHDA e-mail using a web browser?

Yes. In fact the first step of this transition to Outlook will move everyone, group by group, over the month of June to Outlook Web Application (OWA). We are referring to this process as Phase I.

4. Can I use Outlook to access my email from my home computer?

To access your email from your home computer, you'll need to use OWA

5. What is Exchange?

Exchange is the software and systems in the background that makes everything work together. It makes sure that what you see on your desktop, the web and your mobile device are all in synch.

6. Where will my email (and contacts, calendars, etc.) be stored?

Your information is stored on the Microsoft Exchange server. Because your information is stored on the Exchange server, you can access your email, contacts, calendars, and tasks from any computer connected to the internet by using OWA. Because all of your information is stored on the Exchange server, you don't need to worry about backing up your data. Backups of your email and calendar data are handled centrally.

7. Are we planning to integrate voice-mail into the new email calendar system?

ETS will start working on a replacement for the telephone system in 2013. Voice mail integration into Exchange will be a goal of this implementation.

8. June is so busy. What happens if there is a problem?

The conversion will be done in stages with ETS being the first group to be converted. The next group will be 50 volunteers who will also help us work out the kinks before converting the next group of 100 users. Here is the staged conversion plan: http://fhdafiles.fhda.edu/downloads/etsfhda/KeyProjectMilestoneDates.pdf .

To guard against technical problems, we have a system architecture to prevent a down time event from happening. The system is running with a hot stand-by system that has data on both systems. If one system fails, the other will instantly take over. If both fail, we have a 3rd system that can be brought on line within 2 hours. These systems are all virtualized and hosted in their own hardware platform and can be switched around to another platform quickly without re-install or re-configure.

9. How will I learn all of this? Where do I start?

There will be several presentations on both campuses, hands on training and written and video how-to guides. Refer to the Outlook Training page for dates and material. You can start by reviewing the Quick Start Guide and signing into our "Sandbox" to try it. A Sandbox is a closed demo system. You can't send e-mails to anyone who is not in the sandbox address book, but you can get a feel for OWA's look and feel.

E-Mail   back to top

1. Will I need to learn another login and password to use Outlook on the Web?

Everyone will use their eight-digit Campus Wide ID (CWID) and the same password you use to log into MyPortal. Some of you know it as your Banner login ID. In fact, you will no longer be able to use your ugly name and its' password.

2.   Will my e-mail address change?

No.

3.   How will I know WHEN my account is going to be migrated?

ETS will be sending emails to your FHDA Email account notifying you of the pending change beginning 7 days before its scheduled conversion. These emails will give the specific day the conversion is scheduled.

4.   How will I know that my account has been migrated?

You will also receive an e-mail the day before your migration will start. It will contain the exact time of your groups' migration. In most cases it will start on a Friday night at 6 PM. The e-mail will tell you that you should not use e-mail until the migration has been completed. Go to the district web site to verify that your group has been marked COMPLETE on the Email and Calendar Implementation Project webpage. Also, you can check to see if you've been migrated by logging into OWA (email.fhda.edu) after the expected day of conversion using your eight-digit CWID and MyPortal password. You will find that you no longer can send e-mail using your Thunderbird, Eudora e-mail program or Webmail.

5.   I never use MyPortal and don't know my id or password. What should I do?

Follow this link: https://myportal.fhda.edu/LuminisSecurityServices/ to get your ID and/or re-set your password.

6.   How do I get to OWA?

Click or copy this link: **email.fhda.edu**. To sign into OWA, you will enter you CWID and password. As an alternative, the Employees tab in MyPortal will have a link and you will not be required to sign in a second time. This takes us one step closer to our goal of "Single Sign-in".

7.   I tried to login at email.fhda.edu and I am getting an error message. What's going on?

Did you use your eight-digit ID and MyPortal (or Banner) password? Most likely, your email account has not yet been converted over to the new system. If it is after your conversion date and you cannot login, please call the Call Center/Help Desk at 408-864-8324.

8.   Will I still be able to forward my fhda.edu mail to my personal e-mail address?

Yes. This should mainly be used by Part-Time Faculty who have assignments at several different institutions. If you are a full time faculty or District employee it is strongly recommended that you use the District email system. Any District correspondence is subject to disclosure to court ordered subpoenas and other legal requests for information, which may include District correspondence contained in your personal email accounts.
Here is the link to instructions on how to do it.

9.   Can I still use the existing "webmail" program?

No. The existing webmail program accesses the old email server. The new exchange server can be accessed via Outlook Web Application (OWA).

10. What happens to all of the mail I have in folders on my desktop?

They will stay on your desktop in your old desktop client (Eudora, Thunderbird, etc.). When you are migrated by ETS to the Outlook desktop client they will be moved to Outlook's local folders.

In Phase 1, all of your email that is currently stored on the current email server system will be transferred by ETS through a data migration process, into your new account in the Exchange server.   All email that is located in local folders on your Thunderbird / Eudora client on your computer will remain in place and will continue to be accessible through Thunderbird and Eudora.

11. How do I know what e-mail will be migrated to the new system?

Any e-mails that you can see using WebMail will be moved to the new system. In the past most Eudora and Thunderbird programs were set up to delete an e-mail on the server when it is viewed on the desktop or after a set number of days. Consequently, most people have a lot of old e-mail stored only in folders on their desktops.

12. If there is a Phase 1, there must be a Phase 2. What happens during Phase 2?

Once the new email system (Exchange) becomes active, you will no longer be able to send and receive email using the Eudora / Thunderbird clients on your computer. Email and calendaring will be available using only a web browser in Phase 1. In Phase 2, if a user feels the OWA client is not meeting their needs and still desires the Outlook Desktop client, each user must email Techhelp@fhda.edu in order to *Opt In* and be place on the list of users to be scheduled for the Desktop migration from Thunderbird or Eudora to the Outlook Desktop client.

13. Once I start using OWA, will I be able to save my e-mails in folders?

Yes. The folders will reside on the central server. That means that regardless of how you access your e-mail (the web, mobile device or desktop) you will have access to all of your filed e-mails.

14. If I like using the OWA and my mobile device, do I have to install Outlook on my desktop?

No. Some people will find that OWA provides all the features they need. You will still have access to your email in Eudora and Thunderbird once you are migrated to OWA (Exchange email/calendar system), but you will not be able to forward or reply to emails in the Eudora/Thunderbird inbox. If you choose to continue with only OWA, you will need to copy/paste unread or important emails that you wish to act on from Eudora and Thunderbird into OWA.

15. What happens to my important e-mails if I have Outlook installed on my desktop/laptop?

If you "Opt In" for the Outlook Desktop client, you will be able to forward and reply to those emails. Also, the Desktop Client migration will move email from Eudora or Thunderbird local folders to local folders in Outlook on your desktop/laptop computer. The emails stored in local folders will not sync to the Exchange email/calendar server and therefore are not accessible in OWA.

16. Can I also move all of the e-mail that I've stored on my desktop computer using Eudora and now Thunderbird over the past decade to the server?

No, unfortunately, there is not enough disk space on the Exchange email/calendar server to sync everyone's email in local Eudora and Thunderbird folders.

17. Why would I want to use the Outlook Desktop Client?

The Outlook Desktop Client will be most useful for someone who will have a high frequency of forwarding or replying to email stored in Eudora and Thunderbird local folders. Some laptop users may choose the Desktop Client because they process a lot of email when working offline (do not have an active network connection). However, most users will probably find the OWA to be sufficient.

18. Why can't I change my e-mail password in OWA or the Outlook client?

The only way to change your e-mail password is by signing into MyPortal or using the lost password link: https://myportal.fhda.edu/LuminisSecurityServices/.

19. I have a Blackberry or iPhone or iPod Touch or iPad or Android phone, will I be able to synch my calendar with my Outlook calendar?

Yes. Check the Training Page for instructions.

20. I don't have time to attend a training class. Is there a manual I can read?
Yes. Clicking the "?" button in the upper left hand corner of the OWA screen will take you to a boat load of Microsoft training materials including step by step instructions and videos. Also, you will find links to materials. You might want to start with the OWA Quick Start Guide.

21. How do I get my address/contacts book from Thunderbird or Eudora into Outlook?
OWA comes with an address book that includes all district employees, meeting locations and some mailing groups. If you Opt-In to have email in Eudora or Thunderbird migrated to the Outlook Desktop client, this migration will include moving your contacts into the Outlook Desktop Client and will sync with the server and then be accessible in OWA. OWA will only allow you to manually enter contact information.

22. Why would I want to use the Outlook Desktop Client if the OWA (Outlook Web App) is a fully functional application?
Although you will still have access to your email in Eudora and Thunderbird once you are migrated to OWA (Exchange email/calendar system), you will not be able to forward or reply to those emails. If you choose to continue with OWA, you will need to copy/paste emails from Eudora and Thunderbird. If you "Opt In" for the Outlook Desktop client, you will be able to forward and reply to those emails. The Desktop Client migration will move email from Eudora or Thunderbird to local folders in Outlook on your desktop/laptop computer. These emails will not sync to the Exchange email/calendar server and therefore not accessible in OWA.   Unfortunately, there is not enough disk space on the Exchange email/calendar server to sync everyone's email in local Eudora and Thunderbird folders. The Outlook Desktop Client will be most useful for someone who will have a high frequency of forwarding or replying to email stored in Eudora and Thunderbird local folders. Some laptop users may choose the Desktop Client because they process a lot of email when working offline (do not have an active network connection). However, most users will probably find the OWA to be sufficient.

23. When will the move to Outlook on the Desktop happen?
It will happen after Phase I when everyone has been moved to OWA and off of Meeting Maker, Webmail and Eudora/Thunderbird. Users will be asked to "opt in" for the migration from either Thunderbird or Eudora client to an Outlook client on the local desktop. To "opt in" and get on the list, send an e-mail to the Call Center/Help Desk (techhelp@fhda.edu). We are referring to this as Phase II.

24. I have a Mac. Will I be able to use all of the new Outlook desktop client software?
Yes, but you, like everyone else, will need to opt in to have it installed on your desktop. To Opt In, send an email to techhelp@fhda.edu.

25. When will Eudora and Thunderbird be replaced on the desktop with Microsoft Outlook?
It will be scheduled. Your first step is to contact the Call Center/Help Desk by e-mail (send an e-mail to the Call Center/Help Desk (techhelp@fhda.edu) to opt in and get on the list to be scheduled for the installation.

26. I have been an Outlook 2003 user for years. Do I need to upgrade to Outlook 2010.
No. Outlook 2010 has some nice new features, but Outlook 2003 will work just fine.

27. I have been using Outlook rather than Thunderbird or Eudora for years. How do I re-configure it to talk to the new mail server?
Please contact the Call Center/Help Desk. They will determine what needs to happen to get you re-configured.

28. **Are there any problems I should be aware of related to which type of computer I have (Mac or Pc) or which browser I'm using to run OWA?**

Yes there have been some issues related to browsers and computer. Here is a list:

- Using the OWA light version on an Apple with the Chrome browser has problems when you invite several people to a meeting and the formatting is a bit off. Solution: don't check light in a Chrome browser.
- Some versions of Firefox on both a PC and Mac may not support all functions. Solutions: use Internet Explorer (IE) on a PC and Safari on an Apple/Mac. You can contact the Call Center/Help Desk (techhelp@fhda.edu) to request help upgrading to the latest version of Firefox that will run on your computer.

29. **I have Outlook 2010 or 2003 installed on my system, but have never used it. What do I need to do to start using it?**

You will need to "opt in" to have Outlook configured to work with the new e-mail system. To get on the list, send an e-mail to the Call Center/Help Desk (techhelp@fhda.edu).

30. **Does the Apple Outlook desktop program support all of the features you have on the PC version?**

No. You will find that both "Return Receipt" and blind copying (BCC) yourself do not work. Solution: use OWA.

31. **Since I use my laptop and desktop client and an iPad to send email when off campus (not connected to the District network), I purchased SMTP2GO in order to send District emails. Will I need to use this with Exchange?**

No. You may cancel your subscription to SMTP2GO.

32. **I received two Abaca spam reports. The second one contains only e-mails from FHDA people. Is there a problem?**

No. This is a temporary annoyance that some people may occasionally experience until everyone is converted. When the conversion is completed, it will go away.

33. **I sent an e-mail to an address last week and it worked, but this week I received the error message "Delivery has failed to these recipients or groups:..".**

This is a temporary problem due to the fact that during migration, two e-mail systems are running. Your system cached or remembered the address that behind the scenes pointed to the old system. The address looks correct, but there is something you can't see that is causing the error message. Since you last used the address the user has moved to the new system. This problem will go away once everyone is converted to the new system. To fix the problem, follow these steps:

1. Type user name in "To:.." field in email message and the cached version will display.
2. Highlight the address and hit the <u>delete key</u> on the keyboard. This will delete the cached version of the address.
3. Then click the "Check Names" icon at the top of the message window and the correct address will appear.
4. You will not need to do this again for this address.

During this conversion period, you may want to always delete the cached version and click "Check Names" to insure that you are not using old cached addresses.

34. **What about my Departmental Account? Was it converted and how do I get to it?**

The primary user or owner of the department email account will be notified by email of the migration date for the account. Once migrated, the owner will be emailed with the login name to the account and instructed to contact the Call Center for the password.

35. **Where did all my emails go? How come I only see one email or none?**

Most likely you have "Conversations On". This is the same as what is called "Threading" in other email applications. The default setting for Conversations is "On". To turn it off, go to the View menu and uncheck "Use

Conversation".   Be aware that Conversation "On" or "Off" is set for each individual folder and the default is Conversation ON. If you are missing a lot of emails, it could possibly be you thought you were deleting only ONE email and unfortunately because Conversations was ON, you deleted the entire conversation of emails. Go to your Deleted Items folder, you may just find them there. Remember to turn off Conversations for your Deleted Items folder too. There is a document called Learning about Conversations that explains how they work in detail.

36. I thought I was supposed to be able to get to email through myportal?
ETS is still testing this capability and has not yet rolled it out to the general user population.

37. How do I open/download an attached CSV file?
1. In the heading area of the email (see attached picture), right click on the title for the attachment [right click: hold down the control key (CNTRL) and click the mouse button]
2. You will see a sub-menu, choose/click on "Open as new tab" or "Open as a New Window"
3. The document will open-up or you will see a tab in the lower left corner (if you tried 'Open as a New window') or on top ('Open as a new tab'). Click on it and you should be able to open the attachment.
4. Once the Excel document opens, you will be able to save it in the directory you want.
5. The file will also go to where your downloaded files usually go: a folder name 'Download.'

38. I just use Webmail and have saved a lot of none-FHDA peoples' contact information in the Webmail address book. Will I still be able to use it after I'm converted?
No. You will no longer be able to sign into Webmail. Therefore, before you are converted you can make a copy of your address book by displaying it, highlight all of the entries, copy the highlighted section and then paste what you copied into a Word document. You can then format and save the list as described in Moving Contacts from Eudora or Thunderbird. Another option is to start building your contact list from e-mails that you receive. Simply point to the sender's e-mail address, right click and select "Add to Contacts".

Mobile Device   back to top
1.   I already have my fhda.edu account set up on my phone. Will adding the Exchange version confuse it?
Yes, especially if both accounts are using "lastnamefirstname@fhda.edu" for the account name. We recommend that you delete the older account before setting up your mobile device to work with Exchange.

2.   What should I do if my phone is stolen or lost and I have confidential district e-mails on it?
If your device is lost, stolen, or otherwise compromised, you can issue a remote wipe command in Outlook Web Access. To do this, go to Options/Phone/Mobile Phones and click the "Wipe Device" button. This command erases all data on the mobile device. After you wipe a device, you must remove it from the list of mobile devices. If you recover the device, you can add it back by initiating synchronization from the device.

Your mobile devices frequently store sensitive data. If you lose a device, wiping all data from the device protects that data by removing it from the mobile device. All synchronized information and personal settings are wiped from the device. This returns the device to the original factory settings. It is also a good practice to wipe a device that you are no longer using.

Calendar   back to top
1.   I'm thrilled that Meeting Maker is going away. When is that going to happen?
Everyone will continue to use Meeting Maker until it is turned off July 15th.

2.   Will all my meetings get moved to Outlook for me?
No, you will need to set up any recurring meetings you are responsible for and one time meetings you have in Meeting Maker between the time you move to OWA and July 15th. Even though the Meeting Maker server will be off line, you will still be able to view your appointments in the Meeting Maker client on your computer. When

you sign into Meeting Maker, click on the "Work Offline" button.   ETS will provide instructions on how to archive / export Meeting Maker data for archival purposes at that point in the future when you receive a replacement computer, which will no longer have the Meeting Maker client. Here is a link to the instructions on how to set up a recurring meeting in OWA.

3.   Will the district contacts and meeting rooms be moved to OWA for me?
Yes.

4.   Will part-time faculty have access to the calendar?
Yes, all staff and faculty will have a new, combined email and calendar account in Exchange. You will log into Exchange using your Banner (CWID) ID and password, the same credentials you use for MyPortal.fhda.edu. You will be able to access the Exchange email and calendar within myportal.fhda.edu from the Employees tab.

5.   I have a Department Meeting Maker account, what happens to it?
A new Exchange e-mail account will be created. The primary user or owner of the department email account will be notified by email of the migration date for the account. Once created, the owner will be emailed with the login name to the account and instructed to contact the Call Center for the password.

6.   I use NotifyLink to sync my Meeting Maker calendar with my smart phone and iPad. Will I need to use with Exchange?
No, you may cancel your NotifyLink account or choose not to renew, when notified your subscription is ready for renewal. If you need assistance, contact Sharon Luciw, Director of Networks & Client Services via email: luciwsharon@fhda.edu